Microsoft Viva adoption & change management

Turn that frown upside down!

Viva Getting Started Series | April 2023
Lesley Crook
MVP | Viva Visionary | CloudWay Cloud Consultant
Find me here

CloudWay

- Blog - Viva Visionary
- Microsoft MVP
- CloudWay
- LinkedIn
- Viva Explorers
- Sessionize
- tekkigurus.com
- twitter @Lesley_wolan
Agenda

• Introduction
• Viva Explorers
• ADKAR Change Management
• Start a conversation about Microsoft Viva
  • 3 x customer success stories:
    • UK Pharma Sector (Yammer 2013) – GSK Digital Communications Manager
    • UK NHS (Teams 2019) – Minttulip Cloud Consultant
    • UK Gov (Teams 2021) – Symity Cloud Consultant

• Where to go and what next ...

CloudWay - Cloud Consultant hosting Microsoft Cloud Incentives (MCI) Viva Discovery Workshops
100+ MVPs across all continents

Humans of IT are the heart and soul of every digitalisation project.

Viva Explorers are passionate, and we draw on our diverse origins to influence a serendipitous employee-centric technology movement, enabling a modern, empathic, enthusiastic workforce mindset!
Microsoft Viva is an integrated employee experience platform that empowers people and teams to do their best work. It brings together people, products, and processes to create a more connected and engaged workforce.
Microsoft Viva
The integrated employee experience platform that empowers people and teams to be their best

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

**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

*Coming October 2022 *Coming in 2023
ADKAR Change Management
ADKAR

Awareness of the need for change

Desire to support and participate in the change

Knowledge of how to change

Ability to implement desired skills and behavior

Reinforcement to sustain the change

- Empathic leader/stakeholder
- Who nominate someone on their team you work with regularly as the primary point of contact for Viva adoption
- Employee Engagement is how staff feel about their culture and jobs
- Comms Plans & Channel Management
- Persona Profiling
- EEx Storyboards
- Viva Champions Networks
- M365 Usage Reports, M365 Admin Center
- OKRs – Viva Goals!
- Training to suit all roles
- Continuously improve training with feedback using Microsoft Forms
- Ensure Champions capture Viva success stories aligned to business goals with tags/Topics
- Share from Viva Engage Champion profiles & Viva Connections via Comms
- Reward & Recognition!

Resource: The Prosci ADKAR™ Model
ADKAR

**Awareness**
of the need for change

**Desire**
to support and participate in the change

**Knowledge**
of how to change

**Ability**
to implement desired skills and behavior

**Reinforcement**
to sustain the change

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**Enforcement**

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**Enablement**

- Training to suit all roles
- Continuously improve training with feedback using Microsoft Forms
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- Reward & Recognition!

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**Resource:** The Prosci ADKAR® Model
Start a conversation about Viva

Once upon a time, ten years ago ...
UK Private Sector – Pharma (2013)
Yammer success story with c. 60,000 staff

Yambassador Champions
Adoption Training
• Roadshows with great Yammer swag!
• Team Briefings
• One page guides

*USP: Capture success stories*
Weathered the storm and still going strong after ten years!
“Study found that happiness led to a 12% spike in productivity.”

-Professor Andrew Oswald
“\textbf{Happy} employees tend to be more creative and better at solving problems”

- Shawn Anchor, \textit{The happiness advantage}
As a result,
Download the app for any time, any place, any device access
Yammer Success Story format: QQQ

Capture: Qualitative, Quantitative & Quote!

▪ What was the problem you were trying to fix?
▪ Why was it important to fix it?
▪ Which strategy or project did Viva align to?
▪ Which of your (cultural) behaviors and values did Viva nurture?
▪ How would you have fixed it in the past without Teams/Viva?
▪ What did Viva help you do that wasn’t possible before?
▪ What were the benefits to staff, the Team, and our business?
▪ How many people are involved in this effort?
▪ Where are they based?

