Yammer – Get Yammering!

Yammer introduces an integrated set of social, collaboration, and communication technologies that enable companies to work like a network—using the concepts that have changed our personal lives to transform the way we work. By tapping into the human networks that make a business tick, companies can listen to the conversations that matter most, and grow in ways never before possible.
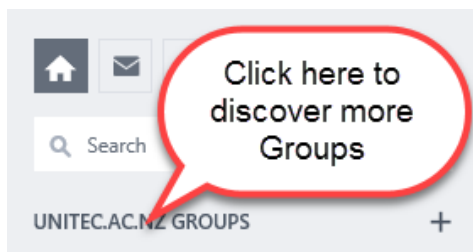
1   OPEN YAMMER

Yammer comes as part of the Office 365 suite of apps. Login to Office 365 from http://office.com or click on the link at the top right of on the Nest as shown below:
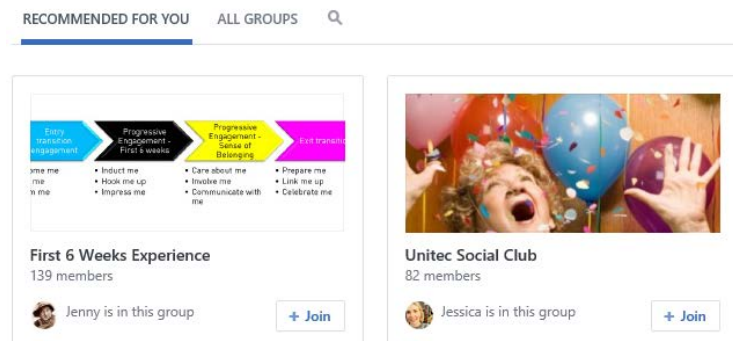

2   DISCOVER GROUPS

Once you have logged on you can see what Groups there are and maybe join a few.

When you do this you will be presented with groups that are 'Recommended for You' or you can click on All Groups. You can view and Groups that have been made Public (as opposed to closed)
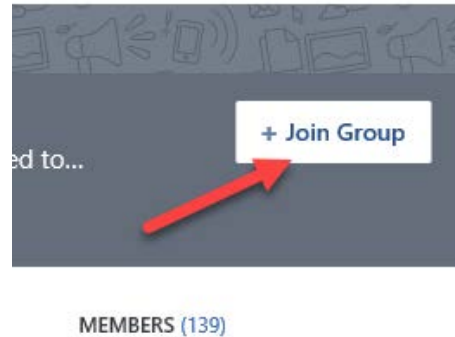
3   JOIN GROUPS

You can Join a group and become a participating member. Look for the **Join** or **Join Group** buttons.

4   SEARCH THE GROUPS

The Search function within Yammer helps you find People, Topics, Files, Images and conversations. This allows anyone, at any time, to tap into the shared Knowledge of Unitec.

For example, typing in 'OneDrive' into the Search field (*Image 1*) will return results and group them under the headings of Conversations, Files, Notes and Topics (*Image 2*)
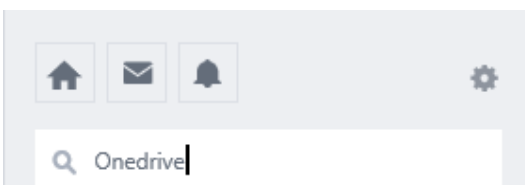
Image 1

Image 2

5   HOW TO POST

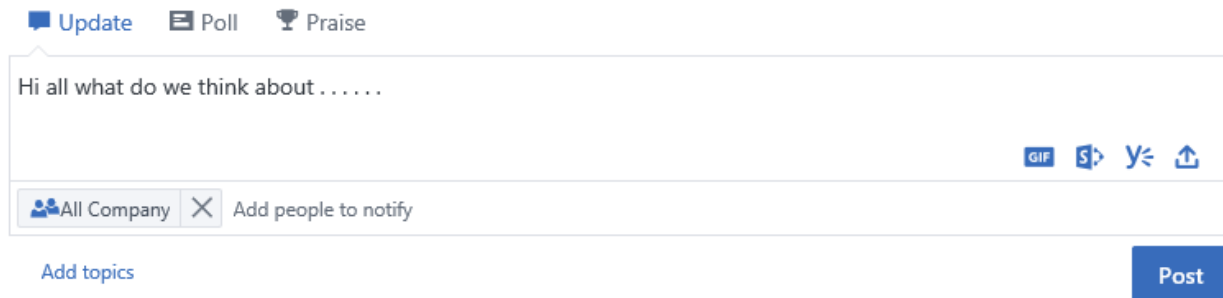Posting to Yammer is as simple as typing into the box and clicking the Post button.

When Posting, there are a few key Best Practices to keep in mind:

1.   **Search before you Post.** – This helps to reduce duplication. If someone has already asked the question, using the Search function you will find the previous thread where you can review the answers that were already given.
2.   **Ask Questions** – Yammer is a great place to have your questions answered. Posting open ended questions will generate conversation and provide great value to your organization as you build your knowledge base.

3. **Keep it Short** – Social networks are meant for quick and direct conversations. I've found the same to be true for email, the shorter the Post, the more likely it is to be read by everyone. We are all in this crazy, high-speed world of information overload. Shorter is always better.
4. **Keep it Relevant** – Make sure to post to the correct group. Every post in Yammer goes to a Group. If you are on the Home screen, typing in the field that asks "What are you working on?" will go directly to the <u>All Company</u> Group. As the name implies, this means your post will go to everyone in your company. Alternatively, you can go directly to a group to post to that group (instead of posting from the home screen)

5.1   TYPES OF POSTS

There are a number of different types of posts in Yammer, let's have a look at each one.

