

Microsoft Viva adoption & change management

Turn that frown upside down!

Viva Getting Started Series | April 2023

Lesley Crook


MVP | Viva Visionary | CloudWay Cloud Consultant





VIVA EXPLORERS

MVP Microsoft®
Most Valuable
Professional



Award Categories
M365 Apps & Services

First year awarded:
2017

Number of MVP Awards:
6

Find me here

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- [Microsoft MVP](#)
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- [Viva Explorers](#)
- [Sessionize](#)
- [tekkigurus.com](#)
- [twitter @Lesley_wolan](#)

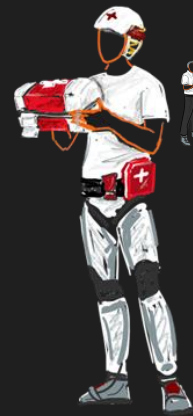
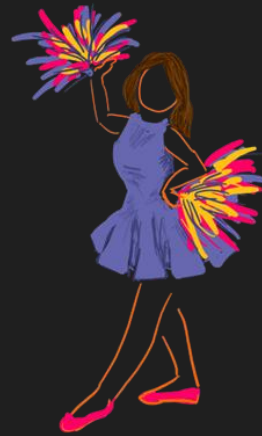


Agenda

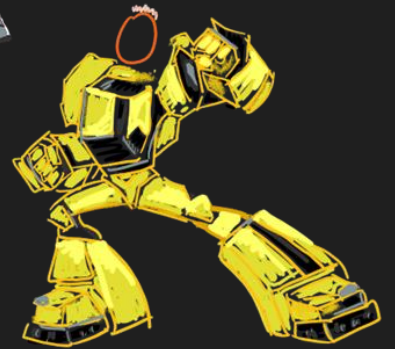
- Introduction
- Viva Explorers
- ADKAR Change Management
- Start a conversation about Microsoft Viva
 - 3 x customer success stories:
 - UK Pharma Sector (Yammer 2013) – GSK Digital Communications Manager
 - UK NHS (Teams 2019) – Minttulip Cloud Consultant
 - UK Gov (Teams 2021) – Symity Cloud Consultant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

 **CloudWay** - Cloud Consultant hosting [Microsoft Cloud Incentives \(MCI\) Viva Discovery Workshops](#)

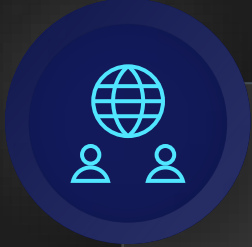




VIVA EXPLORERS



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!





TURN
THAT
FROWN
UPSIDE
DOWN

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	Insight	Purpose	Growth	Role-based experiences
Keep everyone informed, included, and inspired	Improve productivity and wellbeing with actionable insights	Align people's work to team and organization goals	Help employee learn, grow, and succeed	
 Viva Engage	 Viva Insights	 Viva Goals	 Viva Topics	 Viva Sales*
 Viva Amplify*	 Viva Pulse*		 Viva Learning	


Microsoft 365

Platform and admin services	Privacy and security	Integrations to HCM, CRM, LMS, wellness, and more
Briefing email, people, answers, admin experience, common navigation	Granular feature access controls, inherited permissions for 3P, differential privacy for insights	Workday, Qualtrics, SAP SuccessFactors, LinkedIn, Headspace, and more



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

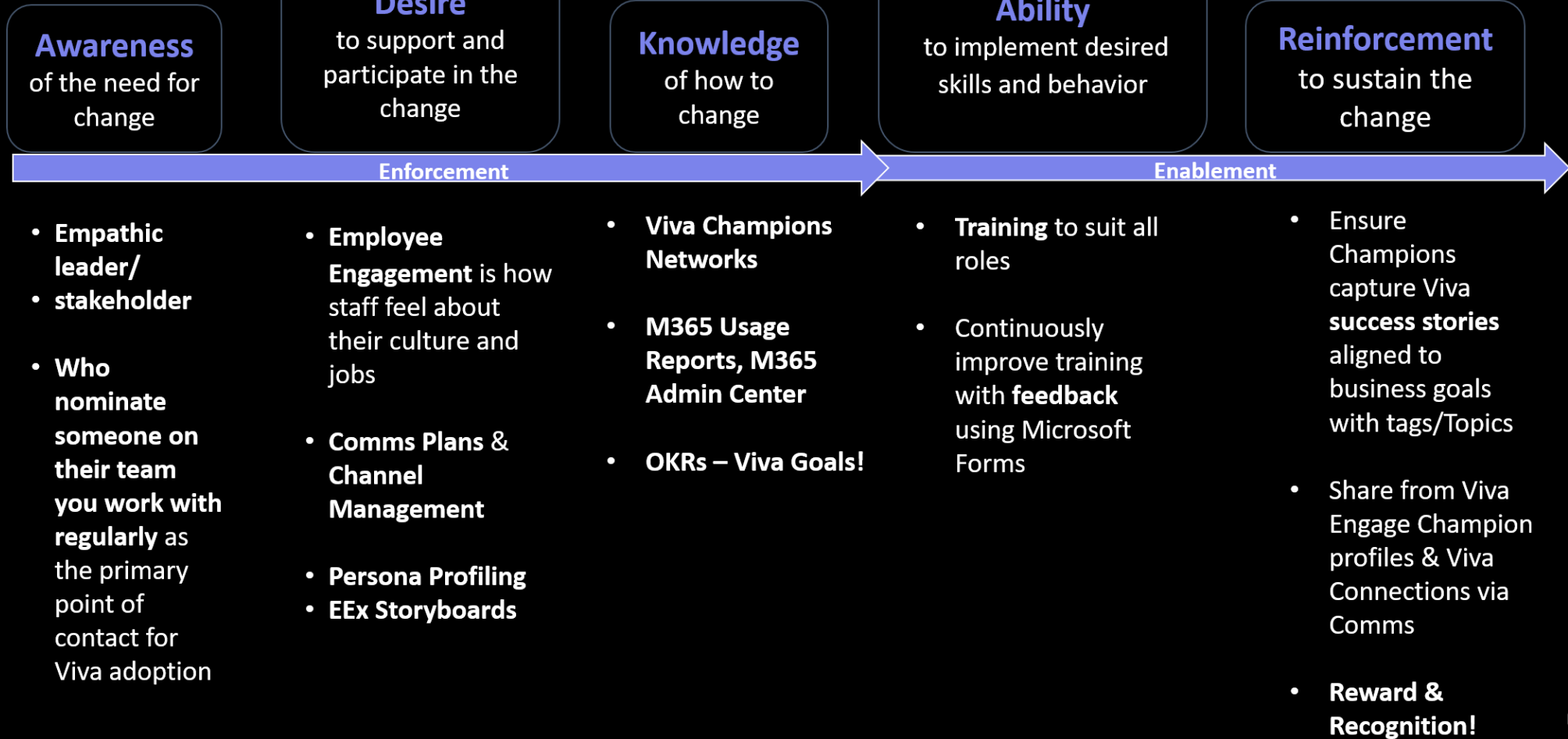
Workday, Qualtrics, SAP SuccessFactors, LinkedIn, Headspace, and more



ADKAR Change Management



ADKAR



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



- 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!



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



Joe Francis · 1st

Senior Product Owner Collaboration Services at GSK
Cary, NC

📅 Experience: GSK, GlaxoSmithKline, and 2 more



151 mutual connections



Matt Bartow · 1st

Senior Technology Manager, MBA
Littleton, CO

📅 Experience: Haleon, Optum, and 3 more



73 mutual connections



💡 **Lesley Crook** · You [in](#)

Cloud Consultant at CloudWay | MVP M365 Apps & Services
Brighton

👤 3K followers

💬 Talks about [#microsoftviva](#), [#vivaexplorers](#), [#microsoftteams](#),
[#employeeengagement](#), and [#employeeexperience](#)





Weathered the storm and still going strong after ten years!



*“Study found that **happiness** led
to a 12% spike in productivity.”
-Professor Andrew Oswald*



*“**Happy** employees tend to be more
creative and better at solving
problems”*

-Shawn Achor, The happiness advantage





TURN
THAT
FROWN
UPSIDE
DOWN

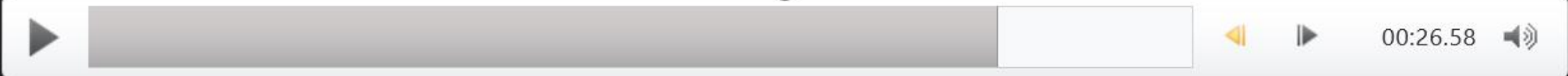
As a result,



Japanese



Download the app
for any time, any place,
any device access





Click for video

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**



Yammer success stories



R&D IT

> R&D IT



> GMS Primary Supply



> GSK QMS



Submit Success Story



Yammer Plan for Success



GSK Italy

> GSK Italy



> UK Pharma Respiratory



> Consumer Healthcare Australia

To learn more about Yammer join [YamTips](#) group or visit the [Yammer](#) topic site.

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.

expand » [Unlike](#) - [View Conversation](#) November 17, 2014 at 12:12pm

- [YammerSolved](#)
- [Winningasateam](#)
- [Shareideas](#)
- [LeadersdoYammer](#)
- [Set](#)
- [Realeaseenergy](#)
- [Qms](#)
- [Yambassador](#)

Yambassador Champions

Adoption Training

- Roadshows with Yammer swag!
- Loads of Team briefings
- One page guides

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 ne

[M365](#) | [Microsoft Teams](#) | [Viva Engage](#) | [Workplace from Meta](#)
[Executive Leadership](#) | [ROI](#) | [Employee Engagement](#) | [Culture](#) | [Videos](#)