▪ Quote by a Leader involved in this successful change
Yambassador Champions
Adoption Training
• Roadshows with Yammer swag!
• Loads of Team briefings
• One page guides

The GSK Yammer Network has now surpassed 50,000+ registered users! Staff representing every business unit and 121 countries now actively participate on Yammer. Congratulations to Cheong Sek Lim from Pharma Europe & EMAP in Malaysia for being the 50,000th registered user. A Yammer prize pack is on its way!

Since Yammer registration is voluntary, we should all be proud of how this milestone demonstrates that GSK staff proactively seek opportunities to work across boundaries and connect with each other in a fun and engaging way.

2014 end-of-year appraisals!
Case Studies

Read about how leading organisations are using SWOOP Analytics® to drive business value and engagement with their Microsoft Teams, Viva Engage & Yammer and Workplace networking solutions.

Customer Stories

Search Customer Stories

"Microsoft Viva Engage"

Clear filters

Language

Industry

Product

Organization Size

Region

Partner Professional Services

How Microsoft improves leadership communications with Viva

Consumer Goods

Orkla brings its dispersed employees together with communities in Microsoft Viva
Working Out Loud

John Stepper, MD, Deutsche Bank / Bryce Williams, CTO, Lilly USA

Empathetic trusted leadership, encourage:

• Sharing your work/ideas as **others** might find it helpful and ...

• Others might help you improve your work!

**Working Out Loud in a Network:** Twitter @Lesley_wolan
Working Out Loud creates Value

Connect - Who?
Share - What?
Solve - How?
Innovate - Why?

Why don’t we?

© Simon Terry

http://simonterry.tumblr.com/post/683048474/working-out-loud-creates-value
Working Out Loud: The Fundamentals

Narrate + share your work frequently in digital channels
Build skills: Participate in WOL circles
Let others observe and enrich your digital work
Foster a digital network and online reputation
Collaborate openly on others’ digital work

FIVE ELEMENTS of WORKING OUT LOUD

John Stepper

1. Relationships are at the heart of WOL. We are wired for reciprocal altruism. The path to knowledge is via others.
2. Generosity: The currency of real networking is generosity.
3. Visible work: Amplify who you are and what you do. Having a learning goal in mind orients your activities.

Sketchnote by: Tanmay Vora | @tvora | QAspire.com
De Bono’s thinking hats represents six ways of thinking about strategies and helps us to see potential opportunities.

**De Bono’s Six Thinking Hats**

- **The White Hat - Facts**
  White hat thinking focuses on data, facts, information known or needed.

- **The Black Hat - Cautions**
  Black hat thinking focuses on difficulties, potential problems. Why something may not work.

- **The Red Hat - Feelings**
  Red hat thinking focuses on feelings, hunches, gut instinct and intuition.

- **The Green Hat - Creativity**
  Green hat thinking focuses on creativity: possibilities, alternatives, solutions, new ideas.

- **The Yellow Hat - Benefits**
  Yellow hat thinking focuses on values and benefits. Why something may work.

- **The Blue Hat - Process**
  Blue hat thinking focuses on managing the thinking process, focus, next steps, action plans.

Source: Edward de Bono

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**Operational Excellence:**

- Cut out wasteful ways of working?
The Many Hats of Change Champions

#VivaEngagers

#6YammerHats by Lesley Crook | Medium
Farukh J.
To All Company

Idea and innovation management: dear colleagues, I am curious to learn how we do idea and innovation management in different functions in the Group? For example, what systems, tools, processes, reward and recognition mechanisms do we have in place that promote the collection of innovative ideas and see them through to realization? Appreciate your insights from all/any function and geography. Thank you so much!

July 6, 2014 at 6:58pm from iPhone

Niranjan
To All Company

Good News to share. In Venezuela we have just received full approval for our Sanitary Registrations of the products: 200 mg and 400 mg. Please join me to congratulate the Venezuelan Regulatory team for this great achievement.

