Ancoris

Google Workspace

13 Google Workspace team collaboration tips to get the most from your investment

Google Workspace makes teams more effective by helping workers communicate and collaborate more efficiently.

**Using Google Docs, Sheets and Slides saves the average team member 144 minutes a week.**

If you've implemented Google Workspace, but don't feel you're seeing the same kind of gains, here are 13 ways to get the most from your investment.
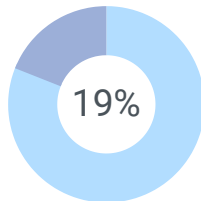
Fostering a culture of collaboration

Inefficient processes are the number one cause of wasted time during the work day. While computers have taken much of the drudgery out of our working lives, we're still spending too much time on the same repetitive and mundane tasks.
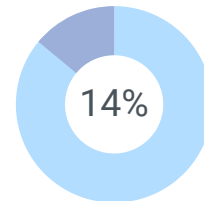
Highly paid knowledge workers — such as managers, lawyers, engineers and marketers — spend:
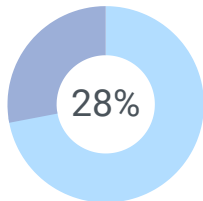
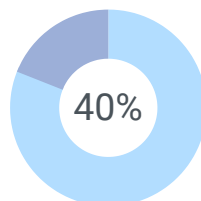|		
28%	**19%**	**14%**
28% of their time dealing with email	19% of their time tracking down information	14% of their time communicating and collaborating internally

Leveraging the power of cloud computing to help employees spend less time on low-value activities will make them more productive and let them focus on the skilled and creative work that drives business success.

Studies by McKinsey suggest that simply moving email time to a collaborative platform would free up 8% of the work week for more productive activities.

That's the kind of transformation Google Workspace can deliver:
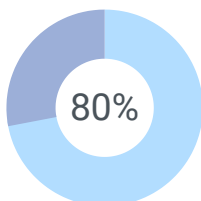
|		
80%	**40%**	
email use was down in 80% of companies using Google Workspace	... by an average of 40%	... and using Google Docs, Sheets and Slides saves the average team member 144 minutes a week
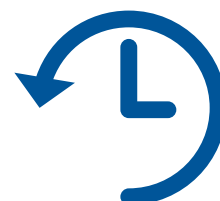
Source: Google

The bottom line: Google Workspace makes teams more effective by helping workers communicate and collaborate more efficiently.

But what if you've implemented Google Workspace but don't feel you're seeing the same kind of gains in your company? In this white paper, we share 13 ways to improve team collaboration and get the most from your investment in Google Workspace.

