[INSERT Company logo]

Yammer Community Admin Checklist

An organization's internal communities requires some nurturing on a regular basis.

Your Yammer community will need some cultivation to help members stay better connected.

Instructions: Use this checklist to mark off these recommended regular actions for Yammer community management.

* Check new posts are in the correct community and are on-topic  
  If any threads look out of place, move them to a different Group that is more relevant for the content.
* Check that recent posts have had responses  
  It can take a lot of bravery for some users to post onto Yammer. If a post hasn’t had a response yet, try mentioning the community’s name in a reply to prompt others to chip in, especially if the poster has asked a question.
* Are there any cliffhangers?   
  If a thread has given a lot of advice or suggested next steps for a user, tag the original poster to see how the advice / next steps have helped them, to bring the thread to a resolution. Yammer is a place to learn from each other, so it’s always good to make sure outcomes are shared.
* Have new posts been given relevant topics where appropriate?   
  This can really help others who might be searching for keywords in the future. Encourage users to add topics for their next posts.
* Encourage people to share their hallway conversations on Yammer  
  If you’ve heard a useful snippet of a conversation that might benefit others, or might be just a bit of fun, reach out and encourage those involved to post it on Yammer. They may roll their eyes, but keeping people connected is the whole point.
* Add your own…

From your own experience with your community, it’s time to add your own daily tasks.