VIVA ENGAGE, VIVA ENGAGE & YAMMER,
EMPLOYEE ENGAGEMENT, CULTURE

Box Hill Institute -
Elevating employees'
voices



VIVA ENGAGE, EMPLOYEE ENGAGEMENT

Bip - Making a difference
with data

Using data from SWOOP Analytics
to create monthly reports, posting



VIVA ENGAGE, YAMMER, VIVA ENGAGE &
YAMMER, EMPLOYEE ENGAGEMENT

Meridian Energy - The
power of Bad Jokes

Sharing Bad Dad Jokes was the



YAMMER

ENGAGE


ANZ

Eng

help

thro

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 

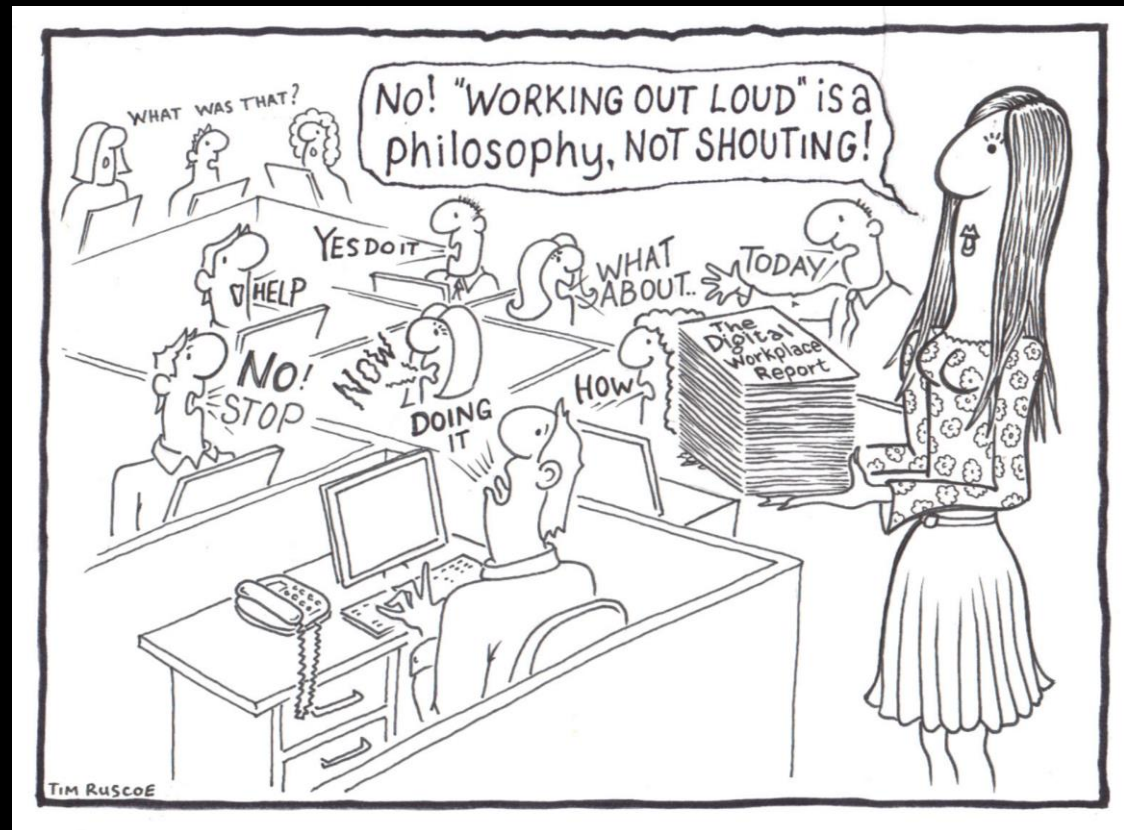
Working Out Loud

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

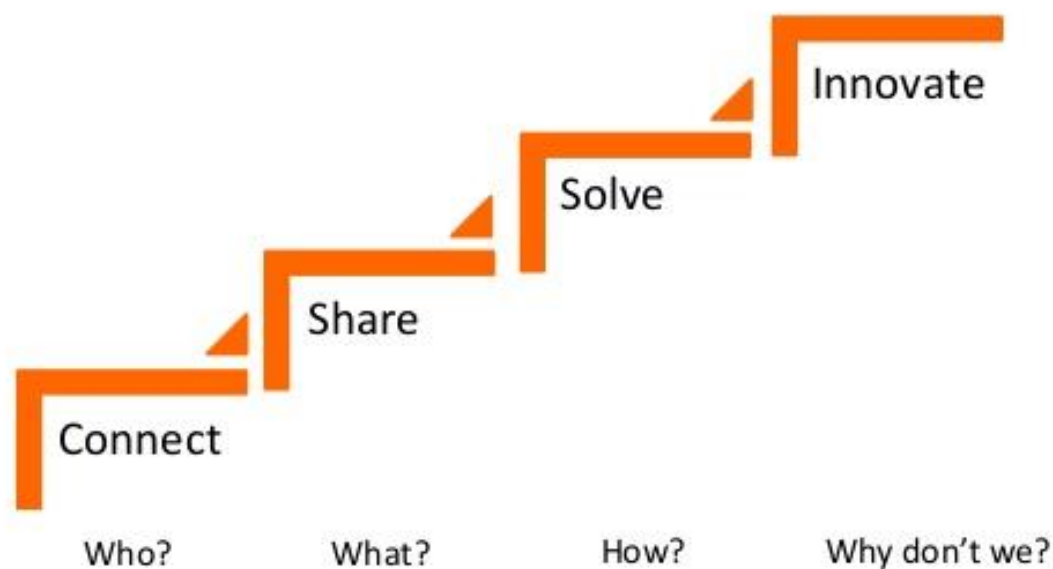
Working Out Loud in a Network: Twitter @Lesley_wolan

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 creates Value



© Simon Terry

<http://simonterry.tumblr.com/post/86840484474/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



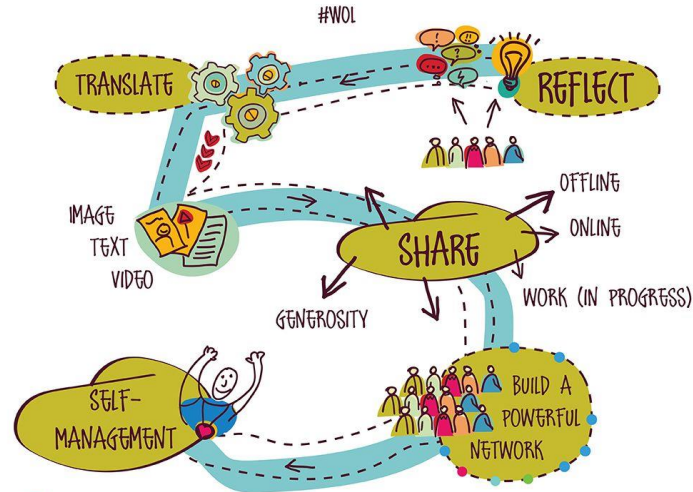
Foster a digital network and online reputation



Collaborate openly on others' digital work

© Creative Commons Some Rights Reserved. By Dion Hinchcliffe, 2016

5 STEPS OF WORKING OUT LOUD



Wolters Kluwer

www.kluwerlearning.be

FIVE ELEMENTS of WORKING OUT LOUD

John Stepper

Relationships

ARE AT THE HEART OF WOL



Generosity



Visible Work

AMPLIFY WHO YOU ARE & WHAT YOU DO



Purposeful Discovery

HAVING A LEARNING GOAL IN MIND ORIENTS YOUR ACTIVITIES



Growth Mindset

DEVELOP AN OPEN, CURIOUS APPROACH TO WORK & LIFE



Sketchnote by: Tanmay Vora | @tnvora | 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

Operational Excellence:

- Cut out wasteful ways of working?



Astronaut



Connects
Shares
Solves
Innovates

Detective



Captures
voice of
employees

Reporter



Looks for
intranet global
stories

#Viva Engagers

Surveyor



Asks enterprise-
wide questions /
polls

Head of State



Likes!

Sports Fan



Has fun with
a purpose!

Farukh Ji

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!

Unlike · Reply · Share · More July 6, 2014 at 6:58pm from iPhone

Liveourvalues Driveperformance

Developcapabilityandta... Releaseenergy

Workacrossboundaries Setdirectionandinspire

Show 18 older replies » 5 shares

Niومان 1

To All Company

Good News to share. In Venezuela we have just recieved 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.

Unlike · Reply · Share · More November 27, 2014 at 8:28pm

Liveourvalues Driveperformance

Setdirectionandinspire Workacrossboundaries

Acrossboundaries Focusonthe patient Accountability

Commitment Passion

like this.

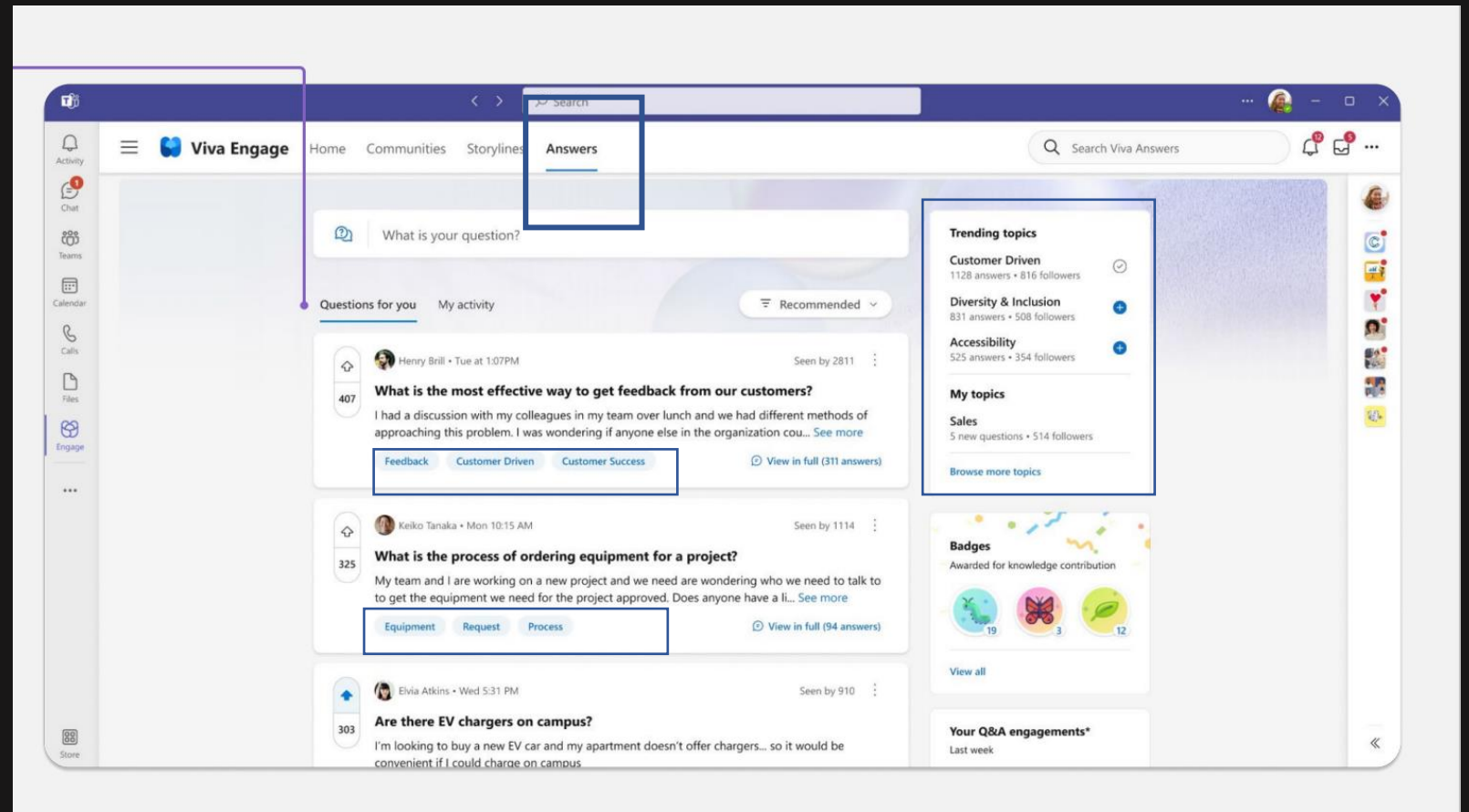
Show 3 older replies » 2 shares



JUMP TO ... **2023**

Use **#hashtags** in Viva Engage Stories and internal comms campaigns to help filter/surface **sociable** content in Viva Engage Yammer

