Empower Your Team's Meeting Management with Viva Insights

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AGENDA

10 min

Introduction
Problem, Objectives, Scope and Definitions

35 min

Emerging Findings
• Meeting culture

5 min

Next Steps
Hi, I'm Rob and I live to challenge the status quo, a digital transformer, Microsoft MVP and MCT. It's my mission to support companies' IT as well as end users to effectively map their business processes to modern workplace solutions and make them more successful with Hybrid Work.

From E-Learning to E-Coaching

1. **Starging Point is Status Quo**
   The digital adoption status of a company is identified by analyzing usage data
   
   HOW are the tools currently used?

2. **Identify Learning Preferences**
   Algorithms understand individual experience levels and learning behaviour. A mix of micro, macro, university and collaborative learning impulses increases the user’s tool competence directly in the context of daily work via chatbot.

3. **Only Relevant Content**
   Based on data, only relevant learning topics are made available and are reminded by the chatbot according to each individual employee’s learning progress and needs.

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[https://t1p.de/cai](https://t1p.de/cai)
Microsoft Viva
The integrated employee experience platform that empowers people and teams to be their best

**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

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

Viva Connections | All apps in one place

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Insight

Improve productivity and wellbeing with actionable insights

Unlock real-time insights and actionable recommendations that help everyone in the organization to work smarter and stay focused

Features & capabilities

• Personalized insights to build better work habits
• Manager insights to foster healthy, successful teams
• Organizational insights to help senior leaders address complex challenges
• Deep, enhanced analytics
• Advanced tools and custom insights
• Visibility into organizational health
We have a poor meeting culture

- Because we have too many meetings
- Because we don't get enough done during meetings
- Because meetings go off topic and on tangents
- Because there are too many people in meetings
- Because people don't know whether they are needed in the meeting
Analysis Scope

Time Period
Nov 2022 – Apr 2023

Organization
Contoso

Employees
738

Signals Analyzed
- Emails
- Calendar
- Teams chats and ad-hoc calls

People by organizational unit
- Operations engineering: 190
- Engineering: 179
- Software Development: 158
- R&D: 87
- Sales: 73
- Program Management: 32
- Strategy: 31

People by level
- IC: 652
- Mgr: 76
- Mgr+: 21
Before we dive in, let’s review a few Microsoft Viva Insights metrics.

1. **Working hours time¹**
   - Activity during employee’s working hours timeframe, based on Outlook settings; in this example, 8am to 5pm

2. **After-hours time¹**
   - Activity before or after employee’s working hours

3. **Collaboration hours**
   - Representing employee’s calendared meetings with at least one other attendee, emails sent and received, Teams chats, and ad-hoc Teams calls

4. **Workweek span**
   - Time between first and last meeting or sent email/IM on each day, summed for the week

5. **Focus hours**
   - Time between meeting hours that is at least two hours long

¹ Working hours based on each employee's Outlook settings
Here’s how those numbers break down for Contoso.

<table>
<thead>
<tr>
<th>Time</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>T</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 AM</td>
<td></td>
<td></td>
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<tr>
<td>7 AM</td>
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<td>8 AM</td>
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<td>9 AM</td>
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<td>10 AM</td>
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<td>11 AM</td>
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<td>1 PM</td>
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<td>2 PM</td>
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<td>3 PM</td>
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<td>8 PM</td>
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</table>

**Contoso Avg.**

- **Avg. weekly collaboration: 21 hours**
- **Avg. weekly workspan: 39 hours**
- **Avg. weekly after-hours: 4 hours**

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1. Working hours based on each employee’s Outlook settings

Proprietary and Confidential Information
Organizational insights to help senior leaders address complex challenges

Keep a pulse on leading indicators of employee wellbeing and engagement, meeting effectiveness, burnout risk, process efficiency, and more.

Viva Insights
You want to see, what else Microsoft Viva Insights can do for me under the surface...?
Microsoft Viva Insights suggest Contoso can strengthen the way its teams meet, manage, and protect employee wellbeing.

**Meeting culture**
Contoso can unlock productivity by streamlining meeting practices – particularly around large and long meetings.

**Manager effectiveness**
Managers can reclaim calendar time for strategic decision-making while developing and empowering employees.

**Wellbeing**
To protect employee well-being, Contoso can examine burnout risk hotspots in three organizations.
Contoso can unlock productivity by streamlining meeting practices – particularly around large and long meetings.

**Key opportunity**
Free up capacity by reducing the time employees spend in large and long meetings, starting with recurring meetings where multitasking is highest.

1 Based on work done at comparable companies. Not a standardized benchmark.
Contoso invests a quarter of its meeting time in “All Hands” meetings, most of them are recurring.

