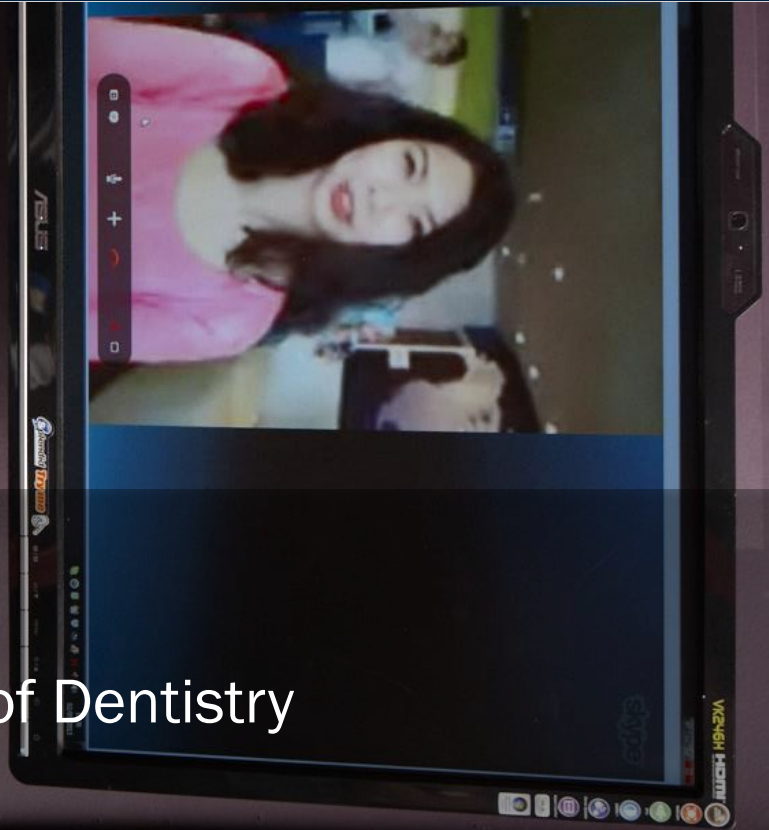


# Digital Communication: Students



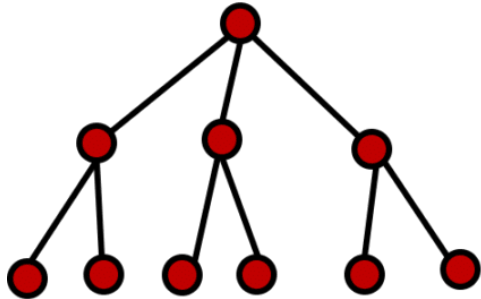
**Dr James Field**

Director of Digital Education, School of Dentistry



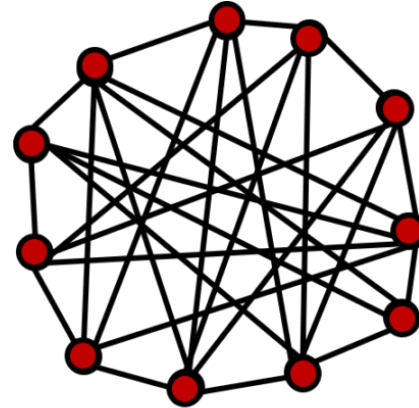
# How has communication changed?

## A shift from traditional hierarchies...



- Information filters down
- Information exchange is inefficient
- The user has little control over content
- Exchange is siloed

## ...to responsive networks




- Information travels between users
- Information exchange is fast
- Users respond dynamically
- Exchange is social

# The social solution

- Students value discussions that happen in the 'open' so that they can discover and share it
- The more you contribute openly to the community, the more they will engage
- This isn't something that you can leave to grow

**James' Online Community for Dental Sciences**  
23 April · 🌐

Free webinar and a bit of cheeky CPD



**Dentsply Sirona** is with James' Online Community for Dental Sciences.  
23 April · 🌐

Live Webinar: Wear Necessities part 1- Understanding Erosive Tooth Surface Loss with Dr. James Field  
Monday, 27th April at 7:30 pm

Register here: <http://ms.spr.ly/6186TgyOr>

707 People reached    161 Engagements    Boost Unavailable

👍 19    💬 4 comments    ➦ 2 shares

**James' Online Community for Dental Sciences**  
29 March · 🌐

Just threw these together in case anyone finds them helpful. Clearly there isn't room to write everything we would like to, and local guidelines may differ - if you'd like a copy tweaking just let me know and I'll send one over...