1. Easily bring together all the information your team needs
2. Create content more quickly
3. Stay focussed on tasks
4. Collaborate in real time with without worrying which tools people are using
5. Make sure everyone is always looking at the same information
6. Make it easy to suggest and review changes
7. Stay on track with comments, action items and approvals
8. Reduce time spent on repetitive work
9. Share content more easily and securely
10. See how content is being used
11. Help your team become more effective and engaging presenters
12. Work on the go
13. Manage and analyse data more easily
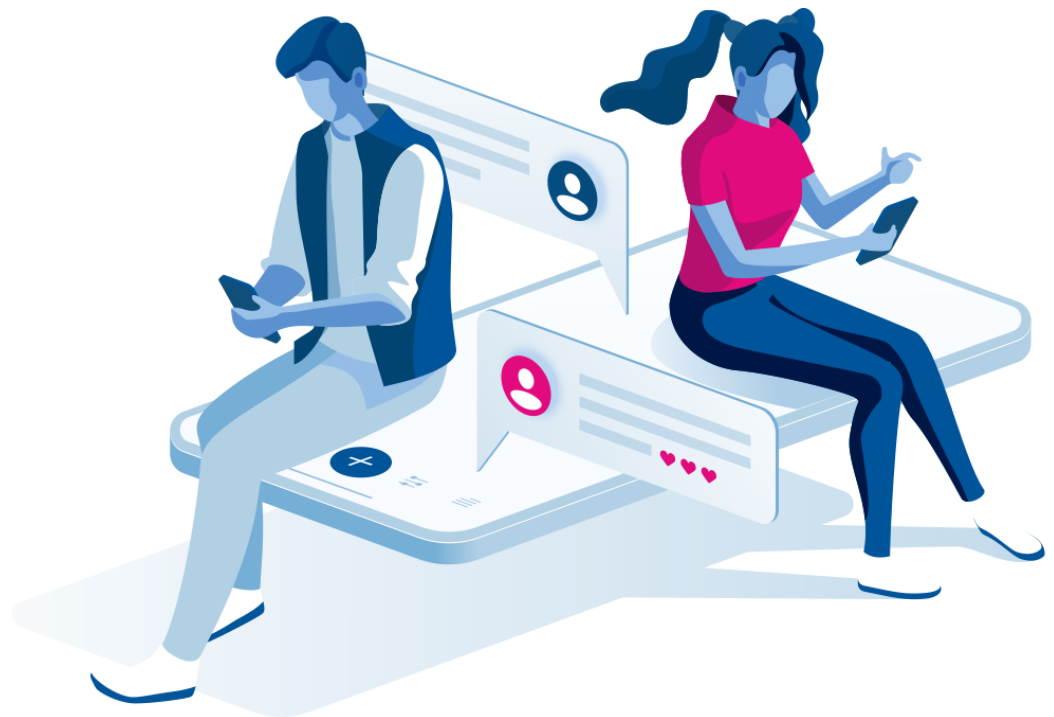
1 Easily bring together all the information your team needs

When you start a new project, everyone needs to be able to bring all their knowledge and experience to the table. Some of that content may be held outside Google Workspace, especially if you're working with external partners or have specialised, custom or legacy systems. Google Workspace is designed to meet you where you are and work with the tools you already know. It lets you open and work with more than 40 different file types, and seamlessly collaborate on documents, spreadsheets and presentations created in legacy productivity suites like Microsoft Office.

With Google Cloud Search, available as an option within Google Workspace Enterprise, you can also find all the relevant information your company holds, no matter where it's stored. Cloud Search helps reduce the time spent searching for information or re-creating information that already exists, whether that's company policies, content authored by colleagues in other teams, or internal information about previous projects.

19%
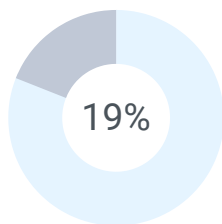
Knowledge workers spend 19% of their time tracking down information

Source: McKinsey

2 Create content more quickly

When you're putting together a report, proposal or presentation, you want to be able to quickly refer to your notes, to Chats you've had with colleagues and to content you've pulled together from existing documents. The constant interruption of swapping between apps takes you out of the flow of writing and slows you down.

Google Workspace helps you stay in the flow and create content more quickly using the side panel. It lets you see content you've previously stored in Google Keep, as well as Chat logs, right alongside the document you're working on. So you can put everything you need onto the same screen and concentrate completely on crafting a great first draft.
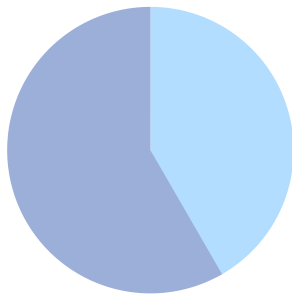
It can take 25 minutes to get back on track after an interruption