Meeting types by attendees and duration (% of total time in meetings)

<table>
<thead>
<tr>
<th># Att's</th>
<th>All Hands 29%</th>
<th>Bloated 15%</th>
<th>Status updates 18%</th>
<th>Decision Mkg 20%</th>
<th>Lengthy 4%</th>
<th>Workshop 6%</th>
</tr>
</thead>
<tbody>
<tr>
<td>+51</td>
<td></td>
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<tr>
<td>19-50</td>
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<tr>
<td>9-18</td>
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<td></td>
</tr>
<tr>
<td>3-8</td>
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<td>2</td>
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</tr>
</tbody>
</table>

Duration (hr)

| Non-Recurring: 36% | Recurring: 64% |

Insights

50% of meeting hours are spent in long or large meetings (all hands, bloated, lengthy and workshop meetings)

- 218k hours spent equivalent to
- 236 FTEs in a year
  - = 32% of your current FTE’s
  - = 11.2 Mio. € / year

Why it matters

- Limited number of long and large meetings can be useful (e.g. All hands)
- However, long and large meetings can also hinder productivity, and chip away at employee engagement over time.
- The proportion of meetings that are large, long, or both provides a glimpse into overall meeting effectiveness.
Recurring meetings with high multitasking and high attendee hours offer a good starting point for intervention.

Recurring meetings by meeting impact and meeting engagement

<table>
<thead>
<tr>
<th>Subject</th>
<th>Attendee hours</th>
<th>Emails p. attendee</th>
</tr>
</thead>
<tbody>
<tr>
<td>the fundraising</td>
<td>40</td>
<td>5.3</td>
</tr>
<tr>
<td>send project</td>
<td>22</td>
<td>3.4</td>
</tr>
<tr>
<td>tom the up</td>
<td>27</td>
<td>3.3</td>
</tr>
<tr>
<td>volumetrix meeting in engineering board on every presentation</td>
<td>28</td>
<td>2.9</td>
</tr>
<tr>
<td>setup direct fundraising and staff</td>
<td>35</td>
<td>2.8</td>
</tr>
<tr>
<td>the europe at all candidate</td>
<td>62</td>
<td>2.6</td>
</tr>
<tr>
<td>open training</td>
<td>22</td>
<td>2.6</td>
</tr>
<tr>
<td>staff and the face please the</td>
<td>144</td>
<td>2.5</td>
</tr>
<tr>
<td>todd control meeting and the demo in the team in ravi and kent</td>
<td>27</td>
<td>2.3</td>
</tr>
<tr>
<td>working quick messaging</td>
<td>48</td>
<td>2.2</td>
</tr>
<tr>
<td>schedule deals from all sales and every product close the</td>
<td>35</td>
<td>2.2</td>
</tr>
<tr>
<td>global mtg on updated plan</td>
<td>82</td>
<td>2.2</td>
</tr>
<tr>
<td>new channel program</td>
<td>49</td>
<td>2.2</td>
</tr>
<tr>
<td>the r&amp;d for every developer and kent and the systems</td>
<td>58</td>
<td>2.1</td>
</tr>
<tr>
<td>request out technology from ravi and all compliance</td>
<td>98</td>
<td>2.1</td>
</tr>
<tr>
<td>launch update by blue team update and the visit</td>
<td>74</td>
<td>2.1</td>
</tr>
<tr>
<td>the customer salesforce by</td>
<td>23</td>
<td>2.1</td>
</tr>
<tr>
<td>one matt and the budget from a interview to</td>
<td>60</td>
<td>2.1</td>
</tr>
<tr>
<td>the team and next product walk direct forecast for</td>
<td>21</td>
<td>2.1</td>
</tr>
</tbody>
</table>

Insights

- Meetings in the top-right section of the distribution represent the highest leverage starting points for size, duration and frequency reduction

Why it matters

Recurring meetings with high multitasking rates often present opportunities to improve meeting effectiveness by:

1) Revisiting attendee lists to ensure only teams/employees who truly need to be present are included

2) Revisiting meeting length and frequency to determine whether there's are opportunities to reduce meeting cadences and/or durations
Multitasking appears to be driven more by workload than by habit

Distribution of employees by collaboration hours and multitasking prevalence

**Each dot represents an employee**

![Distribution of employees by collaboration hours and multitasking prevalence](image)

**Insights**

- Usually, where multitasking rates are high, so too are avg. collaboration hours – accounting for 9% of the Contoso population

**Why it matters**

- Consistently high rates of multitasking suggest meetings are not as effective as they could be, given that attendees are focused on other things
- This analysis helps determine whether multitasking rates are more employees’ habits or the consequence of high overall collaboration levels, driving a necessity to catch up on emails during meetings
Meeting culture