Thanks Craigy for the suggestion 😊



**HEALTH**

- BRUSHING AND BLEEDING GUMS**  
Brushing is not just about removing plaque and tartar. It's also about preventing gum disease. Use a soft-bristled toothbrush and brush for two minutes, twice a day. If you have bleeding gums, use a toothbrush with extra soft bristles.
- CHILDREN'S TEETH**  
Brush your child's teeth from the moment they erupt. Use a smear of toothpaste for children under 3 years old, and a pea-sized amount for children aged 3-6 years.
- DIET**  
A diet high in sugar and acid is a major cause of tooth decay and erosion. Limit sugary and acidic drinks, and eat a diet rich in fruits, vegetables, and calcium.
- TRAUMA**  
Protect your teeth from injury. Wear a mouthguard during sports and use a night guard if you grind your teeth at night.
- KNOCKING A TOOTH OUT**  
If a tooth is knocked out, it should be reinserted into the socket as soon as possible. If you cannot do this, keep the tooth in a container of milk or saline solution.
- TOOTHACHE**  
Toothache can be a sign of a serious dental problem. See your dentist as soon as possible for a diagnosis and treatment.
- TOOTH SENSITIVITY**  
Tooth sensitivity is caused by exposed dentin. Use a toothpaste designed for sensitive teeth and avoid acidic and sugary foods.
- LOOSE DENTURES**  
If your dentures are loose, they can cause discomfort and damage your teeth. See your dentist for a check-up and adjustment.
- PAINFUL DENTURES**  
Painful dentures can be a sign of ill-fitting dentures. See your dentist for a check-up and adjustment.
- LOST FILLING**  
If you have a lost filling, see your dentist as soon as possible. A lost filling can lead to decay and infection.
- LOST CROWN**  
If you have a lost crown, see your dentist as soon as possible. A lost crown can lead to decay and infection.
- PAIN AFTER EXTRACTION**  
After a tooth has been extracted, you may experience pain. Use over-the-counter painkillers and follow your dentist's instructions.
- BRACES**  
If you have braces, see your dentist regularly for check-ups and adjustments. Avoid sticky and hard foods that can damage your braces.
- BLEEDING AFTER AN EXTRACTION**  
If you experience bleeding after a tooth extraction, bite on a clean cloth or gauze for 30-45 minutes. If the bleeding continues, see your dentist.
- ATYPICAL FACIAL PAIN**  
Atypical facial pain is a chronic pain condition that is not caused by a dental problem. See your dentist for a diagnosis and treatment.

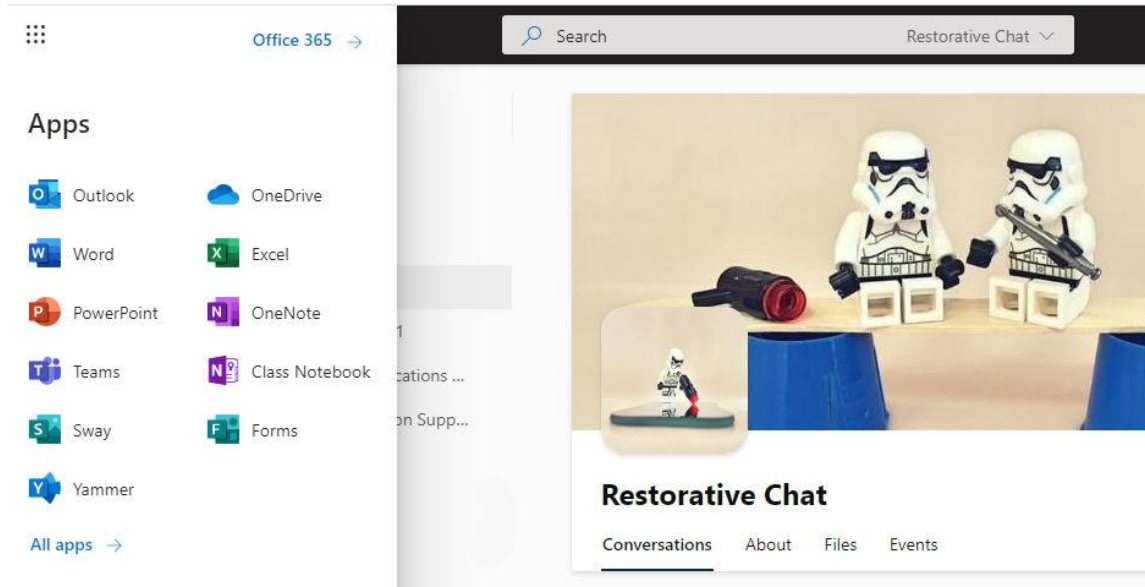
16,377 People reached    3,093 Engagements    Boost Post