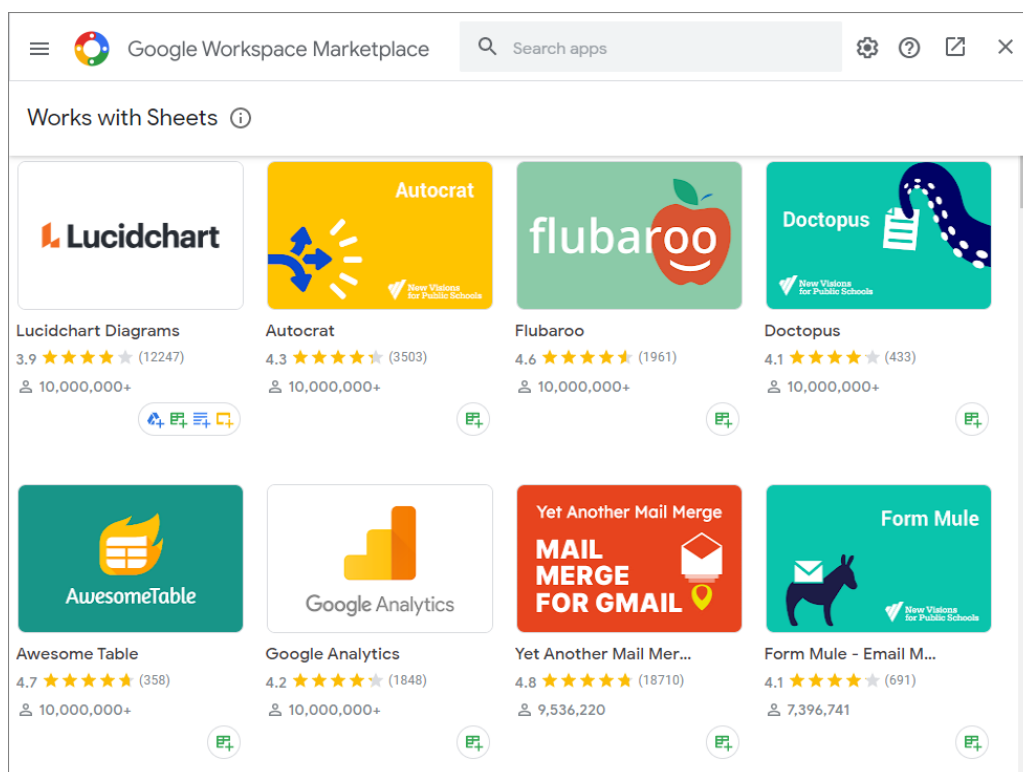*Source: University of California, Irvine*
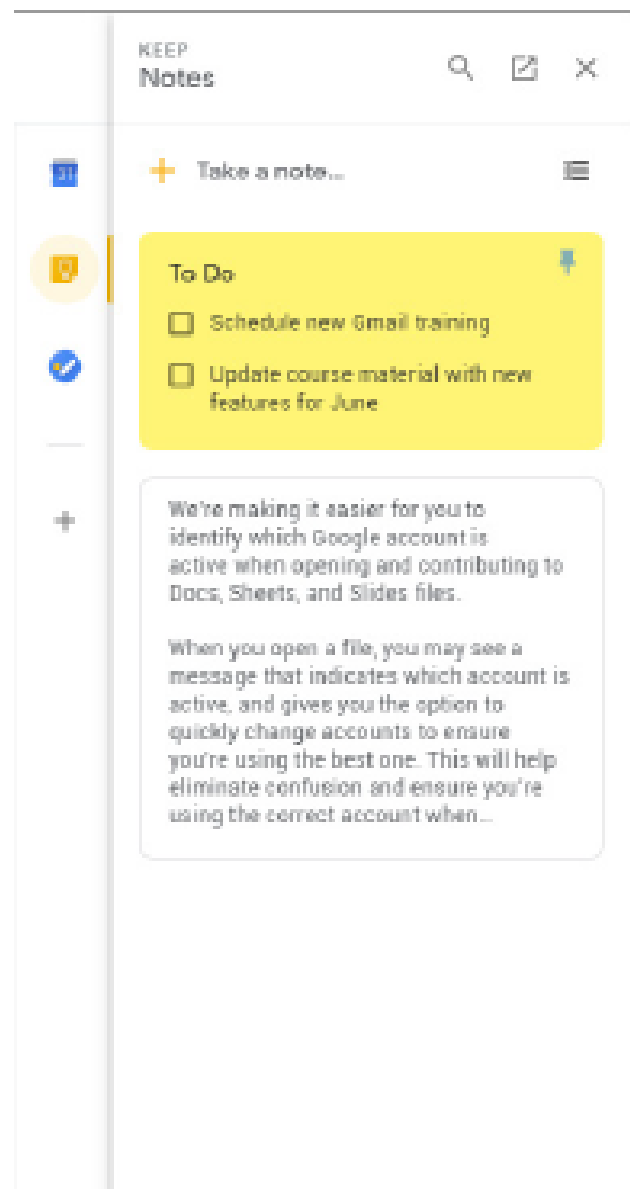
3 Stay focussed on tasks

