



5 Faces of today's employees

Understanding our teams: who we work with and how they collaborate best



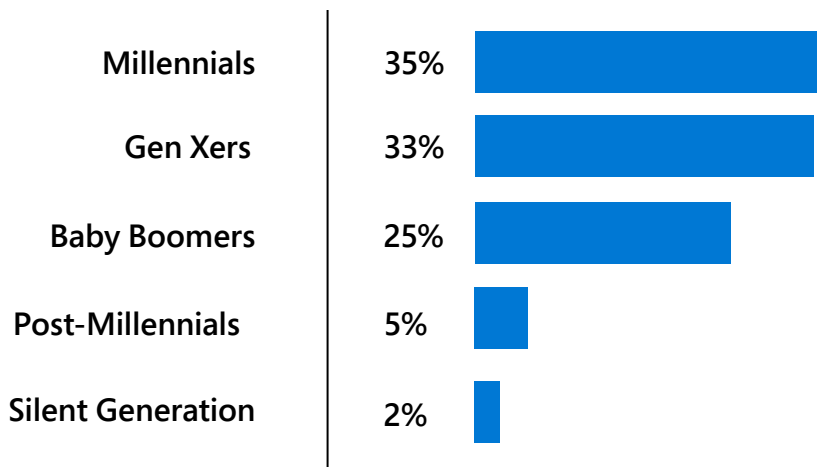
Introduction

Next time you're in a meeting, take note of your employees and colleagues. You won't find one type of worker. Instead, you'll find that employees have different work styles, personality types and skill sets, and are from different generations. Some may work better in large groups, while others do their best thinking in isolation. And while some employees may look for the latest and greatest communication tools, others may want nothing more than email.

More likely than not, people are working remotely, perhaps across different time zones. You may also have independent contractors and business partners collaborating closely with your teams. The four walls of an office are no longer the boundaries of your business.

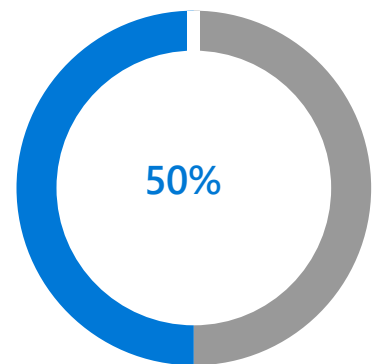
Today's teams are very diverse, with different work styles

What generation are today's employees?



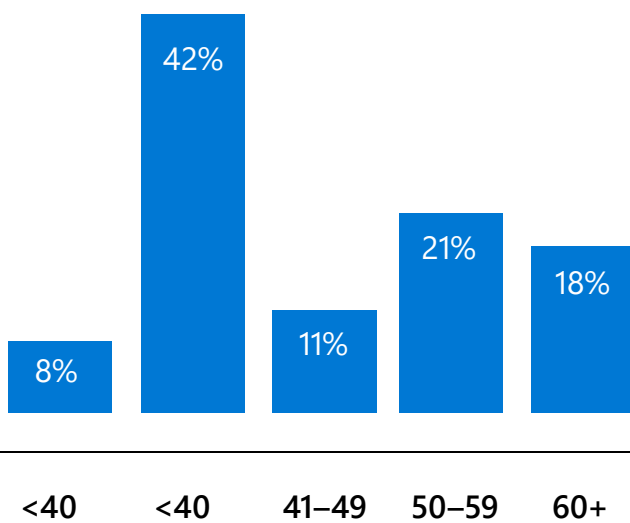
(in the US workforce in 2017)

Where do they want to work?¹

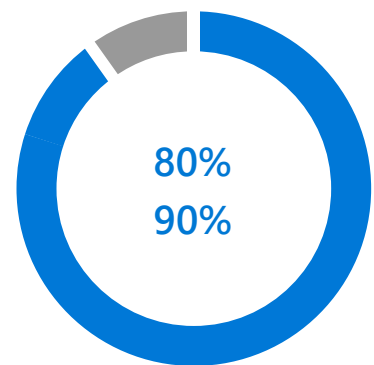


50% of the US workforce has a job that is compatible with at least partial telework.