November 27, 2014 at 8:28pm

Like this.

Show 3 older replies » 2 shares
Use #hashtags in Viva Engage Stories and internal comms campaigns to help filter/surface sociable content in Viva Engage Yammer

Use Topics to surface and curate company knowledge and also appear in Viva Topics

Use topics and hashtags in Yammer - Microsoft Support
Use **Topics** to surface and curate company knowledge and also appears in Viva Topics
People telling business stories

Align groups to #strategies | #projects

People demonstrating the right behaviours and values

“Yammer DNA”

People contributing with fast discoverable posts

#BusinessIntelligent
#Employee Engagement
#Continuous Improvement
#VoiceOfCustomer
#Stakeholders
#VisualPerformance
#Personal Accountability

#BusinessIntelligent
#WorkAcross Boundaries
#DrivePerformance
#ReleaseEnergy
#SetDirectionInspire
#LiveOurValues
#DevelopCapability

Embed in #apps | #processes | #systems

BI hashtags enable the discovery of responsive business insights virally encouraged by IC/IT/KM. Working Out Loud in a network decreases email dependency.

© 2015 Lesley Crook. All rights reserved.
Lesley is a strong advocate for the benefits of how Enterprise Social can change how work gets done. I was particularly impressed in how she developed a great structured approach for quantifying the business benefits, which is one of the best that I've seen. Her passion for the human element of what Enterprise Social delivers is also a huge credit to her.
RETURN TO ...

2017
2015 - Working Out Loud
Social Media: 10 GSK success stories ...

My “gut feeling” was too soon!
Lesley Crook on LinkedIn
Over the past four years I followed a deep-routed,
gut feeling on the immense business value of
Collaboration and enabling “Remote Work” in the
private and public sectors. However, I must admit it
was a rough ride. I had a vision to help companies
benefit from Enterprise Social Networking, and left ...

MSFT ResponsiveOrg London May 2015
Lesley sharing #wolan at Responsive Org, Microsoft
London May 2015
2017

Lesley Ann Crook (Lesley Crook) (microsoft.com)
The Way a Company Interacts with its People and they Connect with it

**Inner Loop**
- How do you manage core products and keep key stakeholders up to date?
- How do you drive productivity across your internal teams?
- How do you create internal Comms documents and keep them safe?
- Leadership Teams to drive employee engagement

**Outer Loop**
- Do people understand company strategy?
- Improving Employee Engagement
- Drive Customer Satisfaction
- Celebrate Success and make it visible

Files
Sites
Content
SharePoint

Align to Strategy & Projects
#wolan
Employees working out loud is a network in enterprise DNA
How you do it
#hashtags
Embed in Apps

#wolan
What you do
#hashtags
UK Public Sector - NHS (2019)
M365 & Teams success story with 20 x local GP Practices

Manchester Bee Champions
Adoption Training
• Full-day launch conference
• Local clinics x 20 in-person
• One-page guides

*USP: Persona profiles & modern workplace storyboards*

CTO Digital Drug Dealer!

Mike Culshaw
1st
Chief Technology Officer at Pennine Care NHS Foundation Trust
United Kingdom

Lesley Crook
You
Cloud Consultant at CloudWay | MVP M365 Apps & Services
Brighton
Persona profiles & modern workplace storyboards
Listen with empathy and create appropriate training sessions that align with the want and needs

Joanne, Practice Partner
Associated role: Practice Director

“I oversee the work and financial success of the practice.”

Adoption curve:
As a shareholder, clearly accepting or motivating.

Wants:
- All practices have the same level of modern expertise – get rid of fax for sharing patient data (it’s quick but archaic).
- Safer way of storing & sharing patient data rather than using file shares, Dropbox, Slack and WhatsApp which breaches data protection policies.
- Consistent change management to check value of change, measure success and train again, as required.