The words are often just one small part of any document. You may want to add pictures and graphics or create charts and tables. You might want to quickly pull in standard copy or create personalised documents using mail merge, or publish your document as a blog post.

Docs and Slides Add-ons let you access those kinds of tools — more than 300 of them — without needing to leave the tool you're in. Just select Add-ons from the menu and find what you need in the Add-ons store. With an Add-on in place, it's easy to stay focused on your work, without the distraction of having to switch apps.

Office workers are interrupted or switch task on average every 3 minutes

Source: University of California, Irvine

# **4** Collaborate in real time without worrying which tools people are using

You're no doubt familiar with the way Google Workspace lets you see suggestions and changes from colleagues in real time, as they type. Did you know this doesn't only apply when you're working with Docs, Sheets and Slides? Google Workspace also lets multiple editors work on Microsoft Office files at the same time, with every edit saved and merged into the original file, in the original format.

Your files will look exactly the same whether you're opening them in Google Workspace or Microsoft Office. Google Workspace retains not just the content but all the formatting, including tables, images and headers. So, no matter which Google Workspace tool you're working in, you can just get straight on with getting the job done, without worrying about which tools your colleagues and external partners are using.
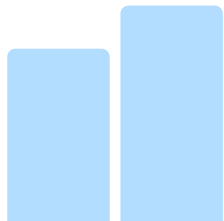
Social collaboration increases productivity by up to 25%

Source: McKinsey
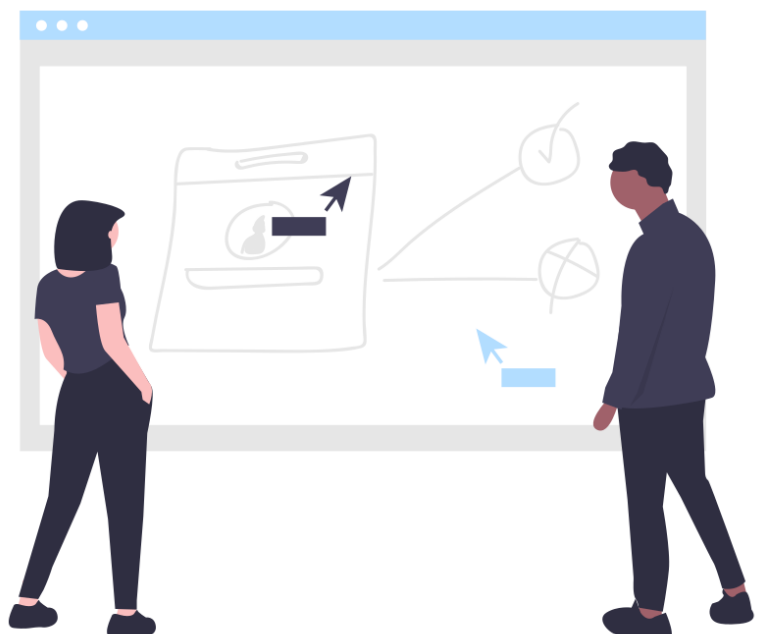
**5** **Make sure everyone is always looking at the same information**

We all know the frustration of hunting through our email Inbox or a file directory to find the latest copy of a document. Or, when we've finished working, having to take the time to email it back to everyone or upload it to the file server. While remembering to change the file name so we don't overwrite the previous version.

