

QSGTeams: Ask Better Questions About Team Chats and Channels

Purpose: This SOP explains how to use Microsoft Copilot in Teams to ask higher-quality questions about ongoing chats and channels. The goal is to surface risks, misalignment, unresolved topics, and emerging issues without manually reviewing every message.

When to Use This SOP

Use this SOP when:

A channel has ongoing or lengthy discussions	You sense confusion or misalignment
You want to proactively identify risks	You need insight before making a decision

Step-by-Step: Ask Better Questions with Copilot

Step 1. Navigate to the Teams chat or channel you want to analyze.	Step 2. Select Copilot from the Teams interface.
Step 3. Use prompt below in Copilot to identify patterns, concerns, disagreements, or unresolved topics.	Step 4. Focus on themes that affect priorities, delivery, or relationships.
Step 5. Clarify, intervene, follow up, or monitor based on what you learn.	

Example CRAFT Prompt: Analyze a Team Channel

[CONTEXT] I need to understand whether this channel contains unresolved issues or risks before making a decision.

[ROLE] Business Owner. [AUDIENCE] Internal team leads. [FORMAT] Short bullet points grouped by themes. [TOPIC]

Open questions, areas of disagreement, potential risks, and topics needing clarification.

Common Decisions After Reviewing

Ask clarifying questions in the channel	Address misalignment directly
Schedule a focused discussion	Adjust priorities or expectations
Monitor without intervening	

Common Mistakes to Avoid

Treating Copilot insights as judgments	Overreacting to isolated comments
Ignoring context or team dynamics	Using summaries to avoid direct communication