Working Practices:
- Multiple document versions
- Relies heavily on emails

Value:
Improving document management, with the ability to access work at the same time as your colleagues from any location, on any device. Having a single version of the truth with improved version control.

Challenge #1
Todo list for practice partners

Practice Director, Joanne creates a new Primary Care process

Single parent Joanne (Practice Director) is working on a new process for Primary Care and needs Ben’s (GP) expertise. Joanne is working from home as her childminder is ill today.

Value:
Improving document management, with the ability to access work at the same time as your colleagues from any location, on any device. Having a single version of the truth with improved version control.

She contacts Ben (GP) on Teams Chat to see if he is free to help after surgery. Ben is in the Practice.

Value:
Improving document management, with the ability to access work at the same time as your colleagues from any location, on any device. Having a single version of the truth with improved version control.

They complete the new process together, share with AHP for ratification ahead of schedule and sign off.

Value:
Improving document management, with the ability to access work at the same time as your colleagues from any location, on any device. Having a single version of the truth with improved version control.

By working together in unison, they have saved a lot of time. Version control allows them to go back into every version that has been created to see previous data, if required.

Value:
Improving document management, with the ability to access work at the same time as your colleagues from any location, on any device. Having a single version of the truth with improved version control.

They have a quick Teams Meeting to work out a strategy and Joanne shares a link to the doc.

Value:
Improving document management, with the ability to access work at the same time as your colleagues from any location, on any device. Having a single version of the truth with improved version control.

Joanne and Ben co-author the document at the same time.
Anatomy of the Modern Workplace by Adam Rib
He supports resilient, safe & timely patient care

Think Brain. Work in the cloud & prevent security or compliance headache, & lethal viruses. Use Search to find information & insights.

Think Skin. Communities are our organisational fabric which binds people together & builds cultural DNA!

Think Sight, Sound & Touch. Stimulate your senses by sharing your knowledge & expertise, with a sense it might inspire & engage others in their work #tonic

Think empathy. More than a billion people in the world live with disabilities. Microsoft Accessibility Tools gives everyone the ability to achieve more, making the workplace more inviting and inclusive.

Think Limbs. Improve your workplace agility with the ability to work anytime any place anywhere in the cloud. Always connected to the centre.

Think Heart. Collaboration is the circulatory lifeblood of a company. Keep it beating by generously sharing your work, with a view it might help others. And others might also help you improve your work. Deepening professional relationships

Think Lungs. Meetings are like Lungs, inhaled with Oxygen to pump the Heart of an organisation. Use modern meeting tools to regularly check the pulse of your progress.

Visit minttulip.com/tonic to join our community
Teams impact on NHS Bury CCG culture – the movie!

POSTED ON OCTOBER 1, 2019 BY JARED HOWELL

Towards the end of our engagement with NHS Bury Clinical Commissioning Group (CCG) we filmed senior NHS leaders to get their personal take on using Microsoft Teams and how it’s changing NHS culture for the better. We heard:

“We no long need to get groups of busy clinical people together in the same room as happy to do things in the evening as already at home.”
“Really no resistance with great energy, positivity and engagement.”
“Not an area to be afraid of anymore.”

We shared a 90 second movie trailer at our Future Decoded session on 1 Oct: NHS Bury CCG journey to Microsoft Teams and it went down really well. We plan to screen the whole movie soon so watch this space! If you missed Lesley’s blogs referred to in our session please visit:

Change Agents
UK Public Sector – DWP (2021 Pandemic)
Teams success story with c. 100,000 staff

**Pioneer Champions**
Adoption training
- 100s of Teams Meetings
- One-page guides

*USP: Identify Champions using Productivity Scores*
Microsoft 365 Usage Reports show how people in your business are using Microsoft 365 services and can be un-anonymized for all the right reasons to find Champions!

- **Microsoft 365 Admin Center - Usage Reports**
  Microsoft 365 Usage Reports show how people in your business are using Microsoft 365 services and can be un-anonymized for all the right reasons to find Champions!