With Google Workspace, you can be sure everyone is always looking at "the latest" version of the file, because there's only ever one copy of each file. But you also get a full version history, so it's easy to see who made each change, and you can quickly revert to an earlier version if necessary. If you need to bring in new collaborators, you simply send them a link to the file, so they can join in the conversation whether they're colleagues or external partners.
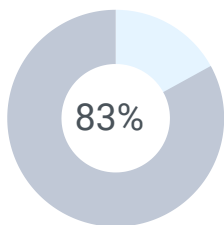
83% 83% of knowledge workers who share documents by email lose time to versioning issues every day

Source: Harris Interactive
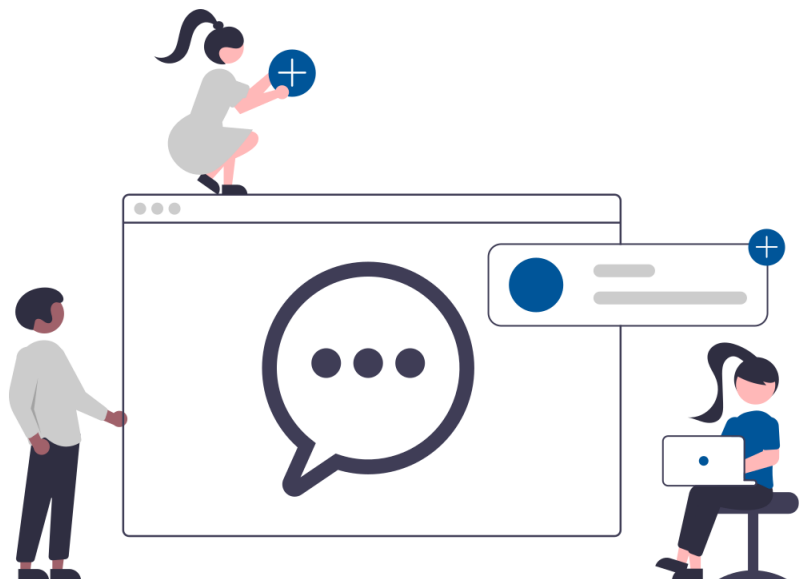
6 Make it easy to suggest and review changes

When you're putting together a document as a team, people often have different ideas about what needs to be said and how to say it. Google Workspace makes it easy for team members to propose changes without overwriting what's currently there, using "suggesting" mode. Everyone else can see any proposed amendments, with different colours letting you quickly see who made each suggestion. With real-time concurrent editing, you can even get a sense of each colleague's working style.

Because the whole process takes place in the same file, there's also no need to waste time collating comments from different documents. You just accept or reject each change (or all of them at once) to create a clean draft. Once you're ready for the next round of comments, or looking for sign-off, you can then email everybody the link to the updated document, right from within the document itself.

76%
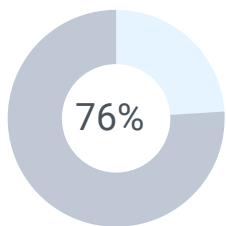
76% of the time spent in Google Docs, Sheets and Slides is collaborative

"Collaboration is a big deal for us – we're linking up with international clients and partner agencies all the time. Google Drive stores all documents online, so there is a single storage point which is accessible 24/7."

Managing Director, Jargon PR

# 7 Stay on track with comments, action items and approvals

It's all too easy for projects to get stuck if team members are not available. Google Workspace helps maintain momentum with comments and action items that keep the conversation going.