Detailed analysis
## Investigation by organizational unit

### Meeting types by organization

*(Relative allocation of a team’s meeting hours across functional categories)*

<table>
<thead>
<tr>
<th></th>
<th>Lengthy</th>
<th>Bloated</th>
<th>Workshop</th>
<th>All-hands meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering</td>
<td>4%</td>
<td>17%</td>
<td>4%</td>
<td>20%</td>
</tr>
<tr>
<td>Operations Engineering</td>
<td>4%</td>
<td>14%</td>
<td>4%</td>
<td>45%</td>
</tr>
<tr>
<td>Program Management</td>
<td>1%</td>
<td>18%</td>
<td>5%</td>
<td>29%</td>
</tr>
<tr>
<td>R&amp;D</td>
<td>2%</td>
<td>20%</td>
<td>20%</td>
<td>19%</td>
</tr>
<tr>
<td>Sales</td>
<td>5%</td>
<td>12%</td>
<td>7%</td>
<td>24%</td>
</tr>
<tr>
<td>Software Development</td>
<td>7%</td>
<td>12%</td>
<td>4%</td>
<td>16%</td>
</tr>
<tr>
<td>Strategy</td>
<td>5%</td>
<td>18%</td>
<td>5%</td>
<td>18%</td>
</tr>
<tr>
<td>Average</td>
<td>4%</td>
<td>15%</td>
<td>6%</td>
<td>26%</td>
</tr>
</tbody>
</table>

### Insights

- All Hands meetings are most prevalent in **Operations Engineering** (45%), followed by **Program Management** (29%).

### Why it matters

- Analyzing meeting practices at the organization level can help pinpoint the root sources of meeting efficiency opportunities.
- It also uncovers, where certain leaders are using best practices that could be replicated across the company.
Twenty percent of Contoso employees generate 82% of meeting workload – most of them are managers.

**Insights**
- High time-generating employees most prevalent in **Program Management** and **Strategy**
- Managers and Managers+ generate bulk of meeting load

**Why it matters**
- Understanding which orgs and/or levels within the company “generate” the most meeting time helps inform an intervention strategy
- Anomalies provide useful starting points for deeper investigation.
All departments tend to double book their meeting times

**Insights**

- High manager double-booking at Contoso appears correlated with average meeting hours.
- **All organizational units tend to double book** their meeting time.

**Why it matters**

- Double-booked meetings have downstream impacts that hinder organizational agility by slowing decision-making and wasting meeting prep time.

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**Distribution of managers by meeting hours and % of double-booked time**

*Each dot represents an employee*

<table>
<thead>
<tr>
<th>Department</th>
<th>Double-Booked Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations</td>
<td>58%</td>
</tr>
<tr>
<td>Engineering</td>
<td>45%</td>
</tr>
<tr>
<td>Strategy</td>
<td>46%</td>
</tr>
<tr>
<td>Engineering</td>
<td>45%</td>
</tr>
<tr>
<td>Sales</td>
<td>41%</td>
</tr>
<tr>
<td>R&amp;D</td>
<td>41%</td>
</tr>
<tr>
<td>Software Development</td>
<td>36%</td>
</tr>
<tr>
<td>Company Avg.</td>
<td>46%</td>
</tr>
</tbody>
</table>
Meeting culture

Summary
Next Step: prioritize opportunities and explore change levers.

Meeting culture

Key opportunities

Free up capacity by reducing the time employees spend in large and long meetings, starting with recurring meetings where multitasking is highest.

Potential change levers

1. Audit most “expensive” recurring meetings to reduce duration and/or size
   - All Hands + Bloated Meetings
     - Program Management
     - Operations Engineering
   - Meeting Load (from Managers)
     - Program Management
     - Strategy

2. Identify multi-tasking meetings and source of this habit to trigger change
   - Multitasking Units
     - Program Management
     - Strategy
     - Sales
   - Meetings: “the fundraising”; “staff and the face please”

3. Identify meeting double booking habits and provide a clear guidance against it
   - Double Booking Units
     - Operations Engineering

We have a poor meeting culture

Because we have too many meetings
Because we don’t get enough done during meetings
Because meetings go off topic and on tangents
Because there are too many people in meetings
Because people don’t know whether they are needed in the meeting
VIVA Insights

Next steps
Next Steps

Create a culture where people and business can thrive

1. Find out more about Microsoft Viva Insights
2. Start a Trial yourself or reach out to your Microsoft Rep
3. Contact Microsoft Insights Partner, like CONTEXXT.AI, to run a successful PoC and productive Deployment
Thank You

Let’s keep in touch!

→ linkedin.com/in/robert-mulsow/
→ @Rob_The_Ninja

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