



Work styles

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**Cisco** Webex  
Teams

# How to use this toolkit

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So you're deploying  
Webex Teams in  
your company?  
We'd like to make  
it easy.

## In this book, you can find



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make a successful Webex  
Teams adoption plan.



Best practices for  
using Webex Teams.



Documents made to inspire  
knowledge workers to use  
Webex Teams in their  
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# Work styles introduction

Everyone works differently. But what stays the same is that you all need to connect with your people. Webex Teams makes it easy, no matter how you work.

These working styles are some of the most common ways people get things done. Check out the descriptions, and pick which one fits you.

- [The growing team](#)
- [The mobile team](#)
- [The distributed team](#)
- [The creative team](#)
- [The project team](#)

## Top tips

Use or adapt this copy to describe Webex Teams to colleagues, in intranet copy, email launch communications, and in offline social exchanges in the office or café.



## Work style 1: The growing team



The new employee joining experience is crucial for both your company and new hire. The company wants new hires to be productive from day one and new hires want to feel welcomed and able to jump in as quickly as possible.

Webex Teams can be used to enrich the hiring process from contract signing, meet and greet, to training and orientation.

### New hires need to:

- ✓ Securely exchange personal information with the company.
- ✓ Know how to get things done around here.
- ✓ Meet their team as a group and have 1 on 1 mentoring sessions.
- ✓ Read and absorb the information needed to start work and be productive.
- ✓ Buddy up with team members for faster orientation.
- ✓ Get immersed in the company's culture.

### With Webex Teams it's possible to:

- Create a space to communicate with all new hires. Share everything they need to navigate the company's culture and processes. Populate the space with policy documents, introduction guides, essential phone numbers and addresses, as well as how to get technical support.
- Use the space to send offer letters, contracts, and negotiate a start date. Automate contract signature processes with integrations and bots.
- Add new hires to existing spaces and teams, so they can browse content, join team meetings and introduce themselves.
- Schedule 1 on 1 video meetings with new hires to explain processes and culture in more detail.
- Create a private space for each new hire to give them a personal warm welcome. Let them ask questions about anything like dress code, and make sure they don't have lunch alone on their first day.

## Work style 2: The mobile team



Today's mobile user is not a rare breed. 65% of knowledge workers require mobile connectivity to do their jobs and each week, 62% of employees work in multiple locations.

### The mobile worker needs to:

- ✓ Work in their primary office comfortably, which may be their home.
- ✓ Stay productive while traveling to another company, customer, vendor facility, nationally or internationally.
- ✓ Spend the majority of an average day in meetings, in person, on video, or by phone with screen sharing.
- ✓ Interact with people in multiple locations and timezones, using mobile calls, video meetings and instant messaging.
- ✓ Participate in and lead scheduled and spontaneous meetings with people in multiple locations working in different companies.

Source: IBM [Click here](#)

### With Webex Teams it's possible to:

- Schedule video meetings for screen sharing, whiteboarding and recording.
- Stay in touch with any part of the company by joining teams and spaces related to their expertise, projects, deliverables and social preferences.
- Nurture relationships with customers and partners using 1 on 1 spaces and teams on any device.
- Quickly share messages to the team and call from your smartphone while in transit.
- Tap into the collective intelligence of the whole company to get problems solved faster.
- Securely share any type of content with anyone, anywhere on any device.
- Use spaces to report a wide range of operational incidents in the field, to better serve customers.

## Work style 3: The distributed team



Your team lives the “follow the sun” mentality. You need to stay closely connected digitally, in order to get things done. Global teams allow you to attract and retain talent anywhere in the world, to better serve customers and be closer to your markets. Distributed teams are often challenging for leaders, who spend the majority of their work day in meetings and 1 on 1 discussions, but need to have continuous high-visibility of the teams outputs and deliverables.

