

Using Yammer in Government to Improve Staff Communication

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Executive Director
WA Health



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WA Health's 'company feed'

The screenshot displays the Yammer interface for the 'All Company' group within the 'WA Health' organization. The top navigation bar includes the Yammer logo, a search bar, and user information for Judith Chew. The left sidebar contains navigation links for 'My Feed', 'Private Messages', 'My Profile', 'Activity Stream', 'Members', 'GROUPS', 'All Company', 'Yammer Sleeting C...', 'Groups Directory', 'APPS', 'Leaderboards', 'Topics', 'Invite', and 'More'. The main content area is titled 'All Company' and identifies it as a 'Public Group' with the email 'health.wa.gov.au@yammer.com'. It notes that this is the default group for everyone in the WA Health network. Below the title are tabs for 'Feed', 'Members', and 'Files'. A section for sharing updates is present, with a text box asking 'What are you working on?'. The feed itself shows three posts: 1. A post by Brendan Robb about the Royal St Aboriginal Cadetship program, mentioning 5 applications and 11 divisions, and providing contact information for Celena Chapelhow. 2. A post by Chris Chute sharing a news article about the program. 3. A post by Craig Donovan about attending a forum on the Personally Controlled Electronic Health Record (PCEHR). To the right of the feed are three panels: 'Upload a File', 'Invite Members', 'Schedule an Event', and 'Post a Poll'; a 'MEMBERS' list showing 1200 members with a 'see all' link; a 'DOCUMENTS' list with 5 documents including 'Writing for Publication Flyer Final 20...', 'SDEPT_TIL launch_OPC_FINAL.doc', 'r110BIDGOL.pdf', and 'HPF ARMADALE ISSUE 1 FINAL JULY...'; and a 'FILES' list with 1 file, 'servermail.dat'.

WA Health

My Feed
Private Messages
My Profile
Activity Stream
Members

GROUPS (x)
All Company
Yammer Sleeting C...
Groups Directory

APPS
Leaderboards
Topics
Invite
More

All Company
Public Group · health.wa.gov.au@yammer.com
This is the default group for everyone in the WA Health network

Feed Members Files

Share an update with All Company:

What are you working on?

All Types

Brendan Robb
Hi All. This is a short update on our Royal St Aboriginal Cadetship program. To date we have 5 applications for cadet positions, and 11 Royal St divisions have responded to take a cadet. As you can see, somewhat of an imbalance, but really pleasing to see the level of interest in DoH.

We have funding for up to 7 Aboriginal cadets. So, if you know of anyone who is in 2nd, 3rd or 4th year university studies who might be interested in taking up a paid cadetship please encourage them to apply. They can contact Celena Chapelhow on 92224084 or celena.chapelhow@health.wa.gov.au

Applications close soon.

Thank!!
3 hours ago · Reply · Like · More

Chris Chute
Interesting story in the paper. FYI
[http://au.news.yahoo.com/thewest/a/-/news/10331414/...](http://au.news.yahoo.com/thewest/a/-/news/10331414/)
<http://au.news.yahoo.com/thewest/a/-/news/10331414/booz-pediles-via-facebook/>
au.news.yahoo.com
3 hours ago · Reply · Like · More

Craig Donovan
Attending the forum in Perth on the Personally Controlled Electronic Health Record (PCEHR).
lots of information, interest as well as questions...
5 hours ago from iPad · Reply · Like · More

Liked by Todd Owen

Write a reply

Upload a File
Invite Members
Schedule an Event
Post a Poll

MEMBERS (1200) see all

- James Mandy
- Tarun Weeramanthri
- Cheryl Hamill
- Judith Chew
- Kira Coles
- Karen Senica
- Relecon Richards
- Todd Owen
- 1192 others

Invite members by email...

DOCUMENTS see all

- Writing for Publication Flyer Final 20...
Sep 7th by Layla Bond
- SDEPT_TIL launch_OPC_FINAL.doc
Sep 5th by Denise Sullivan
- r110BIDGOL.pdf
Aug 13th by Denise Sullivan
- HPF ARMADALE ISSUE 1 FINAL JULY...
Jul 21st by Jessamine Godead

FILES see all

- servermail.dat
Sep 23rd by Luanne Broadalan

Staff member profile page

The screenshot shows a Yammer profile page for Judith Chew, Communications Officer. The page layout includes a left sidebar with navigation links, a top header with the Yammer logo and search bar, and a main content area with the profile details and a feed of posts.