With comments, you communicate within the Doc, Sheet or Slide itself, so you can see everything in one place. Questions and requests don't get buried in email and you can address someone directly, just by typing a plus sign and their username. They'll then automatically get an email to let them know you need a response from them.

You can also assign comments to people as action items, with a checkbox to let them easily confirm when the action has been completed. Google Workspace even uses natural language processing to recognise when a comment — such as "Chris to set up a meeting" — might actually be an action item, and will prompt you to create one.

Finally, when you're ready to get your document signed off, you can request approvals and track them from within the document.

All of that helps the whole team quickly and easily see what they need to do and allows them to respond sooner.
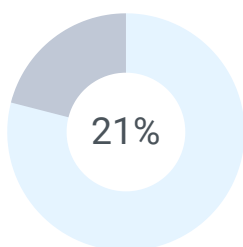
21% of users aren't always notified promptly when required to review or approve something

21%

"Google Workspace has driven a massive improvement in collaboration and communication. Being able to review and update documents in real time has saved us from repeated document reviews and version confusion, allowing a significant increase in productivity."

Head of IT, Camelot Global

8 **Reduce time spent on repetitive work**

Google Workspace offers a host of features to automate repetitive work — both for yourself and other people in your team. In Docs, Sheets and Slides, you can choose from a gallery of templates to quickly set up a new document with all the correct formatting and branding. You can create custom templates with your company's branding and preferred layout, and any user can create a template and share it with colleagues.

In Sheets, you can also record sequences of actions in custom macros and share those with colleagues, so everyone can use them. That means the person who's a whizz with spreadsheets can help colleagues who are less experienced to do much more themselves.

In Slides, you can automatically generate custom versions of standard presentations using the Slides API. This lets you link a template presentation to a data source, such as your CRM, and generate customised slide decks in a fraction of the time, and without the risk of making cut and paste errors. Similarly, the Docs API lets you partially automate workflows such as creating invoices, proposals and form letters that involve assembling standard blocks of text with some customisation.

50%
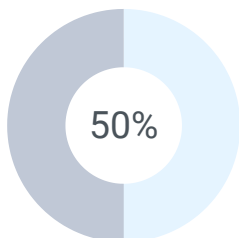
Up to 50% of time spent on document creation is spent on formatting.
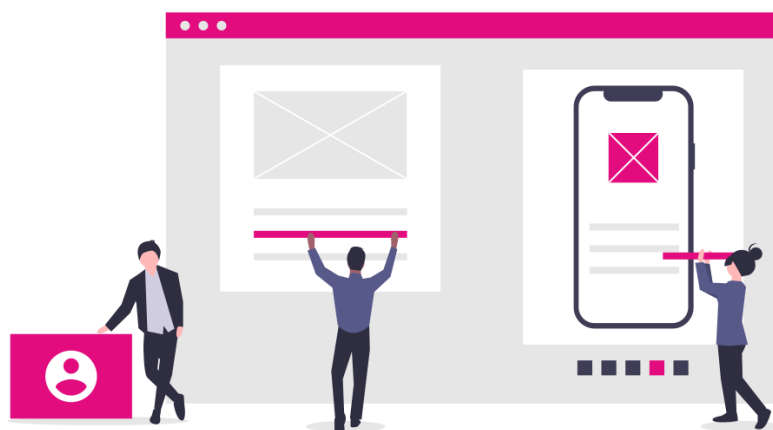
9 **Share content more easily and securely**

You want to be able to quickly and easily share your documents to the right people — but only the right people. Because Google Workspace files sit in the cloud, you can send people a link to the document, from within the document itself, in just a few clicks, rather than having to open your email and attach the file.

