NetHope Collaboration Network Management Guidelines

“ACCELERATE” STEPS

- Build or expand group membership. Invite people into your group using the "+" box in the “MEMBERS” list in the group header. You can also partner with Alex Mitchell to invite a distribution list of people to your group.
- Use group announcements to simultaneously post in Yammer and push a message to group members’ email.
- Analyze the topics your group is using or would benefit from. Promote those topics with posts or links in the INFO box.
- Revisit where your Yammer group “plugs into” team communications and workspaces.* How can you help meet team goals using Yammer? Can you add more value to team projects by moving collaborative work and discussions into this space? Can you replace any team meetings, e-mails, or approval routing? Would the team use “Notes” to capture meeting agendas, frequently asked questions, or resource lists? Do people know how to post via e-mail?
- Recruit managers and other leaders to post questions, share praise and respond to messages in the group space.
- Network with admins in groups that overlap with yours in membership or goals (such as increasing activity). Consider adding them as Related Groups, and cross-promoting or sharing best practices.
- Arrange a “YamJam” in your group, where a high-interest person or people (like a senior leader, a subject matter expert) or a high-interest topic (such as strategy, brainstorming, or cost management) are discussed in Yammer for a brief window (e.g., 30-60 minutes). Partner on this with a Yammer Network Admin or power user for your first YamJam.
- Explore opportunities to display your group feed on a SharePoint teaming site.
- Revisit your vision of group “success” and review your measures. Talk with Alex Mitchell for data and more ideas.
- Share your questions and learning with the Group Creators and Admins group, and help make all groups across NetHope’s Yammer network more successful!

*MORE IDEAS FOR TEAM DELIVERABLE VALUE IN YAMMER

For a group meeting:

- Post about the event in appropriate Yammer groups. In a highly active group, “bump” the event to the top of the group message feed a few times before event date, by typing “Reminder” or other appropriate text, such as agenda updates.
- Have leaders or communicators invite people to submit questions in advance for the meeting, via the group feed.
- Publish a “Note” for the meeting with a high-level agenda and encourage question submission there too.
- Edit the meeting “Note” with meeting notes in real time (as many as 11 people can co-edit a Yammer Note at once).
- Upload the meeting presentation as a file (in advance or at meeting time) so that people can access it via Yammer.
- Post interesting facts from the meeting in real time in appropriate groups (“This is helpful, X just explained Y…” etc.).
• Have a leader post thanks for people’s attendance, energy, etc. They can also call out and re-answer one or two good questions or insights or pieces of meeting feedback.
• Arrange for one or more presenters from the meeting to post in Yammer afterward, either directly or as a poll, asking for people’s feedback.
• Post information after the meeting about any available call recording, and high-level timing of next meeting.
• Post a poll asking whether people learned more about x, feel more aligned with y, feel curious to know more about z.

For **changes to a group resource** (process or workflow, system, teaming site, key reference, etc.):

• Create or update a “Note” to consolidate helpful context and hyperlinks.
• Add or update files or links in the group’s Pinned box. Call out the additions or changes with a post letting people know you’re keeping these resources current, and asking for help as more information becomes available.
• Encourage a leader / expert owner to put out a message about the changes that’s brief and tailored to the audience, such as, “What do YOU need to know about the [Change], happening [TIME]? X is changing. Y and Z are not. We don’t have everything figured out yet about Q and S, but we should know more by [Later TIME]. Watch for a new [job aid/FAQ]. What questions do you have for me?”
• Ask stakeholders to the change to add their perspectives to the group discussion. You can do this publicly in the group space with “@mentions” or make your request by private message, depending on relationships.
• Post a poll asking whether people understand the change / a critical aspect of the change. If poll results are not where the team wants them to be, it may prompt more communication inside and outside Yammer.
• At an appropriate time, consider a follow-up poll measuring whether people would like more information on the change or if people are seeing the benefits of the change.