Header: Yammer logo, search bar, and user navigation links (My Networks, Judith Chew).

Left Sidebar:

- WA Health
- My Feed
- Private Messages
- My Profile
- Activity Stream
- Members
- GROUPS
- All Companies
- Yammer Steering Committee
- Groups Directory
- APPS
- Leaderboards
- Topics
- Insights
- More

Profile Section:

- Profile Picture:** Judith Chew
- Name:** Judith Chew
- Role:** Communications Officer
- Edit Profile:** button
- Messages, Info, Links, Posts:** tabs
- Full threads Judith only:** filter

Department Information:

- Department: Communications Directorate
- Location: 35 Royal Street
- Email: judith.chew@health.wa.gov.au
- Work: 9222 6429 ext
- Website: [link]

Followers (72): [list of avatars]

Following (1): [list of avatars]

Groups: Yammer Steering Committee (13 members)

Feed:

- Judith Chew:** I was lucky enough to be a "fly-on-the-wall" during a media training session for two PhD spokespeople today.
It was really interesting to see the trainers put them through their paces.
September 13 at 2:36pm · Reply · Like · More
- Cory Jones:** I just had one of my staff advise that we have an account on this site. I have joined to see what is happening and to better understand the support requirements (if any) of service desk.
Looks just like an internal Facebook location.
September 13 at 12:07pm · Reply · Like · More
- Judith Chew:** We have formed a Yammer Steering Committee (it's currently chaired by @Taron Weeramanthiri).
If you have any questions, feel free to ask!
September 13 at 2:12pm
[Write a reply...]
- Jason Wells:** Week 2: What do you find difficult about Yammer? The Yammer Steering Committee wants to know the sorts of things that you don't like too much, and ways in which Yammer makes you mad... Remembering we're looking to find the best contribution throughout the next few weeks, so tell us about it!
August 9 at 8:22am · Reply · Like · More

Feedback - Yammer Steering Committee

Show 8 older replies »

- Kevin Wojtowicz:** Yammer app on iPad works well...
August 31 at 8:07pm from iPad
- Kita Celera:** I'm interested in it as a medium, but find its intended utility (by the organisation) a bit of a mystery. Saying "it is a communications forum" is ok, but I don't think it has a clear business driver in terms of why people should use it and to what end. So I'm left uncertain how to best engage with it.
September 8 at 8:12am

Guidelines for Yammer use



Government of Western Australia
Department of Health

Yammer

Guidelines for WA Health staff

Useful resources

- [WA Health's Code of Conduct](#)
- [Policy on Use of Social Media](#) (OD 0326/11)
- [WA Health Library and Information Services](#)
- [Yammer Customer Support](#)
- Visit [Yammer](#)

Remember

Behave on Yammer as you would do at work

What is Yammer?

Yammer is an online professional networking tool which aims to improve communication in the workplace by encouraging users to:

- Communicate
- Collaborate
- Share information.

Staff feedback on Yammer



What do you find most useful?

14 user responses

Main themes were:

- Connectivity
- Awareness
- Collaboration
- Networking
- Communication
- Security / Privacy



What do you find difficult?

9 user responses

Main themes were:

- Security threat message
- Navigation and finding content
- Slow load time
- Knowing what to post
- Knowing what to use Yammer for
- Posting to the correct group



General comments?

2 user responses

Main themes were:

- Hesitation to post as not sure what information would be
 - Useful
 - Relevant
 - Interesting
- Need for guidelines regarding Yammer use, functions and appropriate content



How often do you use Yammer?

36 survey responses

Usage Percentages:

- Daily (17%)
- 2-3 per week (33%)
- Weekly (8%)
- Fortnightly (3%)
- Monthly (6%)
- Rarely (14%)
- Never posted (19%)
- Responses indicate users tend to read content frequently however post on occasion

Take home messages

- It's about the quality of conversation(s)
- Technology can help make the most of, as well as transcend, boundaries and barriers
- Balance of new and old
- Learn as much about organisational culture from failure, as from success
- We're at the beginning of a long and exciting journey that will put the public back into public health, and into public policy