You also don't lose control the way you do when you send an email attachment that someone can download, edit or forward. With Google Workspace, you can limit whether someone can edit or just view a document, and prevent them from downloading it or inviting other people to view it. You can also give someone temporary access to a file using expiration dates: once the deadline passes, they'll no longer have access.
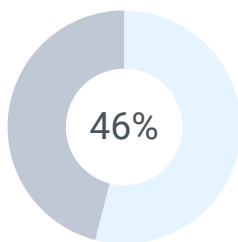
46% 46% of employees have shared sensitive business content using personal file sharing and sync solutions

10 See how content is being used

There are times when you want to know how the content your team creates is being used. Did everyone look at that draft you shared or do you need to give them a nudge? Are people using the help manuals you wrote? Are other teams accessing those industry statistics you compiled for your group? Who is sharing documents — and where are they sharing them? And are some teams more likely to leave comments and suggestions on documents, while others don't seem to be working as closely together?

You can answer all these questions through the Google Workspace Activity Dashboard. It lets you see both the activity on a specific file and general trends about how content is being viewed and used. Naturally, Google Workspace also includes privacy settings to let users control what information others can see about them.

21%
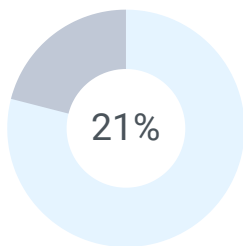
21% of users aren't always notified promptly when required to review or approve something

"You can imagine how thrilled we were to learn that a single suite of products — Google Workspace — could resolve all of our problems around hosting, mobility and collaboration. Google Workspace has changed the way we work, since employees can now access their work directly from their mobiles"

**Head of IT
Glyndebourne Opera House**

Help your team become more effective and engaging presenters

You want your team's presentations to have pizazz — not just on screen but also when they're being delivered. Presenter View in Slides gives presenters tools that help them deliver their content more confidently, including speakers notes and quick navigation between slides.

Slides also makes it easy for the audience to get involved in Q&A sessions. There's no longer any need for people to put their hands up and wait for the microphone to reach them. The audience can submit questions during the presentation on their phone and rate questions suggested by others. The presenter can immediately see all the questions that have been asked and focus on the ones that the audience really cares about. That lets your team really engage with the audience and deliver better value in their presentations.
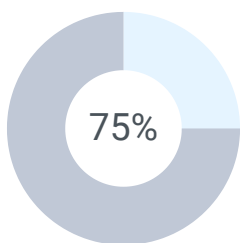
75% 75% of employees would like to be better at presenting

12 Work on the go

As few of us spend all our time at our desks, we need tools that let us get on with work wherever we are, using whatever device is most convenient.

Google Workspace is designed to give you the same consistent experience and tools, data access and security features on every device. With iOS and Android apps, as well as web-based access, that applies whether you're using your personal iPhone on your morning commute, a Chromebook or PC at your desk, an Android tablet when you're with customers, or a digital whiteboard in a meeting room.

3 out of 5 workers say they don't need to be in the office to be productive

Source: Cisco

13 Manage and analyse data more easily

Data-driven businesses are more successful than businesses that don't use data to inform their decisions. But research suggests we make use of less than half of the data we have.

Of course, you already know that Sheets lets you work with numbers and text, whether you're sorting and grouping data to applying advanced statistical and financial functions. Google has now added two new types of data that you can include in cells. Checkboxes let you track the status of items — and use that status in other spreadsheet functions, like filters and conditional formatting. And being able to store images directly in cells lets you manage and make sense of tasks like inventory lists, CRM tracking and task assignment. An ever-expanding range of graphs, charts and customisation options also makes it easier than ever to visualise your data and easily draw out insights.

In addition, Google Workspace offers a wide range of data connectors that let you import data into Sheets from third-party solution like Salesforce and from other Google solutions like BigQuery. You can then use the familiar, intelligent and collaborative tools in Sheets to analyse all your data, with no need to learn another set of tools.

