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LCHS4007 Bianca Dodgen

Digital Skills and Research Methods

Task: Staff communication and daily updates

Tool : Microsoft Teams

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Grace

- Microsoft teams can support communication between staff working in different locations.
- Staff can use team channels and messages to share relevant daily updates
- Examples. Changes to visits, appointments and services-user support needs.
- Can help reduce missed updates, unclear communication and updates
- Staff should only share information with colleagues who need it for their role.

(Perez et al, 2021)

Grace

2. Which Microsoft 365 tool they selected ?

- File can be shared with specific people and permission can be controlled
- Service-user documents should only be accessible to authorised staff
- Microsoft teams can support secure documents sharing within the team or channels
- This can help staff keep documents organised and reduce duplicate or inconsistent files Communication

Grace

Why this matters to Ashford community services

- Staff works across services user homes, supported living settings and the main office.
- Microsoft teams provides a central way to communicate and share relevant updates
- Microsoft teams can help staff share documents in a more organised way.
- Microsoft teams can support better communication, organise documents sharing, reduce duplication and help protect services user information.

(Hargreaves et al,2022)

Grace

- Microsoft teams could help Ashford community care service improve communication between staff working in different settings
- It could support daily updates teamwork meetings and important information sharing.
- The main benefit is the create clearer way for staff to communicate.

Tashmil

3. Why this tool is suitable for the task

- Microsoft teams provides a safe space for collaboration and participation amongst colleagues
- Helps to prioritise emails to focus on the messages that matter most.
- Make it simple manage calendars, schedule meetings and appointments.
- Keep connected and productive from any location where there is internet connection
- Easily able to add and remove people and to select what kind of information is to be shared

(Couter, 2022)

Tashmil

4. How it improves efficiency or communication

- Real time teamwork, chat and feedback
- Sharing task
- Channels are created to specify the assigned tasks.
- Tasks are individually allocated

(Brazzi,2022)

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5. Advantages and limitations of using the chosen tool

Advantages

- Microsoft team is a popular collaboration and communication platform people can use it for working online and lots of things you can do on there .
- You can save documents on Microsoft team everyone can get access to them anytime and anywhere .
- On Microsoft team it is easy to use everyone can get the same information no more I don't get the email .
- On Microsoft team everyone can get access to edit at the same time no more said I can't get access to your work
- It works from everywhere you can use it from on phone and tablet or computer also from home and office people they don't need to move to see your work .
- Microsoft team is accessible only people in your organisation can access your team spaces if you add them

(Oguguo et al, 2023)

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Limitations

- Microsoft Teams is a popular collaboration and communication platform that combines chat, video meetings, and file sharing into a single hub
- Microsoft teams it can be confusing for new user because it has too many buttons and menus and features and people find it difficult to use .
- It can use so many internet and computer power with we reset if the internet is bad therefore will make meeting freeze and lag.
- Too many notification will distract workers and reduce productivity .
- Screen sharing limitations will make the person cannot chat and do the communication at the same time.

(Oguguo et al, 2023)

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6.Recommadation how Ashford can implement these change

- Hold regular meetings, you can record and everyone can get to access them .
- It's important also everyone can get access and informed no one misses important information they can watched again through the record.
- Share all update plane and announce in one central place .
- It can run live training sessions via team .
- All people can get access to assign a lead and representation from each department
- Name your team clearly Ashford business improvement change project

(Azadeh et al,2015)

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