

8, Collaboration Can Feel Like a Struggle

Especially when we're using new tools with old habits.

For weeks, I've been talking about where files live —

OneDrive for your work, Teams for our work.

But here's the shift that actually matters:

 Stop thinking in files.

Start thinking in conversations.

When people struggle with Teams, it's usually not because Teams is complicated.

It's because they're trying to use it like a shared drive with chat bolted on.

Teams works best when:

Conversations happen around the work

Files live with the conversation

Decisions don't disappear into inboxes

That's why channels matter.

They're not folders. They're ongoing discussions with memory.

-  Email is a letter.
-  Chat is a hallway conversation.
-  A Teams channel is a shared table you keep coming back to.

Once that clicks, a lot of frustration quietly disappears.

Next, I want to talk about Chats vs Channels —

and why choosing the right one is less about rules and more about respecting everyone's attention.

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