

Improving teamwork for group projects using Microsoft Teams.

Empathy map - Creating the empathy map based on students' feedback and perspectives offered the starting point for understanding their needs and identifying challenges.

Challenge identified - The most pressing challenge was community building within the classroom for group work.

Ideation and prototyping - To address this challenge, I employed ideation and prototyping. My research led me to choose Microsoft Teams which is a popular platform for collaboration. Its unique features including one-to-one and group meetings, chats, audio calls and document sharing appeared to be ideal for tackling this problem.

Implementation - Creating separate groups for teamwork for each team was found to be effective to stay connected through chats, scheduled meetings, calls, and file sharing. Collaborating on documents enabled seamless file sharing and editing.

Feedback- Learners found using this technology for group work streamlined communication, simplified file sharing and enhanced collaboration .