

QSGTeams: Catch Up on Team Conversations Without Reading Everything

Purpose: This SOP explains how to use Microsoft Copilot in Teams to quickly understand what has changed in chats and channels without scrolling through every message. The goal is to regain context, identify priorities, and decide what requires attention.

When to Use This SOP

Use this SOP when:

You return after time away and missed conversations	A channel has many unread messages
You need to quickly understand current priorities	You want clarity before responding or acting

Step-by-Step: Catch Up with Copilot in Teams

Step 1. Navigate to the Teams chat or channel you want to review.	Step 2. Select Copilot from the Teams interface.
Step 3. Use prompt below in Copilot to summarize recent activity, decisions, and open questions.	Step 4. Scan the summary to identify what affects your role or requires action.
Step 5. Respond, delegate, schedule follow-up, or close the loop based on what you learned.	

Example CRAFT Prompt: Catch Up on a Channel

[CONTEXT] I need to quickly understand what I missed in this Teams channel so I can decide what to do next. [ROLE] Business Owner. [AUDIENCE] Internal team. [FORMAT] Short bullet points grouped by topic. [TOPIC] Recent updates, decisions made, unresolved questions, and items requiring follow-up.

Common Decisions After Reviewing

Reply with clarification or confirmation	Assign or delegate follow-up work
Schedule a meeting if needed	Monitor without responding
Close the loop if no action is required	

Common Mistakes to Avoid

Reading every message instead of summarizing	Reacting before understanding context
Treating summaries as directives instead of guidance	Assuming urgency without verification