

Microsoft 365 SMB Teamwork Conversation Guide



An easy way to describe teamwork is “bringing people together to share information, work together, and accomplish common goals and objectives.” Powered by Microsoft Teams, Microsoft 365 empowers people to express their ideas more effectively, promote a more flexible workplace, and reduce costs for customers.

Help SMBs understand why teamwork is important

Research reveals that businesses that invest in collaboration and teamwork solutions see increased efficiency, greater flexibility, increased knowledge sharing, and enhanced security.

<p>2X</p> <p>Today’s employees work on twice as many teams as they did just five years ago.</p>	<p>50% MORE</p> <p>Today’s information workers spend 50% more time collaborating with others.</p>	<p>5X</p> <p>Businesses that invest in teamwork solutions are five times more likely to be high performing.</p>
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Probe for the biggest teamwork challenges



Inefficient meetings

Ineffective scheduling tools, lack of integration for note-taking and file-sharing, and other shortcomings lead to lost time.



Wasted time

Conversations and decisions aren’t recorded and shared with key personnel, leading to wasted time and redundant processes.



Unsecure file sharing

The lack of a centralized system for file sharing within teams leads to the use of unsanctioned apps and creates unnecessary security risks.



Flexible workplace

Limited ability to collaborate outside traditional office environments and networked devices restricts the effectiveness of mobile teams.

Can customers currently ?	How the Microsoft 365 Business helps . . .
Bring together teams and resources, all in one place	<ul style="list-style-type: none"> • Connect employees, customers and suppliers with Microsoft Teams • Share files, data, news, and resources on the intranet with SharePoint • Organize work visually and get more done with Planner • Customize a unique workspace for each team
Communicate across a common teamwork platform	<ul style="list-style-type: none"> • Communicate through threaded and persistent chat • Build transparency and create stronger communities at work with Yammer • Share or publish team calendars
Host online meetings to collaborate and share ideas	<ul style="list-style-type: none"> • Collaborate with team members at work as well as external partners in face-to-face online meetings with HD video—from almost anywhere, at anytime • Integrate scheduling, note taking, desktop sharing, uploading files, and chat messaging for online meetings • Extend Microsoft Teams with one-touch join to every meeting space with Microsoft Surface Hub and Skype Room Systems from our partners • Manage webinars, all-hands meetings, and other presentations with Live Events
Work securely, anywhere from any device	<ul style="list-style-type: none"> • Access SharePoint, Microsoft Teams and Office 365 securely from any device • Eliminate the need for unsecure file sharing apps

Overcome common objections

Common misconceptions small businesses have about teamwork may create resistance to collaboration solutions. Here are some ways to respond to objections about the need for new approaches to teamwork.

Teamwork is too expensive, and it's not in our budget.

Included in most Office 365 subscriptions at no additional cost, Microsoft Teams is the fully integrated hub for teamwork companies need.

We are a small business, so we don't need a full teamwork solution.





Small business teams are often structured the same as teams in larger enterprises; to work efficiently, they need the same tools that allow them to bring together teams, conversations, and resources in one place.

We just use email as our teamwork platform.

Bridge the generational divide with Microsoft Teams. It combines the structure of email with the network approach of social networking to deliver a teamwork platform for all generations.



Pitch the value of Microsoft 365 Teamwork in every customer conversation

Discover teamwork opportunities	Improve security	Work anywhere	Reduce costs
 <p>Identify opportunities for easier file sharing, co-authoring documents, tracking conversations, and providing secure mobile access.</p>	 <p>Explore ways to strengthen your overall security posture and improve compliance while reducing use of unsecure apps.</p>	 <p>The right digital tools can empower teamwork across your mobile workforce, no matter where your teams work or what devices they use.</p>	 <p>Efficient collaboration eliminates the time and cost of managing unrelated applications.</p>



Get your foot in the door by:

Show how customers can drive business outcomes through the Microsoft 365 SMB Teamwork Assessment.

- Identify current tools and organizational priorities
- Understand customer IT capabilities and maturity
- Deliver hands-on teamwork demo to show the capabilities of Microsoft 365
- Provide a detailed roadmap with actionable steps for a teamwork transformation