How often are they working?



Hours/week worked on average by US workers (full time, over age 18)



80-90% of the US workforce say they would like to telework at least part time.

In the past few years, the differences between your employees' preferences have expanded even further. There are more Millennials in the workforce than ever before, remote working has become a requirement and the tools we use to collaborate have expanded far beyond emails and conference calls.

With customer expectations evolving daily, you need every employee to be creative, think critically and collaborate with others. But with their different work styles, preferences and locations, you can't expect all your employees to collaborate in the same way or use the same collaboration tools. On the other hand, you're probably also conscious of the productivity loss, cost and security risks associated with adopting too many business applications.



Organisations use an average of **730** cloud-based applications.²

So how do you give employees the variety of tools they want, while meeting the productivity and security needs of your organisation? It starts with understanding employees and how they want to work together.

You'll find a variety of employees spanning different work styles, personality types, skill sets and generations.

Here are five employees seen across any typical business today.



1 Victoria

manages 20 employees
across four teams

Location: company headquarters



- ✓ With the organisation for more than 20 years
- ✓ Worked her way up from an entry-level position to managing teams that work on strategic initiatives for the company
- ✓ Understands new technology can help, but hesitant to adopt more new tools
- ✓ Avoids instant messaging apps at work

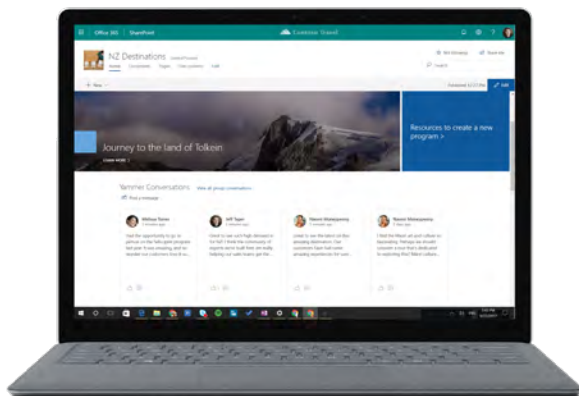
When it comes to online collaboration solutions, 97% of employees report using email as a communication tool. 78% report using an Intranet site and 45% report using a social collaboration tool.

'2016 Digital Workplace Communications Survey: Companies Need to Rethink How They Communicate with Employees', 2016, TheEmployeeApp.

What does Victoria need?

When deciding what tools are right for your teams, you also need to think of employees like Victoria who have gone through one adoption cycle after another for new business tools. For Victoria to adopt any new tool, it needs to become a seamless part of her workday, even if she is hesitant to put in extra time and effort toward it.

As a longer-term solution, and one that meets the requirements of diverse employees, you need a universal toolkit that helps instant messaging, phone, email and calendar tools work together. With a unified solution, different employees can communicate in the ways that work best for them.



Collaborating with SharePoint



Victoria manages many younger employees who like instant messaging, but have a hard time connecting with her because she is rarely signed in. With [Microsoft Teams](#), they can communicate in a familiar way and Victoria can always have the latest conversations available to catch up on anything she missed.

With [Microsoft 365](#), Victoria can even directly share an email thread from [Outlook](#) to her Teams channel, where she and her co-workers can discuss the decision at hand. Victoria also likes to work in [SharePoint](#) to collaborate with her teams: it makes files, sites and other resources easily shareable and accessible. And because she prefers the SharePoint interface, she enjoys working directly from SharePoint on files that are in Microsoft Teams.



2 Miklos

new graduate, hired one year ago

Location: works at company
headquarters and from home



- ✓ Epitome of the term 'next-gen employee' and has just started his career
- ✓ Grew up in the technology age; his job title didn't exist ten years ago
- ✓ Takes to new technology with ease and often seeks out the latest communication and organisational tools to test out on his own

Miklos' job doesn't always end at 5 PM. He often checks in on his projects and email from home and tends to sign back in online and work later at night. He works at least 45 hours each week and is truly invested in the company's success.

