TRANSVERSAL SKILLS IN TIME OF COVID

Working with Channels in MS Teams

Channels within your Team Environment

While Chat is a great function for private discussions, Channels allow more organized discussions to take place between specific team members and external clients. You can add specific channels to keep conversations organized as you go.

There are 3 types of Channels: Standard, Public, and Private Channels

Standard, Public, and Private Channels

A **standard channel** is useful when:

- General discussion between all team members is needed, such as general project updates, policy changes, announcements, and more
- Resources that are applicable to all team members need to be shared in one location

A **private channel** is useful when:

- A group wants to collaborate in a separate space without needing to create another team
- A group of people (such as executives or managers) within a team want to discuss sensitive information like budgeting, strategy, etc.

A **shared channel** is useful when:

- Different people who are not part of the same Team want to collaborate with each other (e.g., individuals from customer support, marketing, and development need to collaborate on a project)
- You need to collaborate with an external party, such as a client, for a project