- **Teams Admin Centre – Usage** – which Teams are being used the most

- **SharePoint Admin Centre – Files in Teams** – which SP in Teams are being used the most

Caveat: Might not be available in all sectors/countries depending on privacy legislation
For more information contact: **MVP Nikki Chapple**, CloudWay Principal Cloud Architect
DWP Teams Pioneers help to scale Teams
Who “pivot” under fictitious roles in Teams, switching hats, enabling collaboration & productivity!

Astronauts
Goes where no employee has gone before! Breaks down business silos. Shares work, with a view others might find it helpful, and others might help you improve your work. **They Love Teams**

Thought-Leaders
Encourages less email, more Teams! ‘Like’ posts, @delegate @tag subject matter experts. **They Love Teams, OneNote, Whiteboard**

Entertainers
Has fun with a purpose! “Disruptors” with big Announcements & Praise. Encourages remote working in virtual events and fundraising with emojis, gifs. **They Love Teams, “Fun Stuff”**

Scientists
“Visionaries” with new ideas, solves problems, innovates. Monitors engagement with analytics. Finds solutions to improve processes in Teams apps. **They Love Teams, Planner & Forms**

Reporters
Tenacious journalists looking for Teams success stories with User Generated Content, demonstrating business-value. Shares on DWP TV. Finds more Teams Pioneers! **They Love Teams, DWP TV (Stream)**
Without the deployment, we would not have been able to run our Job Fairs which have provided a direct route for people to get back into work. It has showed that in this constant changing world, anything is possible.

Really transformed the way we work and collaborate

This has been without doubt the best product roll out I have seen!”

Without doubt our best year in C&CS across all fronts, and the people at Symity have very much been a part of that success and should be proud to share that with us.....the phenomenal success of MS Teams being delivered to over 90k people with almost 30k people being upskilled remotely

I now feel closer to my manager and able to be a contributing member to our team. It has improved my relationships and mental wellbeing

Not only have we been able to achieve together, we have been able to improve ways of working and thrive; due to the new tools available

This work has made a massive difference to the PIP team and the way we communicate on a daily basis....we have hugely reduced the amount of emails flying back and forth....

The volume and quality of support material available – technical and user facing – is the most comprehensive and complete I have seen for any service within DWP going back over 15 years.
ADKAR. Long shelf life that spans ten years!

Note: You do not have to follow the ADKAR framework in strict order, perhaps backfill at a later date for a relaunch

<table>
<thead>
<tr>
<th>Yambassadors</th>
<th>Bees</th>
<th>Pioneers</th>
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| Adoption Training  
- Roadshows with swag  
- Team Briefings  
- One-page guides | Adoption Training  
- Full-day launch conference  
- Local Teams clinics x 20 in-person  
- One-page guides | Adoption training  
- 100s of Teams Meetings!  
- One-page guides |
| USP: Capture success stories to create a buzz | USP: Develop persona profiles & modern workplace storyboards to identify training needs | USP: Identify Champions using Productivity Scores |

ADKAR. Long shelf life that spans ten years!

Note: You do not have to follow the ADKAR framework in strict order, perhaps backfill at a later date for a relaunch.
Start a conversation about **Viva**
Make the complex simple.

Explain **Viva** to a teenager schooled on **Teams** during the pandemic, go ...
# Microsoft Viva

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

## Viva Connections
All apps in one place

### 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 Sales*
- Viva Learning

## Microsoft 365

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Make the complex, simple with the:

**Viva**
**Value proposition**

Discover Viva in the flow of your work for a better employee experience!