👍 62    💬 10 comments    ➦ 90 shares

👍 Like    💬 Comment    ➦ Share

# Yammer – one social solution

- Microsoft acquired Yammer in 2012
- Despite already having communication solutions such as MS Teams. they spent **\$1.2 billion**
- Microsoft recognise the value of Yammer as a social network








- Yammer is integrated with Office 365


# Yammer – one social solution





- Provides familiar social networking features to spur discussion
- Allows posting of social ‘nudges’ to show online presence


[Collapse](#)





 **James Field** Yesterday at 1:36 PM  
So who's going to take the leap and comment first?


    ...


 **Alice Lockstone** Yesterday at 9:16 PM  
Ill go first 😊. The saddle carries the artificial teeth over the edentulous area. The saddle area can either be bounded either side by natural teeth (bounded saddle) or be at the end of the arch so is free-ended (free end saddle)

    ...

 **James Field** in reply to **Alice Lockstone** 8h ago  
Thanks Alice. Yes you're absolutely right. It's important to remember that whilst the saddles often carry missing teeth, they also serve a major function in covering the full denture bearing area and ensuring optimal stability, retention and bracing. So even if you're not replacing all the posterior teeth, the saddle should still be fully extended.  
cc: Alice Lockstone


    ...




 1


 **James Field**  
Mon at 5:49 PM

Seen by 21

Something to digest tonight 😊

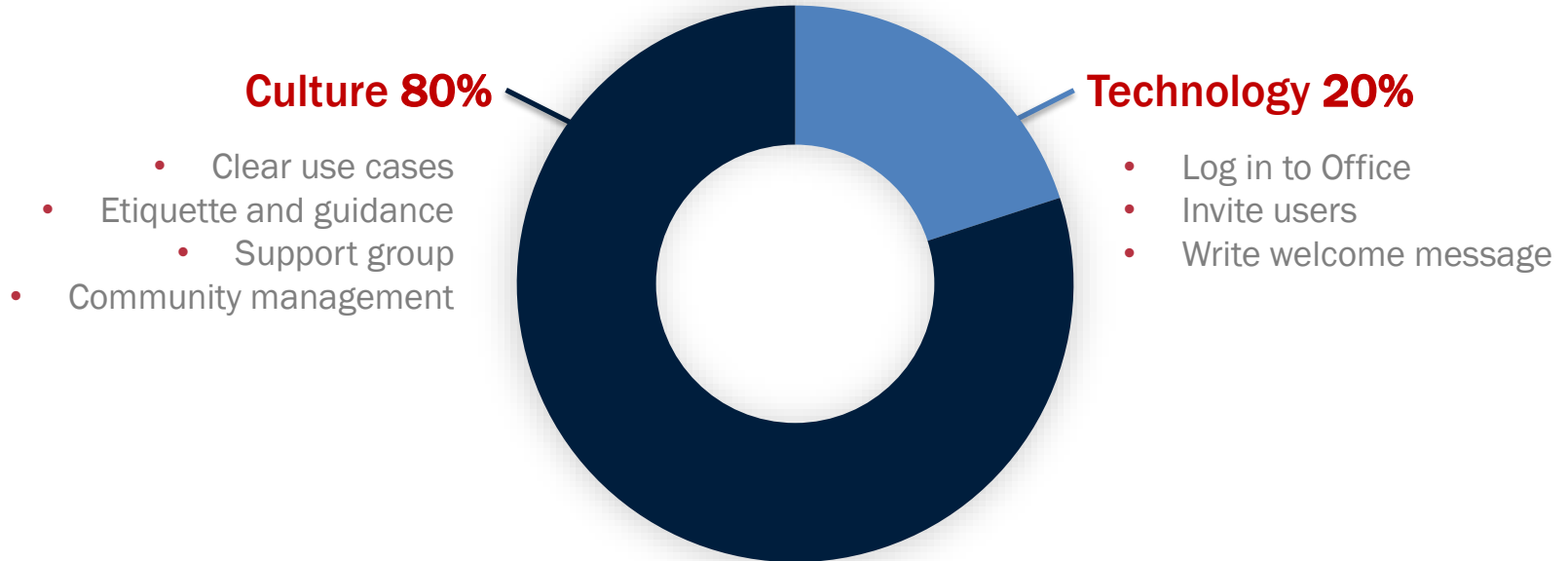


 Like  Comment  Share

 Sara Chan likes this

# Yammer – one social solution

- Social networks are technology lite but culturally heavy



# Yammer – one social solution

- It is really easy to create a new group in Yammer

The screenshot shows the Yammer interface for a group named 'Operations'. A 'Create A New Group' dialog box is open in the foreground, showing options for 'Internal Group' and 'External Network', a 'Group Name' field, 'Group Members' (with an 'Add people to this group by name or email' button), and 'Who can view content?' (with 'Public' and 'Private' options). The main interface shows a list of groups on the left, a central feed of posts, and a right-hand sidebar with 'MEMBERS (2)', 'SEARCH', 'Pinned' items, and 'RELATED GROUPS'. Three orange callout circles highlight specific features: one points to the 'Create Group' button in the group list, another points to the 'Create A New Group' dialog, and a third points to the 'Pinned' section in the sidebar.

Users create groups by project or topic

Easy to create a group or find existing one

Important docs linked for easy access

- You can populate lists by adding people individually, or by uploading a CSV file of email addresses
- Once created you can manage users easily
- You can switch between groups easily but follow all of your combined group activity in the 'Home Feed'

# Steps for introducing a successful network

- **Identify your use case and your vision**
  - Be clear about what you will use your network for?
- **Gather your team**
  - You will need to identify an administrator(s) to moderate the network
  - This person needs to be available to respond in a timely fashion
- **Set your ground rules**
  - There should be clear rules of engagement for the network
- **Ensure adequate support**
  - Provide guidance for users
  - A Dental Yammer 101, for example, is a good idea