US Millennials work, on average, 45 hours each week. In China and Singapore, this average reaches 48 hours per week.

'Millennial Careers: 2020 Vision', 2016,
Manpower Group

What does Miklos need?

Up-to-date technology is important to Miklos' job and his collaboration style as a Millennial. Look for a suite of tools that has some (if not all) of the supported applications he needs. It will keep productivity and collaboration levels high, while relieving IT of the security fears that come with unsupported applications. Instant messaging applications are a favourite of Millennials, used to increase free-flowing communication.

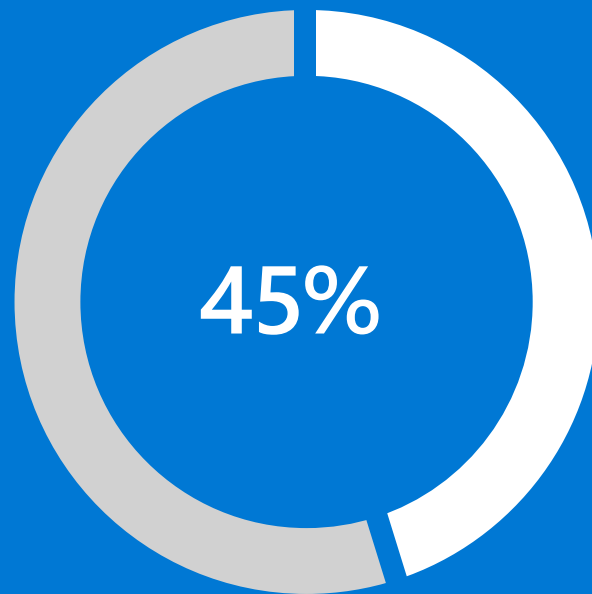
Additionally, think about implementing tools and policies that allow employees to use their mobile phones to access work-related apps and encourage a flexible work environment. A Bentley University study found that **77%** of Millennials think flexible work hours would make them more productive, and **89%** regularly check email from home after work hours.



One evening as Miklos was scrolling through social media, he saw that a competitor was on the verge of making a major product announcement. Instead of waiting to cross-reference internal messaging documents in the morning, he was able to log in to Microsoft Teams, find the files he needed to compile a report and share it for input from his team.

His [PowerPoint](#) slides were visible and accessible to the entire team, so they could all collaborate to deliver a better product. The next day, the group met using a Teams-powered video conference that enabled them to generate and capture ideas on a virtual whiteboard and co-edit the presentation in real time from different locations.

45% of Millennials say instant messaging tools are their preferred workplace collaboration tool.³





