

Engage your communities and leadership with Viva Engage



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- Passionate about cloud technology
- Interested in try first / fail first projects
- Speaker | Blogger | Author | Mentor
- Host of cloudergroup
- Governance | Security | Compliance | Enterprise Social
- Travel and Science Fiction
- Viva Strategist

Microsoft Viva

The integrated employee experience platform that empowers people and teams to be their best

 **Viva Connections** | All apps in one place

All employees ◀ ▶ Role-based experiences

Connection

Keep everyone informed, included, and inspired



Viva Engage



Viva Amplify

Insight

Improve productivity and wellbeing with actionable insights



Viva Insights



Viva Pulse

Purpose

Align people's work to team and organization goals



Viva Goals

Growth

Help employee learn, grow, and succeed



Viva Topics



Viva Learning



Viva Sales

Microsoft 365

Platform and admin services

Briefing email, people, answers, admin experience, common navigation

Privacy and security

Granular feature access controls, inherited permissions for 3P, differential privacy for insights

Integrations to HCM, CRM, LMS, wellness, and more

Workday, Qualtrics, SAP SuccessFactors, LinkedIn, Headspace, and more

“As part of Microsoft Viva,
Viva Engage connects people across the
organization so everyone feels included and
invested ”



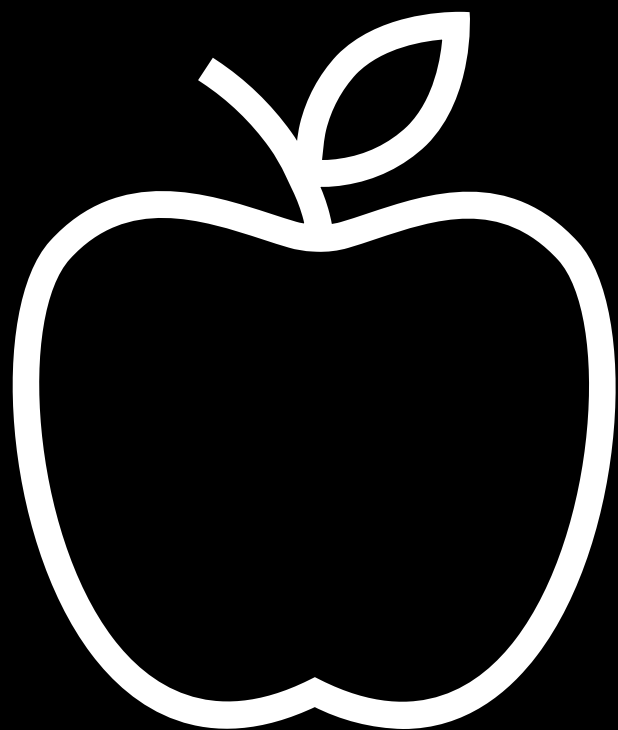
Overview

- Viva Engage / Yammer is the perfect way to connect people cross-organization
- It brings trust in organizations and communications
- It removes barriers and hierarchies
- It is the perfect entry point for organizations looking into Employee Experience.
- It is part of your existing Microsoft 365 licensing.
- It opens opportunities for communications and can be your organizational news channel.
- It makes people human and is a huge opportunity for leadership connections.
- This session will help you understand how to avoid common pitfalls and how to take full advantage of Viva Engage.

Quick Recap – What is Viva Engage?

- Viva Engage will bring new capabilities to connect people, find and share knowledge, express yourself, and find belonging at work.
- Stories and Storylines
- Newsfeed
- Questions and answers
- Moderation / Announcements
- Leadership Connection / Leadership Corner

Why



“We already use
Teams!”

Your Neighborhood

Working in a Team is working with a smaller group of people you usually know – like asking questions in your neighborhood



The Universe

Working in Yammer/Viva Engage is at a wider scale – people in your organization, people you probably don't know.

It is like asking a question to the Universe.