### Distributed teams need:

- ✓ Access to hands-on expertise across the business on a continuous ‘follow the sun’ basis.
- ✓ High-quality video meetings as a substitute for the intimacy of face to face meetings.
- ✓ Rapid exchange of rich information ‘in the moment’.
- ✓ The ability to share the progress of their work to key stakeholders.
- ✓ Highly visible virtual leaders to create atmospheres of trust, openness and integrity.
- ✓ To exchange unwritten, hidden knowledge held ‘in brain’ based on their experiences, insights, intuition, observations and internalized information.

### With Webex Teams it’s possible to:

- Use spaces and teams to access the most valuable knowledge from people all over the company.
- Use spaces and teams as a means of broadcasting the progress of your work and be sure about who’s received it.
- Answer questions quickly from your mobile at any time of day. Your business hours may be over but others are just starting.
- Make virtual leaders more present by using HD video for ‘ask me anything’ sessions, strategic guidance and motivational talks.
- Provide virtual leaders with total transparency of activities across all their teams, filtered in a way that avoids information overload.
- Improve inter-team communication with a simple modern video meeting application for meetings, screen sharing, and whiteboarding.

## Work style 4: The creative team



Creative teams have to be able to work together any time their creative juices are flowing. You often work extensively with external partners and agencies. You create incredible content related to marketing, advertising and design initiatives that's too large to move around in email. This content is subject to numerous rounds of review and sign off, internally with peers, and externally with agencies.

### The creative team needs:

- ✓ The ability to transfer and share large files with internal and external stakeholders.
- ✓ To organize, manage and collaborate on campaigns and events with a wide variety of partners and agencies.
- ✓ To use pictures and drawings, not just words, to describe their ideas.
- ✓ To give and receive constant, quick verbal and visual feedback.
- ✓ To frequently meet with peers, partners, and agencies all in different locations.
- ✓ To review and sign off creative concepts and assets with large numbers of internal stakeholders and external agencies.

### With Webex Teams it's possible to:

- Message new ideas and share files (including videos).
- Brainstorm and draw ideas using a digital whiteboard.
- Quickly have an impromptu video call with any internal or external stakeholder with one click of a button.
- Schedule and attend an online video meeting to review documents live, and see facial reactions.
- Quickly gather the pros, when you want to kick off a new project.
- Tag key people in messages to get instant feedback when you need it.
- Search and easily find content, files and messages previously shared.
- Work from anywhere, using any device on a web browser or the mobile app.
- Have a space to ask your team for creative advice all together.

## Work style 5: The project team



Project focussed teams have to get organized and deliver. You're task-oriented and deadline driven. But, you can't get anywhere without the coordination of your team. You have to be able to sync up, then separate to get work done. It's crucial you come back together for status updates to make sure the group is on track, before everyone gets back to work again. A combination of internal teammates and external partners mean you have to make sure to keep everyone united.

### Project teams need:

- ✓ Clear audio and video meetings for sharing content to negotiate contracts, agree on plans, and design deliverables.
- ✓ Content, conversations and meetings all in one place.
- ✓ To manage the expectations of a wide range of stakeholders and sponsors.
- ✓ To distribute and share lots of content with each other.
- ✓ Collaborate with external vendors, partners and suppliers.
- ✓ Efficient ways of communicating change to end users.

### With Webex Teams it's possible to:

- Create spaces with a mix of internal and external people to share project content, negotiate task delivery, and stay in constant contact, all in one place.
- Create and maintain all meeting rhythms with automatic timely reminders to all team members about upcoming meetings.
- Initiate ad-hoc meetings for a whole team with just a couple of clicks, as well as record and share with absent team members.
- Create whiteboard project plans digitally and share for everyone to see and add to.
- Manage stakeholders, sponsors and steering groups using spaces to publish content and real-time updates.
- Manage conversations and meetings with external suppliers and avoid unnecessary travel.
- Always be available for your stakeholders from your mobile device when they need you.

# Cisco Webex Teams

Questions/comments?

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