

## #17 — Teams is almost becoming second nature

⌚ **Most of us use it every day.**

⌚ We chat.

📞 Many of us place calls instead of picking up a desk phone.

And Teams does those things *very* well.

But that's mostly the surface.

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When you begin using **Channels**, Teams goes from being two-dimensional to **three-dimensional**.

Not louder.

Not more complicated.

Just... deeper.

💡 Channels introduce something different:  
**a shared place where work can live, grow, and be revisited together.**

And yes — the first time you see Channels, they don't always feel intuitive.  
That's okay. They didn't for me either.

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When I was growing up, our house had a basement.

💡 There was a **finished side** — couch, TV, bean bag chairs, and (of course) Atari joysticks in our hands.  
On a Midwestern summer day, air-conditioning and video games?  
That was as good as it got.

📦 But there was also an **unfinished side**.

Long-term storage.  
Boxes stacked in questionable ways.  
Stuff we didn't really understand yet.

It was... unexplored.

⭐ And some of the best discoveries happened simply by **wandering over there** and learning what was already part of the house.

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Teams is a lot like that.

Chats and calls are the finished side — comfortable, familiar, and immediately useful. Channels are the unexplored space — full of tools, history, and shared context you don't notice until you start looking.

- 🔍 Nothing new to install.
- 📦 Nothing extra to “add.”

Just capability that's already there, waiting to be discovered.

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➡️ Next up, I want to talk about **how to recognize when a conversation belongs in a Channel instead of a chat** — and how that one small shift can make work feel calmer and more findable.

#AllSuttonedUp - 17