With the ability to automatically refresh downloaded data and push updates back to external systems, you can also be sure your data will always stay in step.
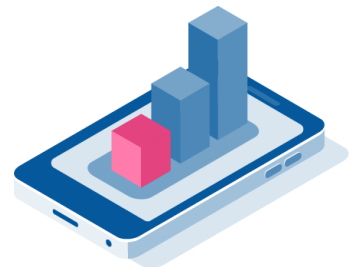
Data-driven businesses enjoy:

4% higher productivity   6% higher profits   up to 30% higher sales

... than average.

Source: Digital Business

Turning ideas into action

We hope it's clear by now that there are countless ways Google Workspace can help you eliminate inefficient processes and become more productive and effective. But we also know that figuring out how to do more with the powerful features you'll find in Google Workspace is not always easy.

Here at Ancoris, we discuss these issues daily with businesses from all kinds of industries who are working on transformation agendas. Some of those companies spend time with us in one of our digital transformation workshops where practical sessions help them understand how their businesses can get the most out of the existing investment in Google Workspace. By the end of the day, our clients walk away with dozens of opportunities in mind and a list of actionable strategies, most of which can be deployed to start delivering value within 90 days.

Our digital transformation methodology is also designed to help your organisation deliver the culture shift required for the success of any digital transformation project. Our workshops help your employees understand how to become more agile and work across traditional functional boundaries to achieve common goals. This is key to develop a constantly questioning mindset, always looking for the next incremental improvement or innovation.

"Talking to Ancoris helped us to see that we could get so much more from Google to help us collaborate more effectively, work more efficiently and work on the move. We've come away with ideas for a number of easy wins that could have a big impact."

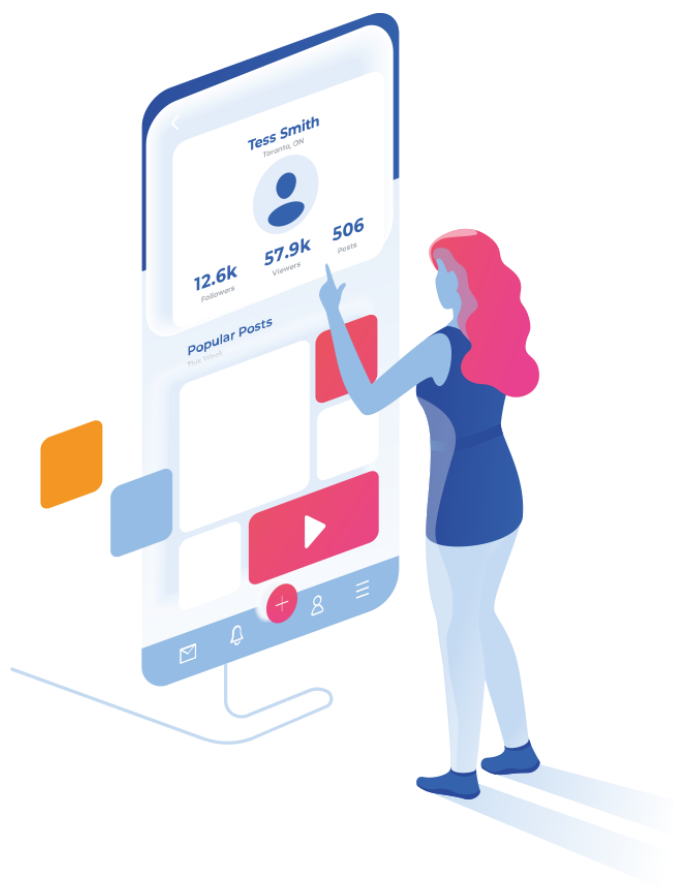**Head of Operations, Emperor Designs**

If you'd like to find out more about how Ancoris can help you get the most out of your investment in Google Workspace, come and talk to the experts in our Google Workspace team.

SPECIALIZATION

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Google Cloud

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info@ancoris.com

0345 2626 747

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Toronto, ON

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