



Nonprofit Teamwork Conversation Guide

Teamwork starts with “bringing people together to share information, work together, and accomplish common goals and objectives.”

Microsoft Teams, part of Office 365 and Microsoft 365, offers a hub for teamwork that brings together people for chat, meetings, calling, and real-time document collaboration.



Help nonprofit understand why teamwork is important

The way we work today is changing along with the definition of a team. More people are working remotely or want to adjust their hours and schedules as needed without compromising productivity. As teams become more dynamic and diverse, nonprofits want to collaborate in real time with beneficiaries, donors, employees and volunteers, and board members.

2x

Small organizations are twice as likely to hire remote employees¹



52% of the global workforce works from home at least once per week¹



6x as many small organizations agree that dynamic team structures will become the norm²

¹ Owl Labs survey, March, 2019 ² Upwork Future Workforce Small Business Report, 2018

Probe for the biggest teamwork challenges



Inefficient meetings, unnecessary travel time

Ineffective scheduling tools, and inability to locate or easily share meeting notes, chats, and relevant files contribute to unnecessary back and forth and painfully long email threads.



Version control issues

Without a centralized place to collect team input, team members might use an outdated contract template, for example, or a document missing final adjustments.



Unsecured file sharing

Without a centralized hub for file sharing internally and externally, team members might use unsanctioned apps, creating the potential for security vulnerabilities.



No collaboration tools or too many

Traditional office environments without an integrated collaboration hub limit ability to collaborate securely with others.

Ask compelling questions to understand the nonprofit environment and explain how Office 365 helps

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| Can your team work anywhere from any device? | <ul style="list-style-type: none"> Use the best-in-class productivity tools and work across all your devices, securely Share and edit your documents in real-time with your team Stay connected and access your emails, contacts, and calendars across your devices even when offline with Outlook |
| Can you host online meetings to get work done in real time? | <ul style="list-style-type: none"> With one click, enable anyone inside or outside your organization to join your online meeting from any device Meet right away or schedule meetings at your convenience from Outlook Record meetings, share your screen, and annotate documents for real-time co-authoring Integrate scheduling, note taking, desktop sharing, uploading files, and chat messaging for online meetings |
| Can you keep all files related to a project or task in one place? | <ul style="list-style-type: none"> Get a hub for teamwork that brings together all your team’s chats, meetings, files, and app Customize a unique workspace for each team to connect people to content and activity Communicate through threaded and persistent chat to keep everyone in the know Use internal social networking to brainstorm or update team members |
| Can you collaborate securely with your beneficiaries, donors, employees and volunteers, and your board members? | <ul style="list-style-type: none"> Use persistent chat and shared workspaces to help beneficiaries, donors, employees and volunteers, and board members work together Use integrated instant message to chat or answer quick questions Share or publish team calendars |

Overcome common objections

Common misconceptions that nonprofits have about teamwork may create resistance to collaboration solutions. Here are some ways to respond to objections around teamwork.

We don't have a budget for something like Teamwork.

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

We are a small nonprofit, so we don't need a full Teamwork solution.

Small nonprofit teams are often structured the same as teams in larger enterprises. They also have version control issues. They also struggle to collaborate effectively with external users. To work efficiently, they need best-in-class tools that help them to bring together teams, conversations, and resources in one place. Imagine the productivity gains your employees and volunteers can realize. You can quickly onboard new teammates to a project, support remote workers in the field or satellite locations as a part of the team, and ensure that all team members are informed and have what they need to advance their work. You can also invite donors and board members to be active members of the team. Everything the team works on is captured and organized by topic and in one place so that everyone can contribute to the shared effort.

Email is our Teamwork platform.

Smaller nonprofits interested in working better together need better tools. It's too easy to forget to include someone or something crucial with email. Microsoft Teams combines the structure of email with the network approach of social networking to deliver a Teamwork platform that brings together different styles of working. Online file sharing makes you faster and more efficient. You can create Teams channels for clients, for projects, or for programs. You can invite clients to collaborate with you in a shared space.

Pitch the value of Microsoft Teams in every customer conversation



Mobile worker support

Easily support nonprofits that want the ability to work anywhere from any device.



External collaboration

Help nonprofits look more professional as they engage in email and online with stakeholders.



Enterprise-grade security

Enable access to those who need it and keep out those who don't.



Real-time teamwork

Enable nonprofits to work together in one solution with shared docs and online meetings.

1

Offer solutions to known pain points: Business-class email and file sharing.

2

Show how best-in-class, integrated solutions improve the stakeholder experience.

3

Show how nonprofits can reduce costs by replacing other collaboration tools.



How to win over stakeholders:

1. Build trust with business-class email

Many nonprofits still use in-house servers or free online email and need a business-class solution with the benefits of the cloud.

2. A value with best-in-class collaboration tools

Get started by showing how nonprofits can drive business outcomes with a [Teamwork Workshop Customize kit](#) to work with your nonprofit customer by:

- Identifying business objectives and challenges
- Assessing current technology capabilities
- Providing recommendations and best practices
- Creating an actionable plan

You can also initiate a 6-month Teams trial at no additional cost. The CSP [Partner-Led Trial](#) offers nonprofits the opportunity to experience Teamwork in their everyday work lives.