Use cases

Usecases

- Send messages to everyone
- Use it for basic communities (Interest groups, Team members)
- Use external networks to get engaged with people / organizations outside your network (in education: parents, supporters. In Healthcare: volunteers, etc.)
- bring together inclusive, diverse communities to help improve employee engagement
- Use Yammer as knowledge management tool for Onboarding
- Use it as emergency communication tool
- Praise for the good things! [Ignore the bad]
Frustration is high in 100% digital environments
- Use Live events for Management
- Communities for Mentorship, knowledge sharing
- Break down Teams barriers and drive innovation with org-wide communities
- Integrate and Use Viva Connections and Topics to share knowledge
- Engage your leadership and let THEM tell THEIR stories

Customer Stories



Manufacturing

- Challenge
 - CEO wants to drive digitalization within his Organization
 - He questions the internal communication strategy
 - Wants to drive engagement in Viva Engage above 90%
- Solution
 - Analyze current Yammer implementation
 - Drive Storytelling for CEO and other Leadership members
 - Include blue collars with a news dashboard
 - Give up DL in favor for communities
- Result
 - Usage grew to 75% (from 50%) and continued to grow
 - Employees use Yammer as their news dashboard
 - Company culture changed to a more inclusive one

Transportation

- **Challenge**
 - Employees used social media tools for communication to solve business requirements
 - Data loss risk of internal information
 - Transfer of communities to an internal tool
- **Solution**
 - Work with IT to resolve restrictive app deployments and present them the value of an Employee app
 - Look for champions in the existing SM networks to get support for community movement
 - Make Viva engage as simply to use for Frontline workers
- **Result**
 - The small org developed into a center of excellence due to their leadership as early adopters
 - Frontline workers use Viva engage for everything business communications but also for communities of interest.
 - They start to adopt storylines which is the perfect toll for sharing hidden places (which can be used for stories within internal and external communication)

Healthcare

- Challenge
 - Internal research needs a tool where they can search for Ring1 feedback
 - Communication and feedback is collected on a broad level
 - Research Teams are restricted in communication scenarios
- Solution
 - Research teams use Viva Engage to engage with users in the organization to collect broader feedback and find volunteers for projects
- Result
 - Research Teams use communities in a controlled way
 - Get valuable Feedback about usability and other scenarios

FSI (Financial Services)

- Challenge
 - Organization wants to open communication for communities of interest
 - Strong regulatory requirements need to be fulfilled
- Solution
 - Use Viva engage for cross-org communities of interest
 - Connect countries and their communities to share best practices
 - Use information governance to make sure sensitive content is protected
 - Use functionalities from purview portal (f.i. communication compliance)
- Result
 - A more diverse communication among the organization
 - Compliance requirements fulfilled

Tips & Lessons Learned

- Communities build on trust, every question needs an answer
- Get your champions trained on communication skills
- Post by example
- Use Viva Engage as your Universe
- Leaders are out of touch with teams – Viva Engage gives them an opportunity to re-engage
- Talent is everywhere in a hybrid work world

Learnings



Readiness Considerations

- You are already licensed for Viva Engage through your M365 licensing
 - No additional license is required
- Is your Yammer Network in native mode already?
 - Microsoft will migrate you (starting Dec. 22)
 - You can start anytime
- Deploy Viva Engage app in the Teams Admin Center
 - Viva Engage can be easily included in your Teams App
- Add an entry point to Viva Engage with an adaptive card to Viva connections
 - Reduce the number of clicks by creating a simple AC to open Viva Engage within the Viva connections dashboard
 - Viva Connections starts Viva Engage
- Find executives who look for new ways to communicate
 - Let them use Stories and storylines
- You can't manage what you can't measure
 - Use a tool to measure engagement

Readiness Checklist

- Status of Yammer Network?
 - Do you need to clean up?
 - Create interesting content / examples?
 - Is it in Native Mode?
 - Governance in place?
 - Security / Compliance requirements?
- Leadership Engagement
 - Engage Leadership to share stories and use the storyline – make them feel connected
 - Inform them about the new leadership corner (available 2023) Communities' engagement
 - Identify your champions
 - Create engagement by answering questions, ask questions, connecting people
 - Build trust in supporting communities of interest

“every human (voice, opinion) counts”

“praise the good and ignore the bad”



Questions?

Links

[Viva Engage](#)

[Viva Engage Adoption](#)

[Viva Engage FAQ](#)

[Overview of Storyline](#)

[Get ready for Viva Engage](#)

[Setup Viva Engage](#)

[Microsoft Viva Blog](#)

[Blog atwork](#)

Let's connect



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