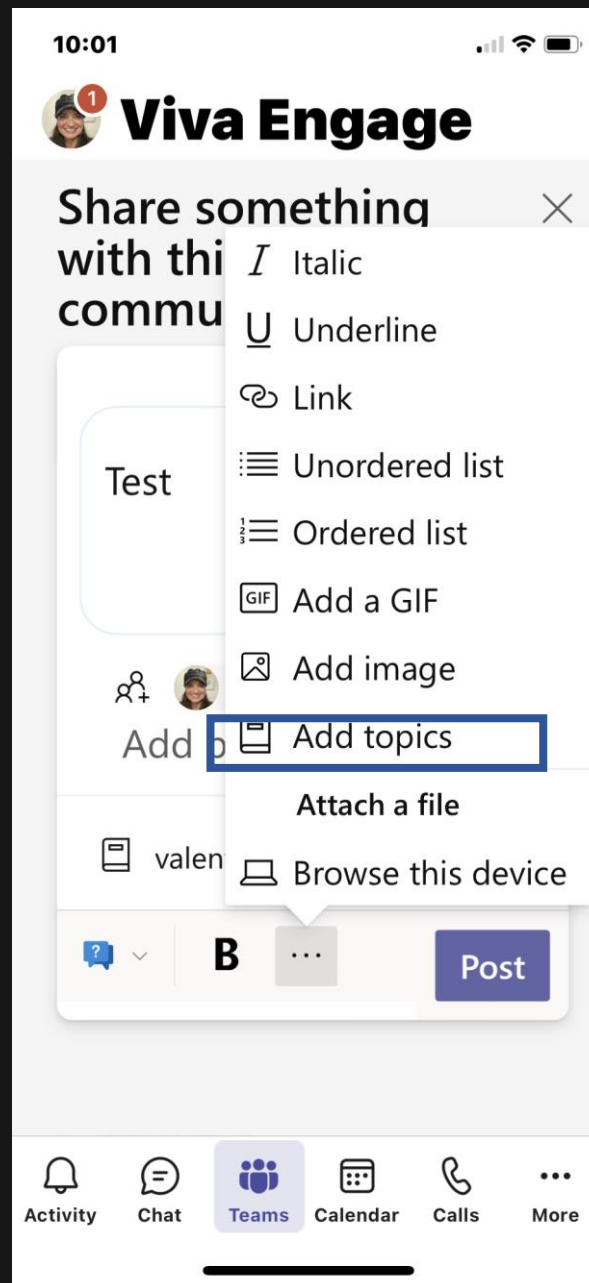
Use **Topics** to surface and curate **company knowledge** and also appear in **Viva Topics**



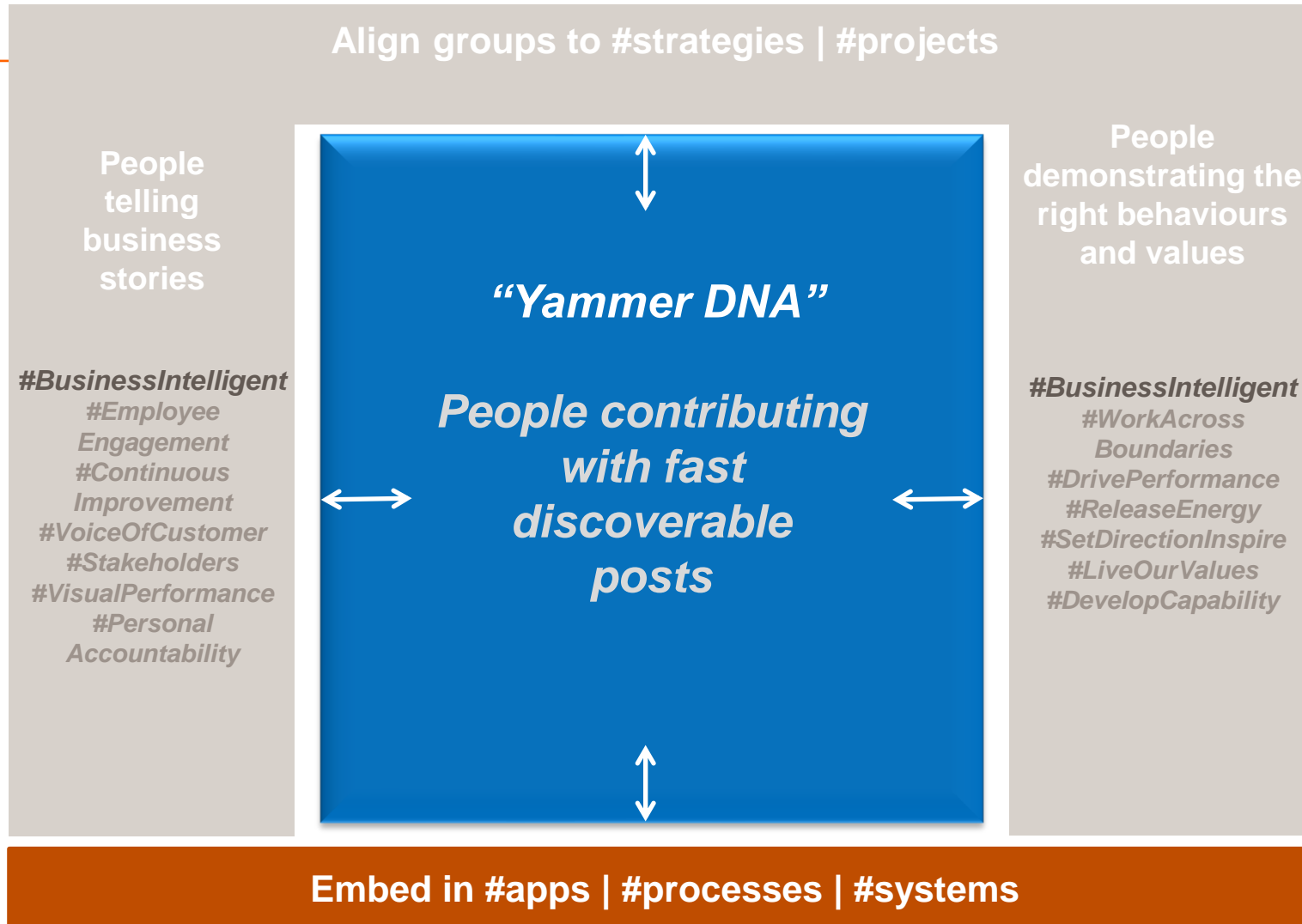
[Use topics and hashtags in Yammer - Microsoft Support](#)



Use *Topics* to surface and curate **company knowledge** and also appears in **Viva Topics**



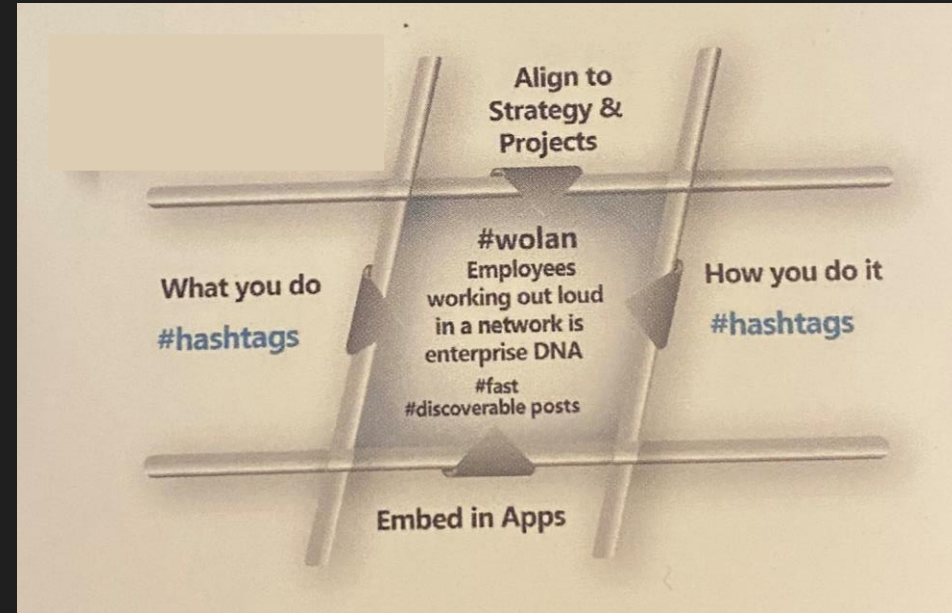
Working Out Loud in a Network #wolan



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



2014



Mike Grafham · 1st

Customer Success Leader

December 16, 2014, 💡 Lesley was Mike's client

👁 All LinkedIn members



On

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**

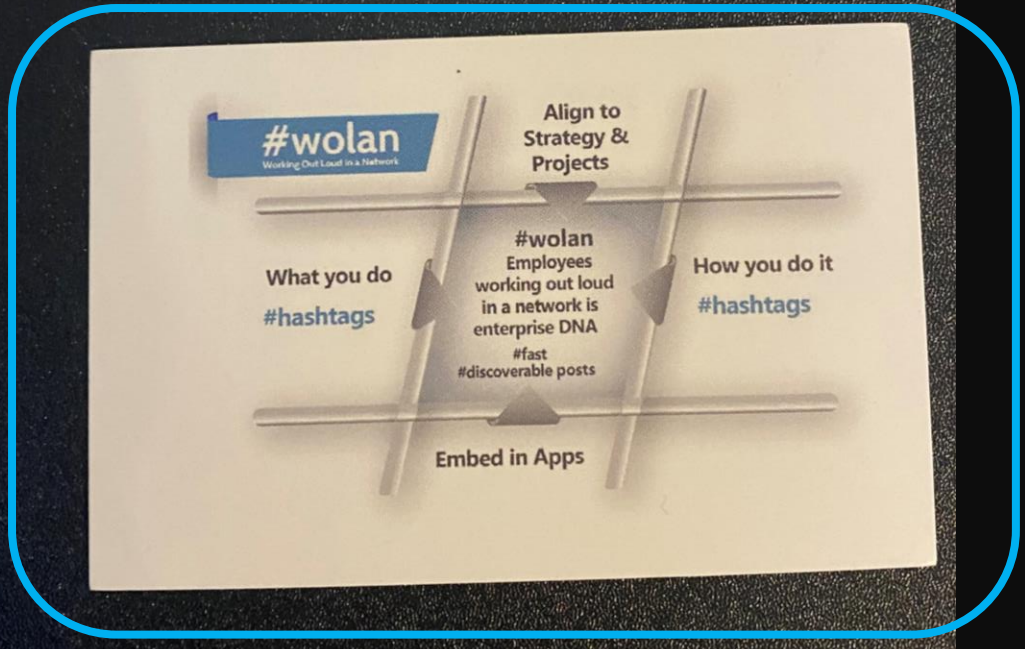


Working Out Loud in a Network
#wolan helping to embrace the business value of enterprise business tools