#VivaVisionary
Microsoft Viva

The integrated employee experience platform that empowers people and teams to be their best.
“Congrats on your session last week! I got several messages from CSMs if they can have the Viva paper you used in your session, that’s foldable. May I ask you to share the Template with me that the CSMs can use it for their customer conversations. Many thanks!” Bernd Zimmerman, Director CSU, Microsoft

“This is such an innovative way of positioning the value – definitely something we can use when talking to our customers.” Louis Arthur-Brown, Product Manager, Codestone Group

“The origami was a great touch!” Rob Quickenden, MVP, CTO, Cisilion

I am part of an enthusiastic Viva Explorer movement that, at this point in time, has 50+ MVPs across the globe. We are hosting our inaugural UK meet-up on Saturday, 12 November, in Manchester with a packed agenda spanning all Viva modules. I hope Microsoft do not announce another module that ruins my analogies too soon. Our goal is to help customers understand the benefits of Viva with a key result of improving their employee experience. Please

Blog - Viva origami. Making the complex, simple. – MVP, Lesley Crook is a Viva Visionary
Viva Visionary - New Hire Process

Viva Connections Home Experience
Easy access to resources, benefits, and training resources when new hires work from home and need support quickly!

Connection
Keep everyone informed, included, and inspired

Viva Engage: The integrated social enterprise network to share news and views, realize company culture, and build new relationships.

Insight
Improve productivity and wellbeing with actionable insights

Viva Insights: Help new team members spend time productively and avoid burnout once they get past the three-month probation period.

Purpose
Align people's work to team and organization goals

Viva Goals: For setting Objectives and Key Results (OKRs) with a new team aligned to why the company exists by your leaders.

Growth
Help employees learn, grow, and succeed

Viva Learning: Target-specific training for new employees with videos for training in Microsoft Stream.

Viva Topics: New team members can learn about popular terms, acronyms, and projects. Integrated into Viva Engage and more in dev.

Microsoft 365
Platform and admin services | Privacy and security | Integrations to HCM, CRM, LMS, wellness, and more

Microsoft Viva for the hybrid workplace: Onboarding employees who are new or changing roles | Microsoft Learn

Blog - Microsoft Viva, a Virtual Onboarding Buddy (tekkigurus.com)
Discover Viva Personal Insights for supervisors to balance productivity and well-being.

Summary:
Viva Personal Insights™ empower supervisors to engage frontline workers and gain deeper understanding of their needs and well-being.

- Supervisors can help bridge the gap between frontline workers and knowledge workers by providing support and guidance.
- They often work in hybrid settings, such as factories, retail stores, or emergency service stations, where both productive and supportive roles are needed.
- Viva Personal Insight is a tool that can help supervisors manage their time, energy, focus, and overall well-being while supporting their teams.

The Microsoft Viva team recently launched Microsoft Teams! Here are some personalized recommendations that help you do your best work. Get insights for building better work habits, like following through on commitments, building relationships, and setting priorities that are key for successful collaboration and productivity.

However, many businesses face the challenge of finding a tool that can help supervisors strike a balance between productivity and well-being. Viva Personal Insights is specifically designed to help supervisors in such situations.

Moreover, many businesses find that there is no value in Viva Personal Insights for monthly incentives as they need to be more “connected” to engage their employees significantly. There is no one-size-fits-all solution, but having a tool like Viva Personal Insights can be beneficial in various ways.

Leaders should leverage Viva Personal Insights to identify the needs of their teams and adjust incentives accordingly. This can lead to increased motivation and productivity.

Viva Personal Insights summary:
Viva Personal Insights™ help supervisors to engage frontline workers and knowledge workers by providing support and guidance. Using a tool like Viva Personal Insights can positively impact job satisfaction, productivity, and overall well-being.

- A supervisor's primary role is to ensure a supportive and productive work environment.
- They need to be able to balance their own well-being with the needs of their teams.
- Viva Personal Insights can help supervisors make informed decisions and create a positive work culture.