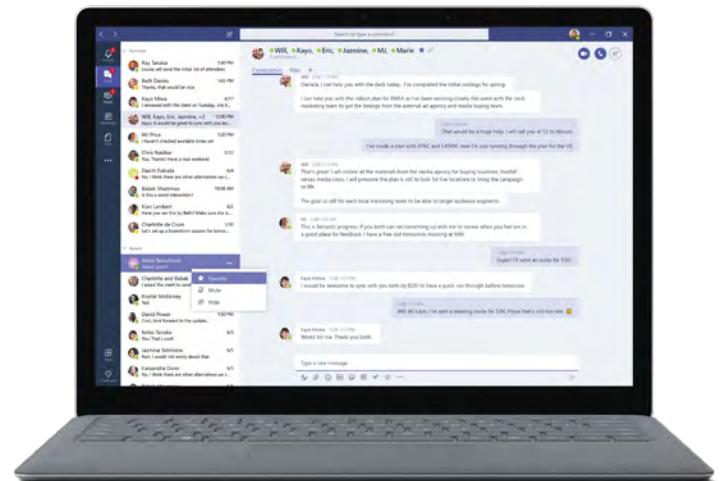
3 Renee

In Field Sales

Location: works remotely



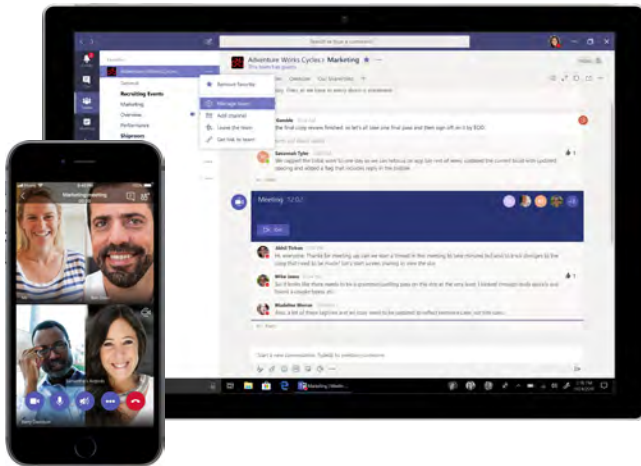
- ✓ Frequently meets with current and potential clients and business partners
- ✓ An extrovert who works closely with many on Victoria's team
- ✓ In constant communication with colleagues and clients
- ✓ When not in a business meeting, works alongside her team to manage relationships and cultivate leads



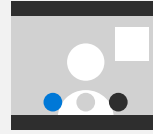
Real-time chat in Microsoft Teams

What does Renee need?

Renee needs to be able to communicate and collaborate with her team as if she was in the office. She needs access to the same tools, messages and information from any location on whichever device she happens to be using.



Host a voice or video call within Microsoft Teams, on your favourite devices



Renee started her morning with a voice call with a new client, using Microsoft Teams on her mobile device. Next, she joined a video meeting in Microsoft Teams to review new sales tools with her colleagues. She could view the presented materials, follow the audio discussion, view comments from different team members in the chat window and contribute her own feedback in real time, all from her tablet.



4 Pia

Consultant

Location: works remotely
from a home office



- ✓ Recruited as a consultant to help with a specific, time-bound initiative
- ✓ Has put all other work on hold; is committed to the project for the next half-year
- ✓ Has access to some of the company's internal documents and applications; is wary of constant access issues based on past experience with other companies
- ✓ Uses her own laptop and mobile device to communicate with colleagues

49% of organisations say their need for contingent workers will continue to grow over the next 3–5 years.

'Workforce on Demand', 2015, Deloitte

What does Pia need?

While Pia needs to be able to work with Victoria's team as if she were a permanent employee, the fact is that she isn't. Your IT team needs to know that the documents shared with Pia can be revoked if necessary and they need a way to track what she has and has not received.

A secure file-sharing system that enables admins to set different permission levels for each classification of employee will help her get her job done, while abiding by all compliance requirements and security measures put in place. That way, contractors can securely access the files they need, while giving IT peace of mind. When Pia reaches the end of her contract, a cloud-based file system will enable IT to clear her permissions without ever affecting Pia's personal devices.



Pia works best late at night. That's typically when the rest of the company has signed off, because they're in a different time zone. Hard at work, she realises that she has not received the file she saw at the meeting earlier today. Instead of being stalled, she pulls it down from the organisation's [SharePoint Online](#) folder she's been granted access to as a contractor.

She manages to get her work done without having to wait to get access or bother anyone on the team to share it with her. At the same time, her access to project documents is limited to her specific role, which reduces the risk of a data leak.



5 Wei

Project manager

Location: works at company
headquarters



- ✓ Works on Victoria's team
- ✓ Has been in the workforce for about 12 years
- ✓ Responsible for scheduling, delegation, progress tracking and the bulk of project communications
- ✓ In regular communication with team members inside and outside the organisation, and in various locations

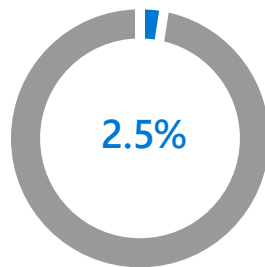
A 2015 study of the Australian economy by Deloitte found that companies that prioritise collaboration were five times more likely to experience a considerable increase in employment, twice as likely to be profitable, and twice as likely to outgrow competitors.