Lesley Crook
internal communications digital strategist | speaker | workshop facilitator | pharma experience

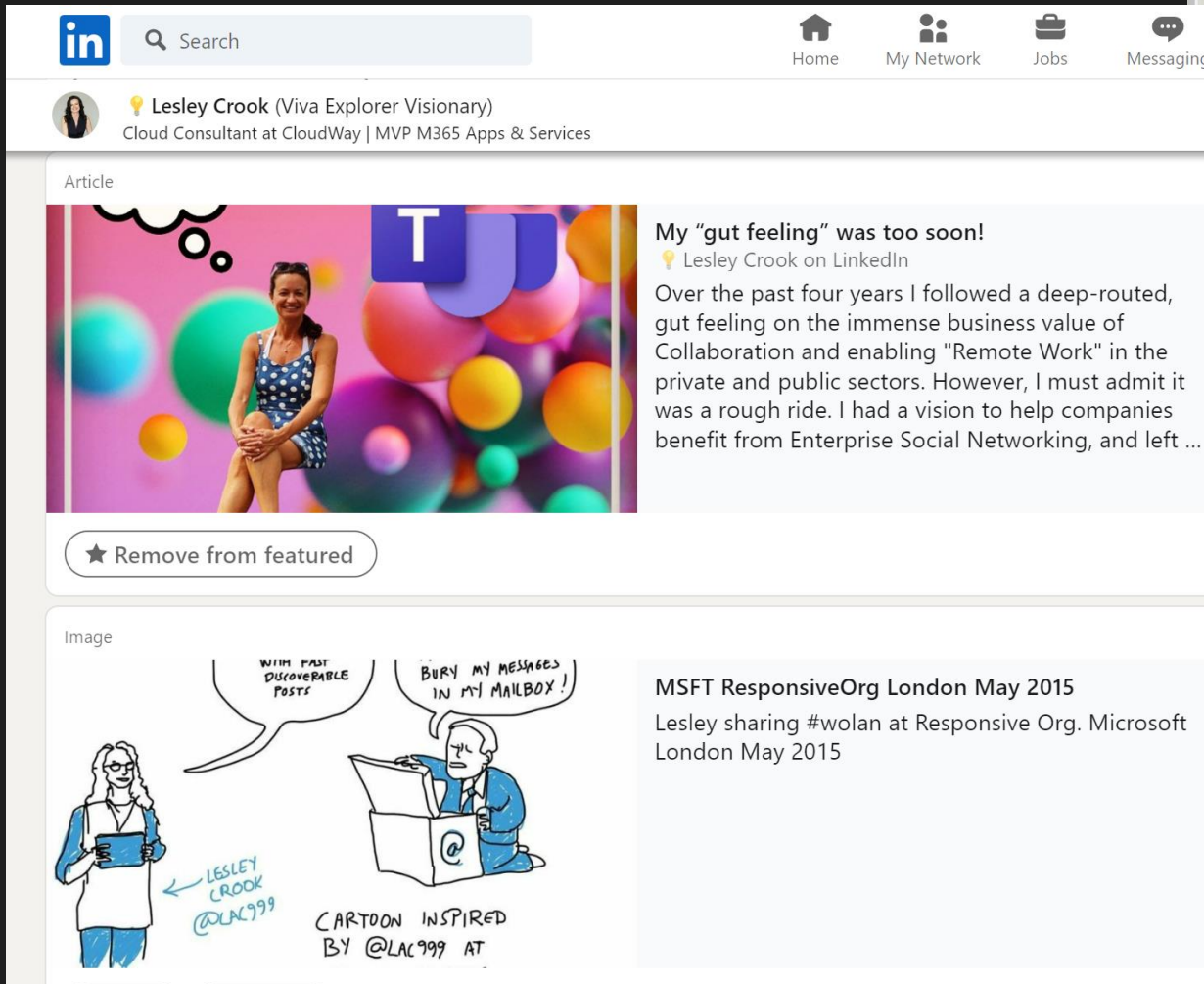
07717 801044
lesleycrook@wolan.co.uk
www.wolan.co.uk
twitter @lac999

#wolan
Working Out Loud in a Network



2015 - Working Out Loud

Social Media: 10 GSK success stories ...



LinkedIn Profile: Lesley Crook (Viva Explorer Visionary) | Cloud Consultant at CloudWay | MVP M365 Apps & Services

Article: My "gut feeling" was too soon!
Lesley Crook on LinkedIn
Over the past four years I followed a deep-rooted, 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 ...

Image: A cartoon illustration of Lesley Crook and a man. Lesley is on the left, holding a tablet. The man is on the right, looking at a laptop. Speech bubbles above them say "WIM FAST DISCOVERABLE POSTS" and "BURY MY MESSAGES IN MY MAILBOX!". A caption below reads "CARTOON INSPIRED BY @LAC999 AT".



Twitter Profile: Lesley (Viva Explorer Visionary) Crook MVP | 10.2K Tweets

Profile Picture: A circular profile picture of Lesley Crook with the text "Viva" overlaid. A quote in the background reads: "We clearly see empathic leadership and digital wellbeing as vital ingredients for a good employee experience in the hybrid workplace".

Bio: CloudWay Cloud Consultant @TeamCloudWay #M365 #VivaVisionary #msteams #microsoftviva #yammer #ACM #workingoutloud #PetsAsTherapy

Location: Brighton, England | vivavisionary.uk/blog/

Joined: April 2009

Stats: 1,808 Following | 1,684 Followers



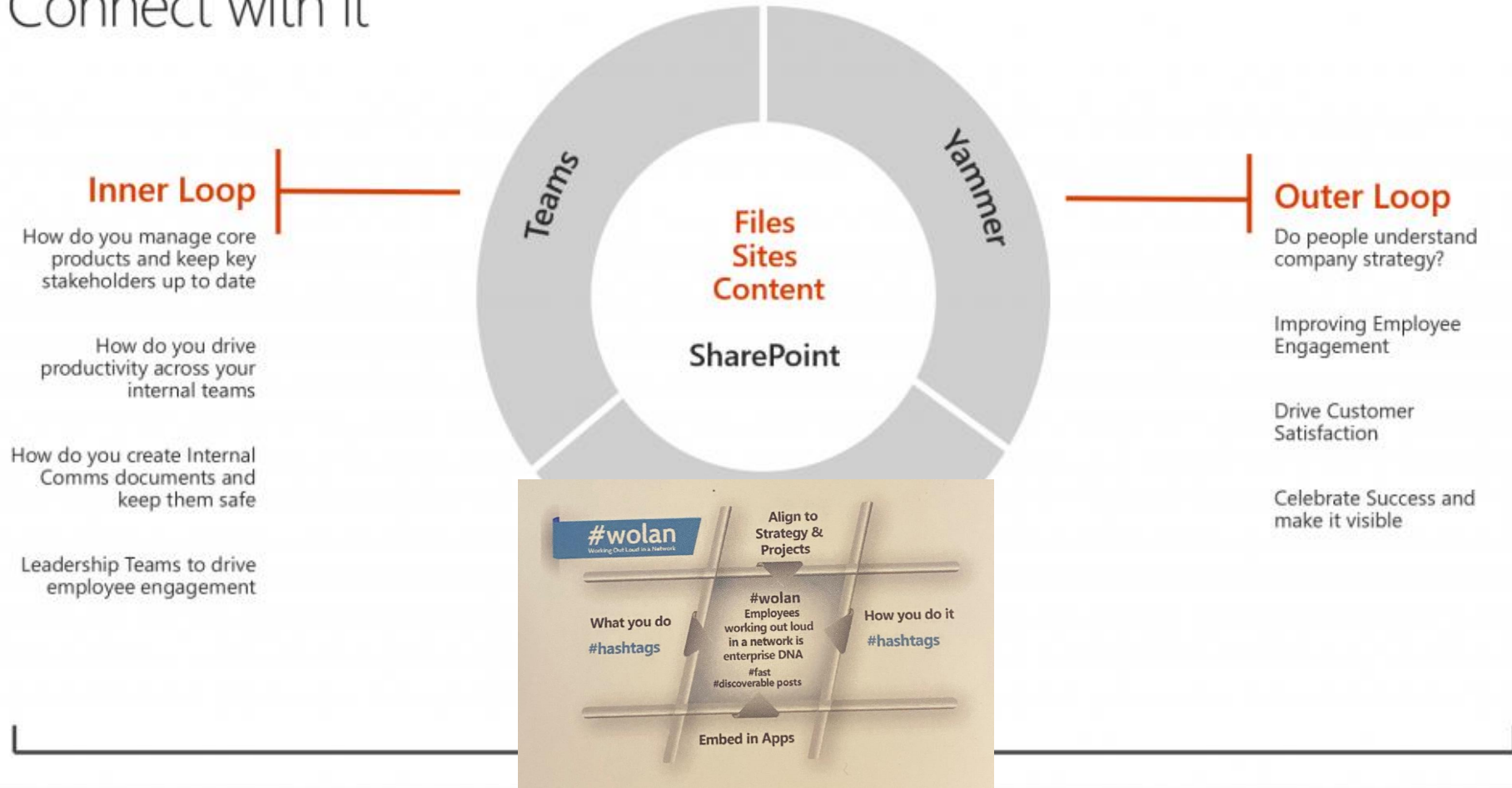
2017



[Lesley Ann Crook \(Lesley Crook\) \(microsoft.com\)](#)



The Way a Company Interacts with its People and they Connect with it



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



Mike Culshaw • 1st
Chief Technology Officer at Pennine Care NHS Foundation Trust
United Kingdom
2K followers
86 mutual connections

CTO Digital Drug Dealer!