This blog pending publication at the time of recording: tekkigurus.com
Where and what next?
Microsoft Copilot AI – but what is normalized?
**ADKAR**

**Enablement**
- **Awareness** of the need for change
- **Desire** to support and participate in the change
- **Knowledge** of how to change
- **Ability** to implement desired behavior
- **Reinforcement** to sustain the change

**Microsoft Viva**

- **Empathic leader/stakeholder**
- **Who** nominate someone on their team you work with regularly as the primary point of contact for Viva adoption

**Resource: The Prosci ADKAR® Model**

- **Employee Engagement**
- **Stakeholders**
- **Persona Profiling**
- **EEx Storyboards**
- **Viva Champions Networks**
- **M365 Usage Reports, M365 Admin Center**
- **OKRs – Viva Goals!**
- **Training** to suit all roles
- **Continuously improve training with feedback using Microsoft Forms**
- **Ensure Champions capture Viva success stories aligned to business goals with tags/Topics**
- **Share from Viva Engage Champion profiles & Viva Connections via Comms**
- **Reward & Recognition!**
Microsoft Cloud Incentives (MCI) Workshops

Free to eligible customers
Free to eligible customers

Microsoft Viva Introduction & Discover Workshop
Live on Teams | 4 April 2023 | 10 am – 1 pm GMT
Join our MVP, Lesley Crook
How to get started with the 9 modules in the Microsoft Viva Suite

Elevate Employee Engagement Workshop
Tuesday 31 January 2023, Online, $200 per seat
MVP Lesley Crook

Yammer is engaged to amplify connections!

CloudWay
Current State Review

- Company digital overview
- Microsoft 365 Tenant Details
- Existing collaboration platform summary
- How do you currently communicate, train staff, manage knowledge, and survey staff satisfaction

Plus: Josh Bersin Employee Experience Assessment
Who should attend Microsoft Viva workshops

For the best experience and impact, key Business Decision Makers and IT Pros should attend.

We recommend at least three individuals attend for an inclusive and thorough conversation about your employee experience goals and scenarios.
Learning scenario prioritization

Prioritize two or more scenarios based on your scenario summary

- Business impact / Visibility
  - High
  - Med
  - Low

- Difficulty to implement (people and processes)
  - Easy
  - Somewhat
  - Hard

- Scenarios
  - New Hires & Employee Onboarding
  - Learning content is spread throughout Teams in various Solution Area / Practice Area channels.

Add your scenario’s name and add as many as needed.
Report and Recommendations

- The Microsoft Viva Workshop Report and Recommendations presentation with a Priority Matrix is a mandatory deliverable and must be completed at the end of the engagement.
- It is the primary deliverable that records the results of the engagement.
- The table highlights the required sections.

<table>
<thead>
<tr>
<th>Required slides</th>
<th>Purpose and comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Engagement Questionnaire (slide 6)</td>
<td>Detailed responses from Pre-Engagement Questionnaire</td>
</tr>
<tr>
<td>Session participant record (slide 7)</td>
<td>Who from the customer attended this presentation</td>
</tr>
<tr>
<td>Module Delivery (slide 8)</td>
<td>Show which content you completed in the workshop</td>
</tr>
<tr>
<td>Customer Challenges (slide 10)</td>
<td>Outline customer challenges identified during Use Case &amp; Scenario Discovery</td>
</tr>
<tr>
<td>Scenario results and prioritization (slides 12-19)</td>
<td>Show which scenarios were identified and considered top priority for the customer (used to determine next steps)</td>
</tr>
<tr>
<td>Next steps (slide 21)</td>
<td>Next steps and Actions that the partner will follow post-engagement</td>
</tr>
</tbody>
</table>
Microsoft Viva

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

All employees
Role-based experiences

Integration to OKA, O365, MS Teams, and more.

Purpose
Growth
Insight
Connection

Make everyone informed, inclusive, and equipped.

resource hub for accessibility, compliance, and more.

Microsoft 365

Keep everyone informed, inclusive, and equipped.

Insights and productivity tools for organizations and teams.

Viva Insights
Viva Topics
Viva Goals
Viva Guides
Viva Connect
Viva Learning
Viva Engage