# Steps for introducing a successful network



## Dental Yammer 101

Conversations About Files Events



Share something with this community



All Conversations ▾

### Members 4



### Info

Edit

This chat is for anyone who is new to Yammer and would like to have a play around or ask questions about how the platform works. I have pinned some YouTube videos that might be of interest

### Pinned



- How to set up your mobi...
- How to stay organised in...
- Creating groups in Yam...
- Share conversations and ...
- Attaching a file to your p...
- Disabling or enabling no...

Guidance on how to engage

## Community management

- Break the ice by mentioning people in your posts
- Be sensitive to cultural differences amongst members
- Model a positive tone and redirect conversations where necessary
- Acknowledge and reward with 'likes' and positive feedback

# Yammer, Teams and Sharepoint

- The technologies are quite different
- Teams and Sharepoint are for managing groups of people, sharing and collaborating
- Yammer is for social networking and fostering discussion
- Yammer is part of office 365, and therefore part of teams
- The three can work side by side
  
- One of the advantages of Yammer is that email notifications can be responded to by email, and Yammer will post directly back into the conversation – so it's great for people who are bit more email-centric than chat-centric
  
- Yammer also supports 'tagging' and so users can choose to follow terms that are trending
  
- Yammer has poll functionality which is very easy to use to foster engagement



**James Field**  
Mon at 4:00 PM

Seen by 23

POLL



## Which areas are you least confident with?



17 total votes · Vote · Reload

# Yammer, Teams and Sharepoint

- The Yammer inbox makes it easy to review and keep track of activity
- Users can search the Yammer community chats for keywords
- Ultimately this boils down to which interface the students prefer to use for engaging in communication
- **Teams is excellent for drawing together work groups – but you may find that Yammer is an important adjunct**

The screenshot displays the Yammer 'Inbox' interface. At the top right, there is a dark blue button labeled 'New Private Message'. Below the 'Inbox' title, there are navigation tabs for 'Unread', 'Private Messages', and 'All', with 'All' currently selected. A link to 'Mark all as read' is visible on the right. The message list includes:

- A red flag icon followed by the text: 'Christopher Graves: University IT is running a series of five short 20- to 30-minute online sessions ...'
- A message from James Field: 'Will we be sent an invite in due course, once we've filled in the form? Thanks :)'. Below the message, it says 'Using Teams' and '4h ago'.
- Another red flag icon followed by the text: 'Christopher Graves: University IT is running a series of five short 25- to 30-minute online sessions ...'
- A message from Edward Williams: 'Is this the next step from the first course I attended?'. Below the message, it says 'Using Teams' and '5h ago'.
- A 'Conversation' section header with a speech bubble icon.
- A message from James Field: 'Ok, so we should be able to draw our saddle area onto our design now. The next important element is the occlusal rests. What are the functions of an occlusal rest and where'. Below the message, it says 'Restorative Chat' and '9h ago'.