Lesley Crook • You 
Cloud Consultant at CloudWay | MVP M365 Apps & Services
Brighton
3K followers
Talks about #microsoftviva, #vivaexplorers, #microsoftteams, #employeeengagement, and #employeeexperience



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 cues

As a shareholder not clearly accepting of change

Wants

- All practices have the same level of modern expertise – get rid of fax for sharing patient data its 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

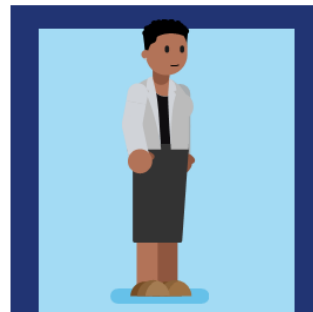


Relies heavily on emails

Challenge #1

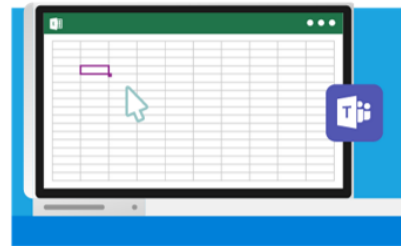
Enabling a new process for primary care

Practice Director, Joanne creates a new Primary Care process

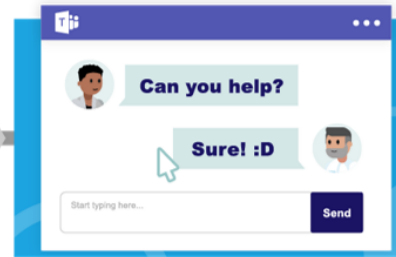


Value

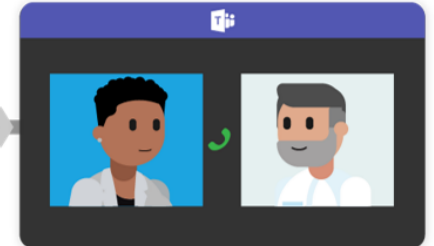
Improving document management, with the ability to access work at the same time as your colleagues from any location, on any device. Having a single version of the truth with improved version control



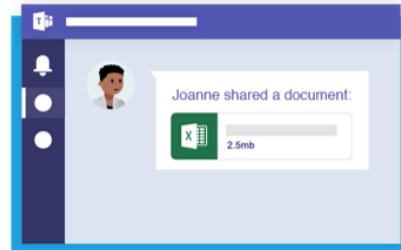
Single parent Joanne (Practice Director) is working on a new process for Primary Care and needs Ben's (GP) expertise. Joanne is working from home as her childminder is ill today.



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



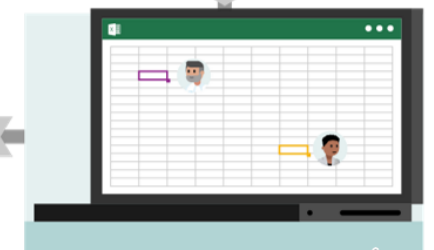
They have a quick **Teams Meeting** to work out a strategy and Joanne shares a link to the doc.



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



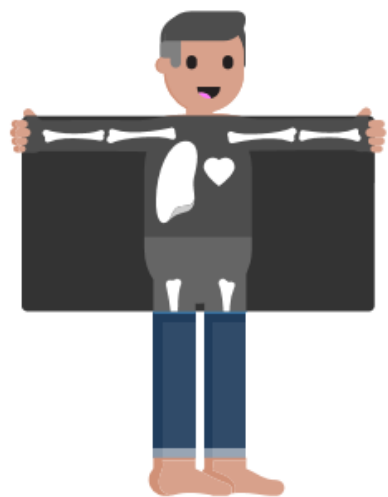
By working together in unison, they have saved a lot of time. Version control allows them to go back into every version that has been created to see previous data, if required.



Joanne and Ben co-author the document at the same time.

Anatomy of the Modern Workplace by Adam Rib

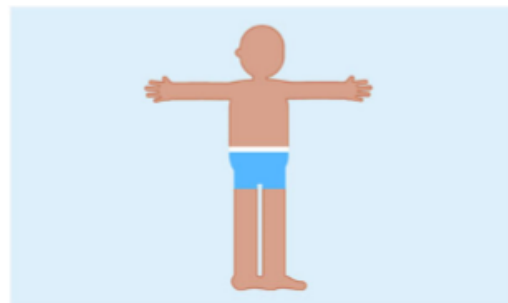
He supports resilient, safe & timely patient care



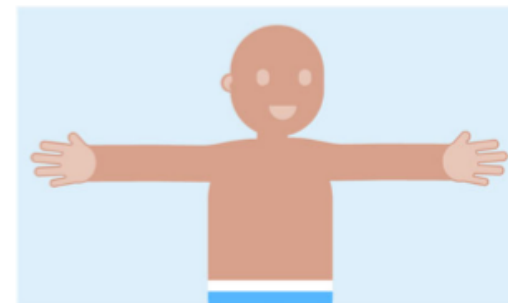
Think empathy. More than a billion people in the world live with disabilities. Microsoft Accessibility Tools gives everyone the ability to achieve more, making the workplace more inviting and inclusive



Think 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!**



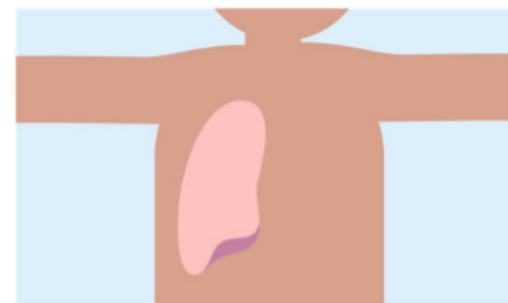
Think Sight, Sound & Touch. Stimulate your senses by sharing your knowledge & expertise, with a sense it might inspire & engage others in their work #tonic



Think 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

UK Public Sector (2019)

Teams success story with 20 x local GP Practices



SERVICES ABOUT US CLIENTS BLOG CONTACT

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 longer 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



Stephen Wade · 1st

Modern Workplace Consultant | Microsoft Teams | M365
Newcastle upon Tyne

📄 Experience: CPS, Symity, and 3 more



87 mutual connections



Alex McKnight · 1st

Director of Delivery & Services at Symity
Greater Exeter Area

📄 Experience: Symity, part of the Charterhouse Group, Symity, and 5 more



112 mutual connections



💡 **Lesley Crook** · You [in](#)

Cloud Consultant at CloudWay | MVP M365 Apps & Services
Brighton

👤 3K followers

💬 Talks about #microsoftviva, #vivaexplorers, #microsoftteams, #employeeengagement, and #employeeexperience 🔊

Identify your > **real** < 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

Reports

Reports found in the Microsoft 365 admin center provide information about your organization's usage data. Your organization's data is managed by trusted cloud security and privacy safeguards.

By default, reports conceal user information such as usernames, groups, and sites. You can decide to display concealed information if you prefer or if your organization's policies require it.

This setting applies to Microsoft 365 usage reports in Microsoft 365 admin center, Microsoft Graph and Power BI and the usage reports in Microsoft Teams admin center.

Display concealed user, group, and site names in all reports

Microsoft 365 usage analytics

Usage data is analyzed and used to make charts and graphs to help you understand your organization's use of apps and services. Reports can be found in the Microsoft 365 admin center and in Power BI. [Learn how to get started with Power BI](#)

Make report data available to Microsoft 365 usage analytics for Power BI

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)**

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



UK Public Sector (2021 Pandemic)

Teams Customer Success Story with c.100,000 staff

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 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....

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

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

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

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



Yambassadors

Adoption Training

- Roadshows with swag
- Team Briefings
- One-page guides

USP:

Capture **success stories** to create a buzz

Bees

Adoption Training

- Full-day launch conference
- Local Teams clinics x 20 in-person
- One-page guides

USP:

Develop **persona profiles & modern workplace storyboards** to identify training needs

Pioneers

Adoption training

- 100s of Teams Meetings!
- One-page guides

USP:

Identify **Champions** using Productivity Scores




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

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

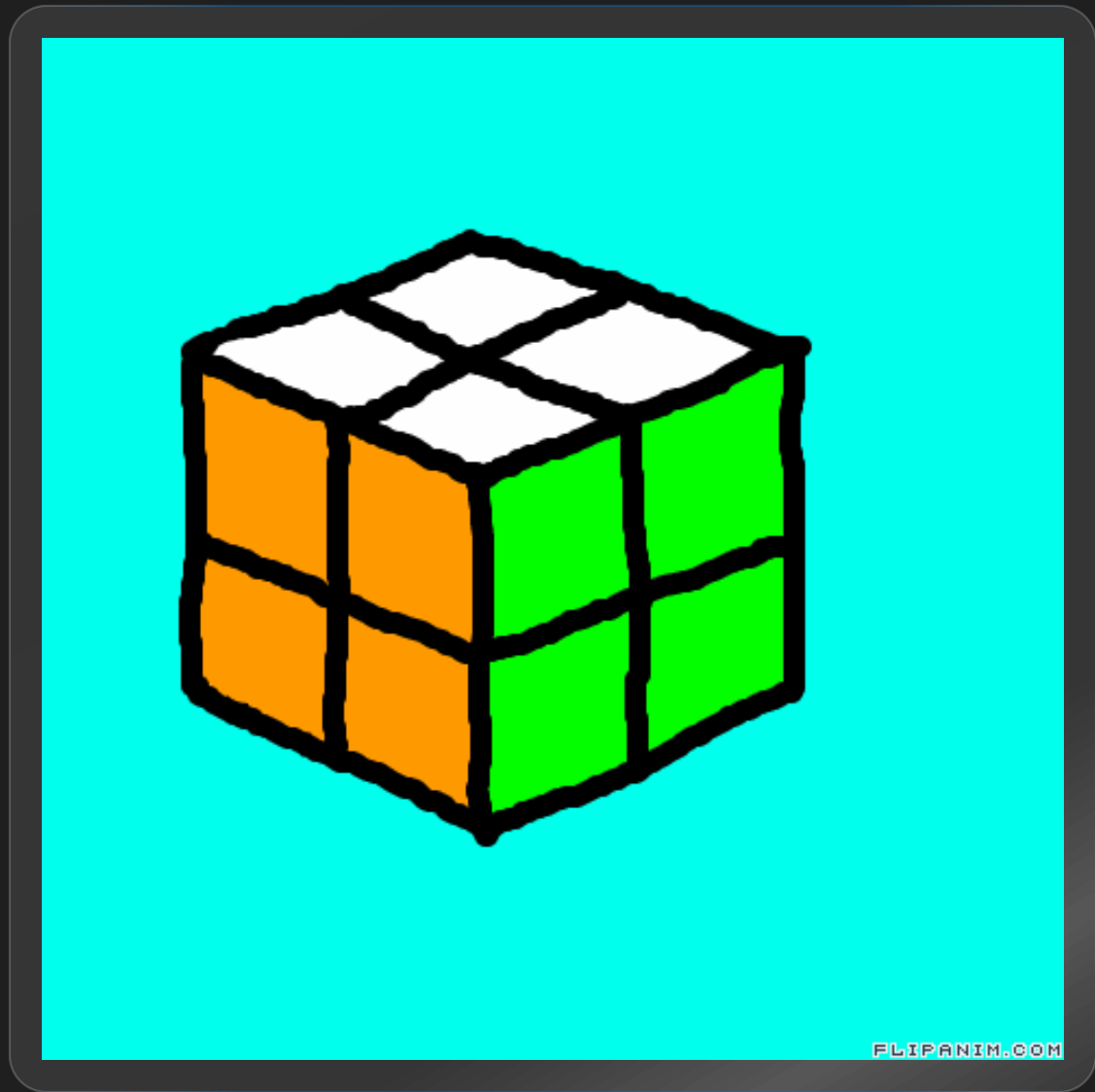
Privacy and security

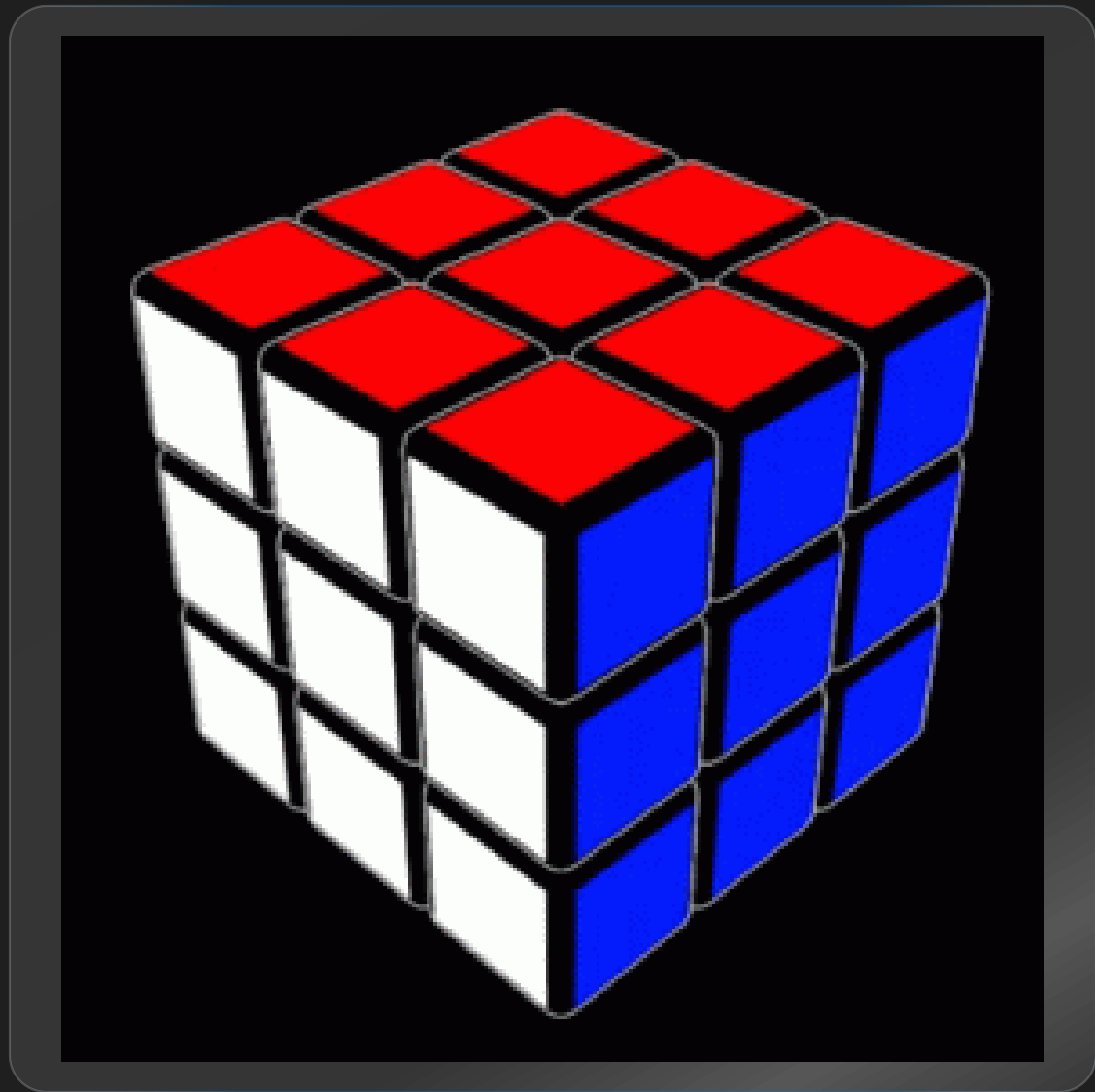
Granular feature access controls, inherited permissions for 3P, differential privacy for insights

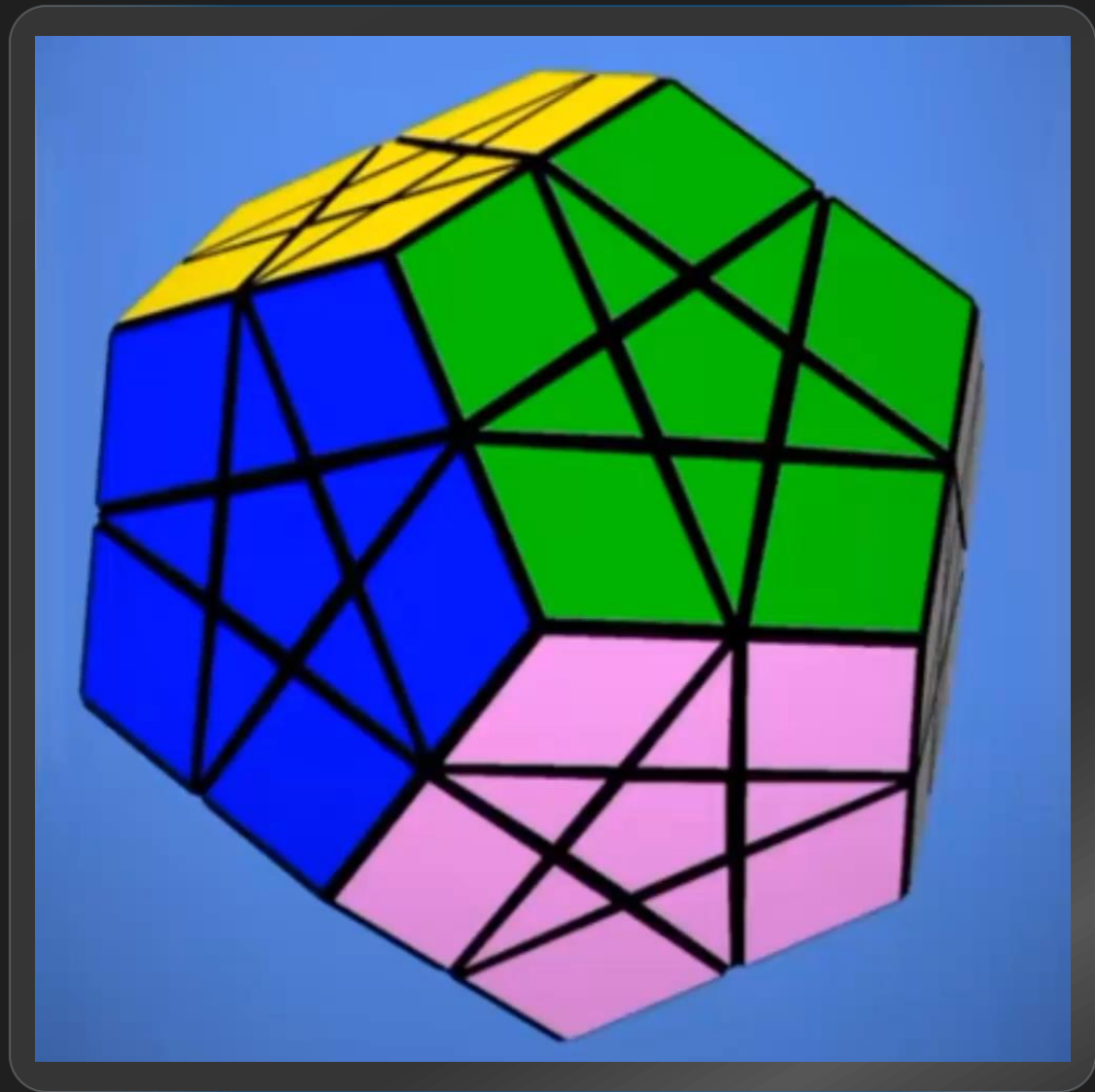
Integrations to HCM, CRM, LMS, wellness, and more

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









Make the complex,
simple with the:

Viva Value proposition





Microsoft Viva

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

Viva Connections (Preview)

Connection Key employee information, including contact details	Insight Improve productivity and wellness with evidence-based insights	Purpose Align people's work to team and organization goals	Growth Help employees learn, grow and succeed
Insights, Analytics	Insights, Pulse	Goals	Topics, Learning

At employees

Role-based experiences

Viva Sales

Microsoft 365

Platform and Admin services Exchange, Mail, Purview, Accounts, Admin, Experience, Compliance, Analytics	Privacy & Security Granular Features, Access Controls, Inherited Permissions for 3P, Differential Privacy for Insights	Integrations to HCM, CRM, LMS, Wellness Workday, Qualtrics, LinkedIn, Healthspace, Salesforce, SuccessFactors and many more
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"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



Edit Site Edit Stats

[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 employee 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

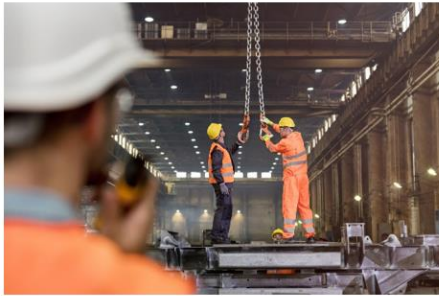
[Microsoft Viva for the hybrid workplace: Onboarding employees who are new or changing roles](#) | [Microsoft Learn](#)



[Blog - Microsoft Viva, a Virtual Onboarding Buddy \(tekkigurus.com\)](#)

Viva Personal Insights – Connected Supervisors

Role Based Experience



Discover Viva Personal Insights for supervisors to balance productivity and well-being.

Summary,

#VivaPersonalInsights #frontlineworkers #supervisors #employee wellbeing #knowledgeworkers

- Supervisors are key players in any organization, as they bridge the gap between frontline workers and knowledge workers and perform various tasks.
- They often work in hybrid settings, such as factory floors, retail stores, or emergency service helpdesks, where they need to balance productivity and employee wellbeing.
- Viva Personal Insight is a tool that can help supervisors manage their time, energy, focus, and emotions effectively and lead their teams with confidence and compassion.

The [Microsoft Viva Insights app in Microsoft Teams](#) shows you personalized recommendations that help you do your best work. Get insights for building better work habits, like following through on commitments made to collaborators and protecting focus time in the day for uninterrupted, individual work.