'The Collaborative Economy', 2015, Deloitte

What does Wei need?

For almost every project Victoria's team works on, everything goes through Wei: scoping, scheduling, budgets, tracking, communications, working with vendors and co-ordinating with stakeholders.

Only 2.5% of companies successfully complete 100% of their projects.



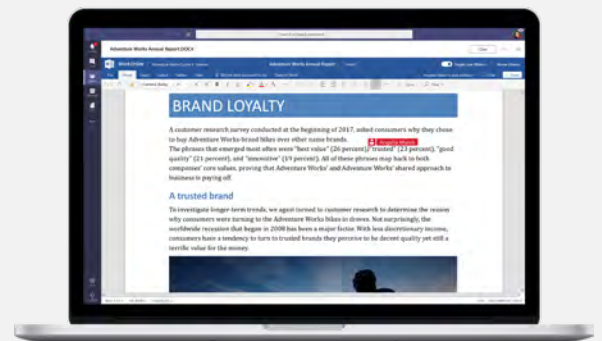
'The Collaborative Economy', 2015, Gallup

Having a single hub like Teams to access apps, communication channels, documents and tools will help Wei stay focused and productive on the activities that move those projects forward.



While working on a big project plan, Wei realises he needs to put it in a place that will be easily accessible to all. He creates his [Word](#) document and stores the file in Teams. He then calls attention to it in a group conversation in Teams itself, knowing that the younger members like Miklos will see it right away and co-author with him.

He also knows that it'll be easily accessible to Victoria, who is familiar with SharePoint. Pia can contribute because she has guest access in Teams and Renee will be able to get to it from the road. In just a few steps, from one tool, he's made it easy for everybody to participate.

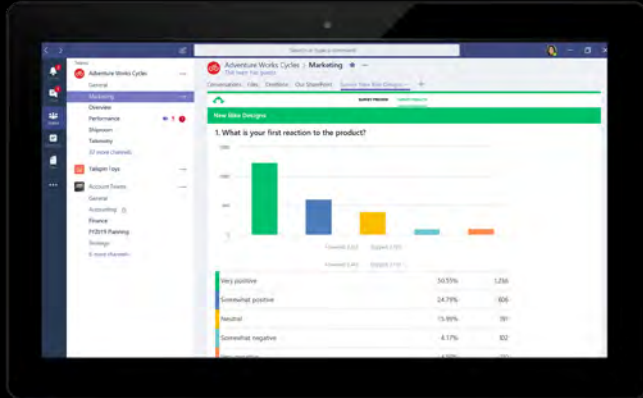


Co-authoring in Microsoft Teams

As more and more companies recognise the value and competitive advantage they can gain through effective collaboration, they are working to empower their employees to connect with teammates inside and outside the organisation for work on core projects. Bringing together everything they need into one shared hub for teamwork enables employees to focus on important, high-value tasks with ease.

Microsoft Teams is designed to be the one collaboration and communication solution these companies need, with built-in Office apps including Word, PowerPoint, Excel, Stream and SharePoint. Complete voice and online meeting capabilities remove barriers to collaboration. Through the use of artificial intelligence and cognitive services, you can enable more intelligent communication – making chat, calling and meeting experiences more connected and productive.





It's time to see how an integrated solution – from email to files to chat to voice to social – can make your business more collaborative.

Get Microsoft Teams, now available in a free version

¹ 'Millennials are the largest generation in the U.S. labor force', 2017, Pew Research Center.

'The '40-Hour' Workweek Is Actually Longer—by Seven Hours', 2014, Gallup.

'American Community Survey', 2016, US Census Bureau. 'Latest Telecommuting Statistics', June 2017, GlobalWorkplaceAnalytics.com.

² 'April 2015 Cloud Report', 2015, Netskope.

³ 'The Millennial Mind Goes to Work', 2014, Bentley University.