Update – the most basic type of post. Can be text or a link to content, such as a blog, news article, or video – any standard html link can be posted in Yammer.

Poll – this is a standard survey. You can ask a question and prepare multiple choice answers for users to select from. The poll will be visible to all users in the group and all users can see the results.
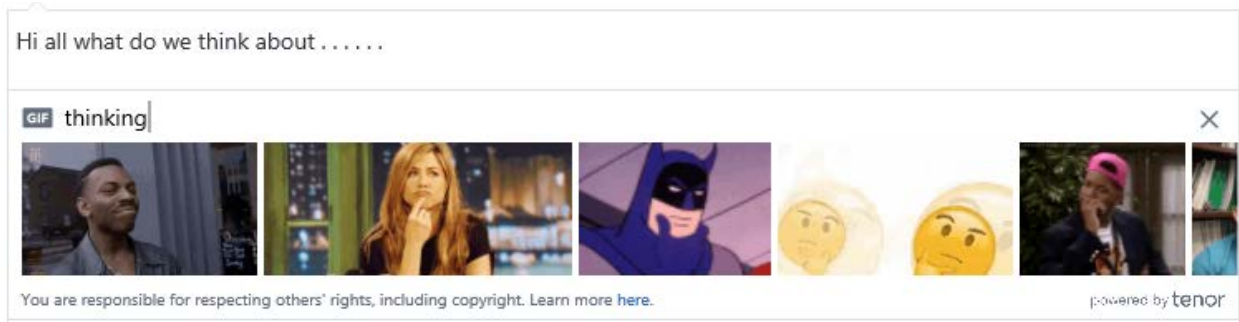
Praise – this type of post gives you the ability to praise someone for a job well done. You add the person you are praising, then you can select an appropriate image – there are a number of them – star, trophy, thumbs up, checker flag, lightbulb, heart, etc. This is a great feature as it allows the user to select the appropriate image for the type praise you are giving your colleague.

Announcement – this function is only available to the **Group Admins**. Announcements generate an inbox message to all group members, so they should be used only for information that is important to all members.

5.2   ADDING IMAGES OR FILES

As well as simple text you can add other content to your posts

GIF – Clicking on the GIF icon ![GIF] lets you search for an animated image that can be added to your post. In the example below, as the post is about thinking, a search for the word 'Thinking' will suggest some online content that can be inserted.

Hi all what do we think about . . . . . .

GIF thinking   ×

You are responsible for respecting others' rights, including copyright. Learn more here.   powered by tenor

SharePoint – Clicking on the SharePoint icon will allow you to select a file to upload from any SharePoint document libraries that you have access to. This includes your own OneDrive for Business too.

Yammer – Clicking on the Yammer icon allows you to select a file to upload from any Yammer document libraries that you have access to.

Upload – Clicking on the file upload icon allows you to upload any file or image from your computer, network or external file storage. This is helpful for PowerPoint presentations, PDF's, or Word documents – you can add commentary or start a conversation around your file.

5.3 MENTIONS

Mentions in Yammer utilize the same @ functionality present in other social networks (e.g. twitter and messenger).

By typing the **@ symbol,** a drop down list will appear with people and group names. This allows you to tag a person or group in your post. Using the @ mention will notify the person and will show this post in their inbox. Mentions are a great way to include other people or "cc" people in a conversation.

This feature often helps to grow your network usage as people are made aware of conversations that are important to them or their job function.

5.4 TOPICS

You can add *keywords* as topics to posts which will then make sure they appear in search results when that word is searched for.

Typing the **# symbol** before a word will make it a topic or you can click on the button Add topics when making a post. After a post is submitted you can still add topics using the **More** button (see below)

6 OTHER POSTING FUNCTIONS

- **Like** – give it the Thumbs Up

- **Reply** – respond to the conversation

- **Share** – use this to share to another group, helpful for surfacing conversations in more than one group

- **Edit** –you can change your own posts with Edit.

When you select the **More** button at the bottom of any post, you have these options:

- **Follow in Inbox** – use this option to select any post to be sent to your inbox

- **Bookmark** – this will add a bookmark to this conversation in your Profile, useful for marking important conversations

- **Copy Link to Clipboard** – this allows you to copy and paste a link to the post which can be put in an email or embedded on another website

- **View Conversation** – this shows the conversation in its own window

- **Add Topics** – as mentioned above, this is just another way to add Topics to your post

- **Hide Conversations** – you can hover over the X in the right corner of any post and click to Hide Conversation

- **Delete** – only available to the user who created the post
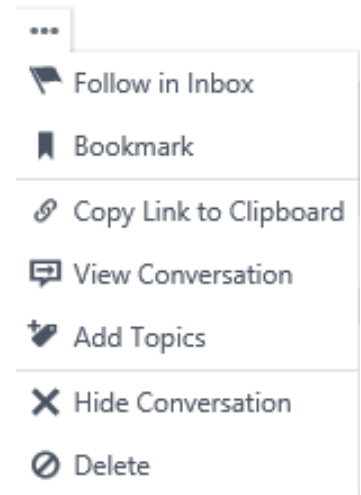
7   WHEN POSTS GO BAD

Here are some things to avoid:

- Inappropriate jokes or derogatory criticisms
- Anything that violates our *Kaupapa*
- Anything you would not feel comfortable sharing with your manager
- Anything you would not feel comfortable sharing with your mother