However, many businesses feel there is no value in [Viva Personal Insights](#) for Frontline Workers as they need to be more “connected” to retrieve these benefits. I have given this a [some](#) thought and found an answer.

Leaders should target Viva Personal Insights to those operating between Frontline Workers and Knowledge Workers. These “Supervisors” often have an office on a factory production floor or Regional Retail Managers in cars visiting local stores, on construction sites in portacabins, Emergency Service helpdesks, etc.

However, many businesses feel there is no value in [Viva Personal Insights](#) for Frontline Workers as they need to be more “connected” to retrieve these benefits. I have given this a [some](#) thought and found an answer.

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The role of a supervisor is immense. They are expected to manage workflow, and team schedules, connect, collaborate and report to supporting functions like Procurement, Finance, Quality Assurance, and senior stakeholders. Evaluate performance and provide feedback, identify, and apply career advancement opportunities, help resolve employee issues and disputes, train new hires, and communicate management plans, policies, decisions, and strategies to subordinates. A supervisor plays multiple roles to ensure that the organization achieves maximum productivity.

I found this daunting but also absorbing 13-page blog on LinkedIn dated 2016 by [Tom Fitzgerald](#), Industrial Health and Safety Consultant and Trainer with 44 years of supervisory management experience. He takes us through his challenging career with no holds bar. I bulleted highlights and then summarized where Viva Insights might help. I hope those with this type of role find it helpful and appreciate Viva Personal Insights’ support.

- Being a good supervisor is not an 8-hour-a-day job.
- Not everyone can successfully lead a group of 20-50 people.
- Every night, I left the dangerous and exhausting Plant physically and mentally exhausted.
- The Supervisor should be on the floor as much as possible, and you have no business in an office before your shift starts and at least that much at the end of the change.
- It can impact weekends as you need to stay ahead of hundreds of emails and paperwork.
- Being honest and respectful is not a new management style, so give respect to earn respect.
- Not being a good listener gives staff a sense of arrogance and turns off respect.
- When you give directions to employees, you are the face of the company.
- Terminating a friend is hard, and they will feel betrayed.
- The Supervisor is not paid to do the factory’s dirty work; they are paid to think and plan.
- A minute of downtime on a production line can cost several thousand dollars.
- Accidents happen, and whether you know what to do or not, you must always act like you do know what to do, do not let the situation manage you. You control the situation.
- What did you learn, what would you have done differently, and how will you ensure it does not happen again?
- Come up with answers, meet with your boss, explain what happened, what you learned, and your Plan.
- Safety cannot and should not be compared to anything else.
- Being a good leader is also being proud of your people and all their hard work, and they should be rewarded and praised often.

Viva Personal Insights summary.

[Personal insights in Viva Insights](#) indicate to the individual no personally identifiable data of co-workers beyond what you can see in Outlook and Teams. The [Viva Briefing email](#) helps you stay in control of your calendar and be intentional about your day. Within two hours of your workday (as set up in Outlook), you’ll get an email about any relevant items to help you better prepare for the day ahead, including:

- You promised or committed to do something for someone else in an email.
 - Another person asked you to do something in an email.
 - Something you asked for from someone else in an email.
 - A task that you’ve added to your To Do task list.
 - Documents related to today’s meetings that you might want to review beforehand.
 - Suggested focus time you can schedule to help get independent work done.
-
- Ways to increase your focus hours to accomplish deep work fast.
 - Praise colleagues.
 - Keep up with important contacts and stakeholders.
 - Tips on how to plan your calendar.
 - Spend less time in low-quality meetings.
 - Write more effective emails and documents quickly.
 - If you’re a team lead or manager with a Microsoft Viva Insights license, you’ll also see insights about your team and suggestions on how to help improve or maintain your team’s well-being and effectiveness.
 - If away from your office computer on the production line, you are notified of all the above again at the end of the day via the Teams App on your fully managed mobile device. Review tomorrow’s upcoming meetings, tasks, and tasks commitments fast in the [Virtual Commute](#).
 - Find a balance between work and personal time, and learn to disconnect and unwind after hours.

Viva Insights strictly adheres to GDPR compliance requirements, as all Personal insights data in Viva Insights is stored in your personal Exchange Online mailbox. It has no tracking software running on your computer or mobile device. Only you can see your data. Your manager or system administrator cannot view your data. Every calculation that Viva Insights performs is based on data you can get by gathering and examining metadata of your email, meetings, calls, and instant messages, such as their start and end times and subject lines.

These AI calculations provide Supervisors with effortless transparency into their workplace collaboration habits to help them be more productive, ultimately supervising Frontline Workers and enabling them to be more productive and happier at work.



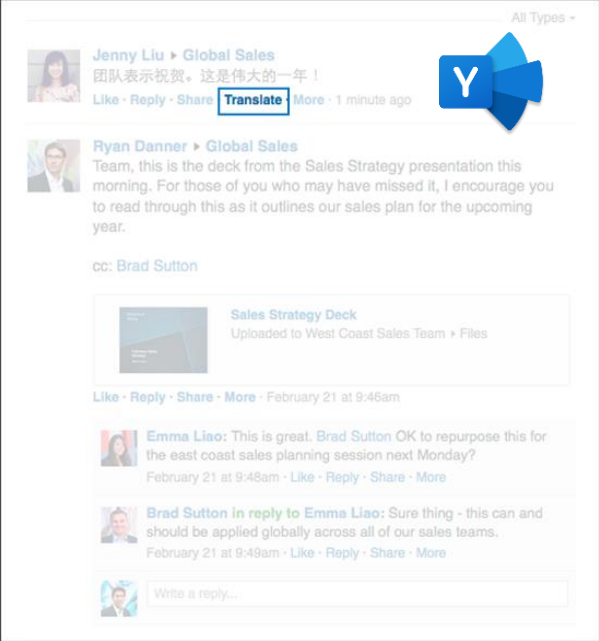
This blog pending publication at the time of recording: tekkigurus.com

Make the complex simple.

Where and what next?



Microsoft Copilot AI – but what is normalized?



ADKAR

Awareness
of the need for
change

Desire
to support and
participate in the
change

Knowledge
of how to
change

Ability
to perform
desired
behavior

Reinforcement
to sustain the
change

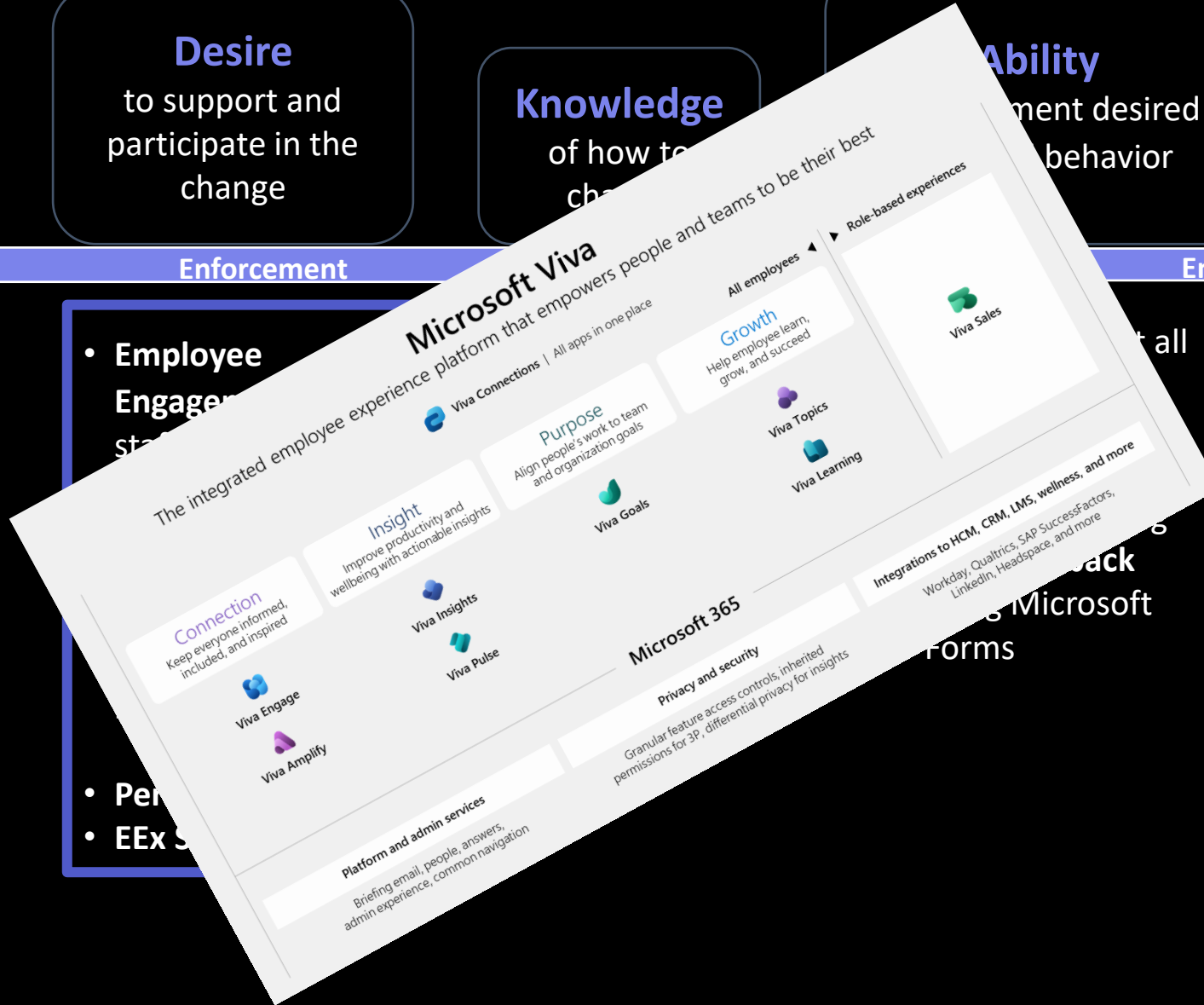
Enforcement

Enablement

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

- Employee Engagement

- Performance
- EEx S



- 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

micro
warehouse

 **CloudWay**



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

Employee Experience with Microsoft Viva
Workshop Pre-Engagement Questionnaire

7/15/2021

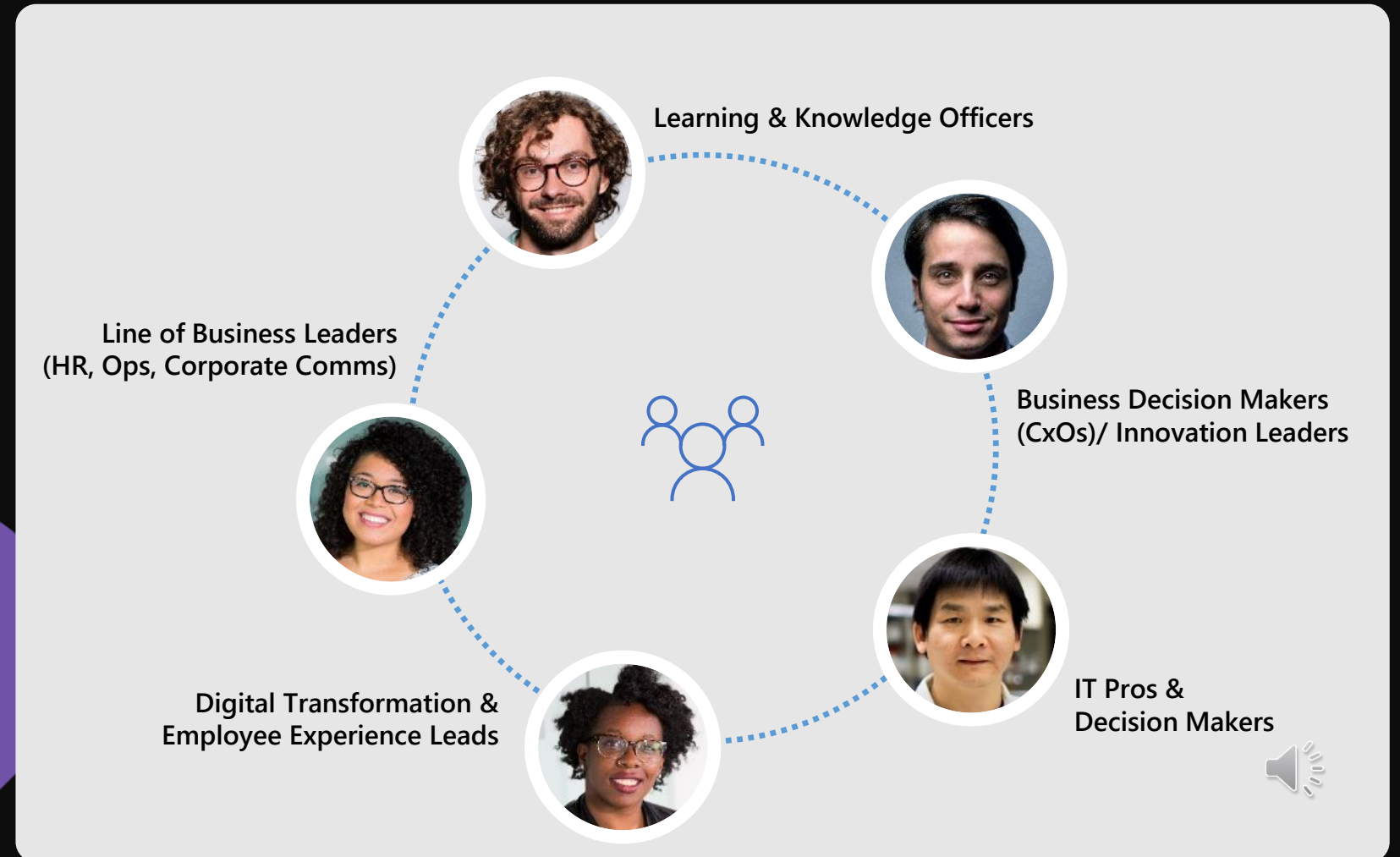
[Plus: Josh Bersin Employee Experience Assessment](#)



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.

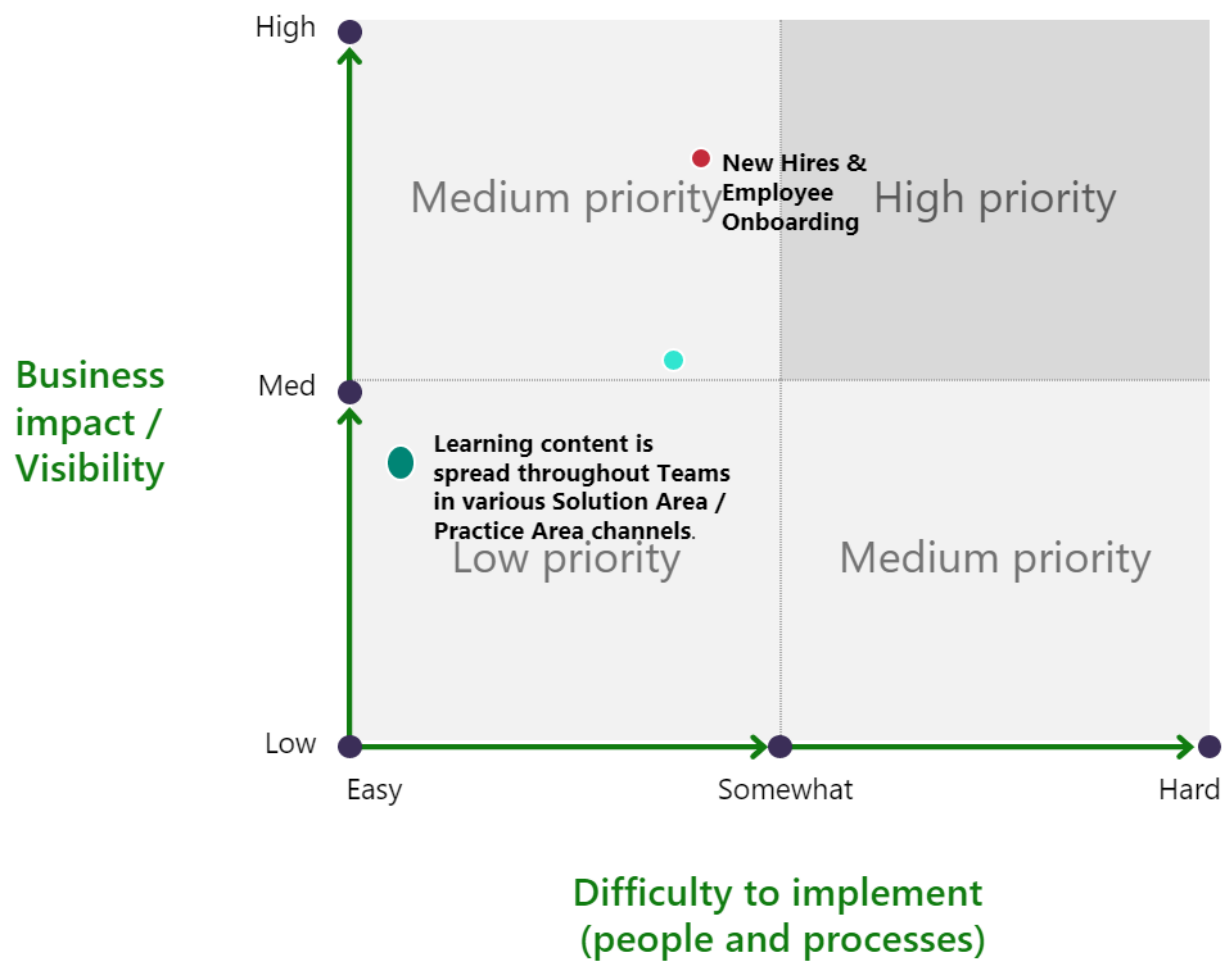


At least 2
Required



Learning scenario prioritization

Prioritize two or more scenarios based on your scenario summary



Copy these to map!

Scenarios

- Scenario name
- Scenario name
- Scenario name
- Scenario name
- Scenario name
- Scenario name
- Scenario name

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.

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





TURN
THAT
FROWN
UPSIDE
DOWN

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

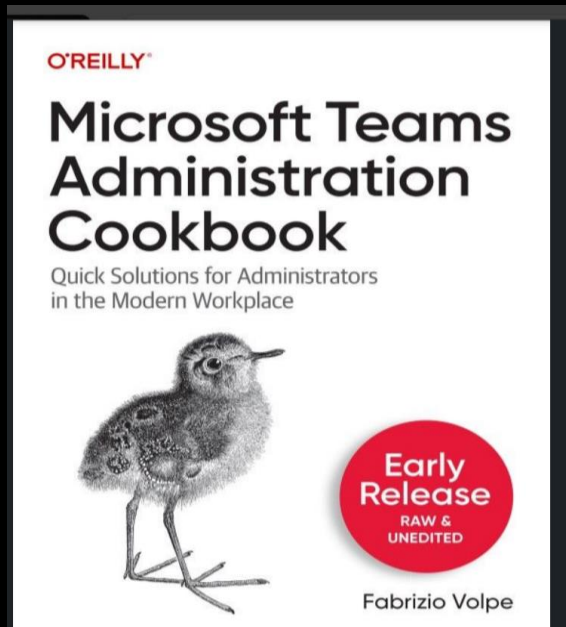
Connection	Insight	Purpose	Growth	Role-based experiences
Keep everyone informed, included, and inspired	Improve productivity and wellbeing with actionable insights	Align people's work to team and organization goals	Help employee learn, grow, and succeed	
 Viva Engage	 Viva Insights	 Viva Goals	 Viva Topics	 Viva Sales*
 Viva Amplify*	 Viva Pulse*		 Viva Learning	


Microsoft 365



Platform and admin services	Privacy and security	Integrations to HCM, CRM, LMS, wellness, and more
Briefing email, people, answers, admin experience, common navigation	Granular feature access controls, inherited permissions for 3P, differential privacy for insights	Workday, Qualtrics, SAP SuccessFactors, LinkedIn, Headspace, and more



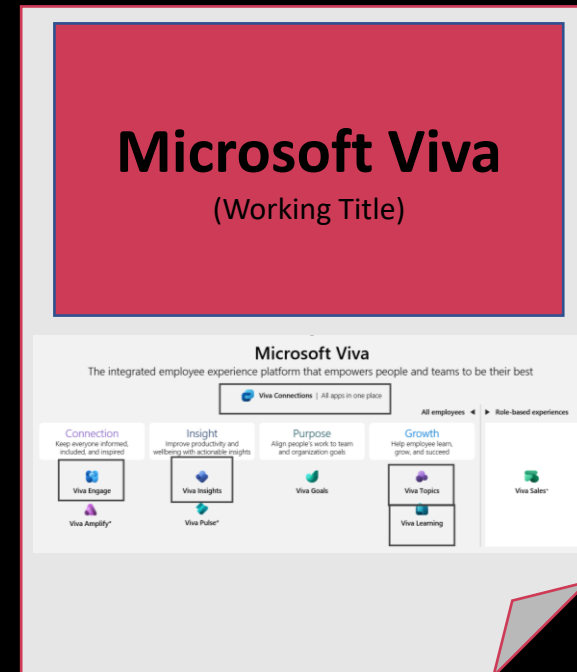
ETA publish Q3' 2023




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💬 Talks about #intune, #microsoft365, and #microsoftteams
👥 106 mutual connections


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