Microsoft Viva Glint manager quick guide to interpretation

Use this guide to navigate the Viva Glint platform and interpret your survey results effectively

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Step 1: Review the overall outcome score on your dashboard. Compare these current scores to your company average as well as previous survey data, if available.

- How do you feel about your outcome score?
- If you have trend data available, what does your trend data suggest?
- Do the scores resonate with what you are anecdotally hearing about your team's current experience?

Step 2: Use the Strengths and Opportunities sections on your dashboard to surface strengths to celebrate and opportunities for development. Pick one focus area to explore for action.

- How can you use your strengths to further achieve your goals and objectives?
- How can you tackle your opportunities for development to remove challenges for your team?
- What do your recommended strengths and opportunities say about your ability to execute on what is most important? What blockers may exist?
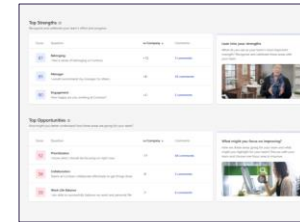
Step 3: In the Scores table on the dashboard, sort questions by the comparator column to see the items with biggest score differences. Note what impact these items have on the outcome.

- Which scores surprise you?
- What key driver is most important to driving engagement within your team?
- If you have trend data, what have you improved on? Where have scores decreased?
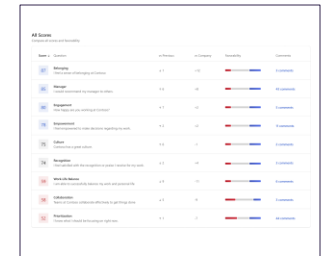
Step 4: Use the Heat Map report to understand the unique experiences of different teams across multiple survey items.

- Are experiences consistent or varied across different groups and items?
- What bright spots do you want to highlight and celebrate with your team?
- What areas of opportunity are available for your team?
- What groups or teams may need something specific based on this report?
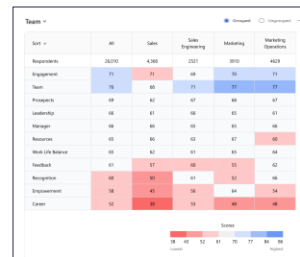
Step 5: Use the Comments report to understand the sentiment of your team and how people are feeling. Filter comments by items and themes which align to your strengths and opportunities.

- How do comments inform your understanding of the data?
- What ideas or suggestions do team members provide for improvement?
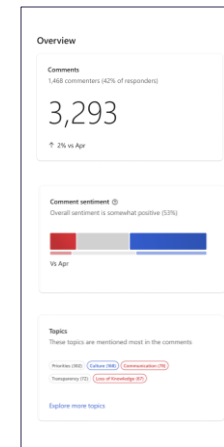
Step 6: Have an ACT Conversation with your team and set one focus area together. Note possible next steps you could take as a team to make improvements.

- Which areas can our team act on?
- Which areas may be actionable in the short-term vs. long-term?
- Which actions can I take on as the manager?
- When are we going to review our progress? How?
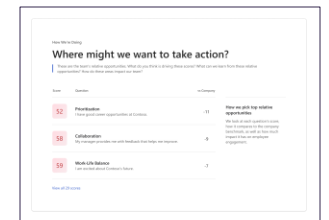
Microsoft Viva Glint manager interpretation quick tips
Use this guide to understand survey results, avoid pitfalls, and take positive actions for your team

Your role as a manager is central to the success of a continued conversation approach to having happier employees and improving business results. Commit to your survey practice by becoming familiar with the Viva Glint platform and interpreting feedback results, transparently discussing survey results with your teams and peers, taking visible, data-driven action, and having ongoing conversations with your team about progress.

Common survey interpretation pitfalls	How to avoid pitfalls and take positive actions instead
Rushing to action	Refrain from jumping into solution mode. Check in with your team and have an ACT Conversation before deciding how to act.
Taking on too many areas to address or areas outside your control	It's tempting to take it all on, but you'll be more effective at moving the needle on engagement and your focus areas if you choose only one thing to improve. You might see survey scores decline if you take on too many focus areas.
Analysis paralysis	Use this simple three-part framework: 1—What's most important? 2—How am I doing? 3—What is my top priority? Remember the survey is intended to help you focus on the right actions to improve the employee experience. Use the data to look forward and understand what and how you can improve over time.
Taking results personally; getting lost in the negative, failing to celebrate the positive and explore the neutral	Stay balanced by first noting and celebrating the positives. Regard this as a business exercise and remain objective and open to learning. Adopt a growth mindset - everyone can continuously learn and improve. Treat feedback like a gift.
Prioritizing comments over scores	Read the comments last, after you understand strengths and weaknesses from the scores. Only use comments to clarify what the scores are telling you.
Trying to identify who said what	This will break trust and make people fearful of giving honest feedback. Most organizations have a zero-tolerance policy for misusing data in this way.
Discounting low scores due to situational factors (e.g., organizational changes, negative press)	Various factors will impact your scores, including situational factors. Survey results provide valuable insights to help you improve your leadership capability, and in turn, better support your team through challenging times. Regardless of the cause, if people's experiences are negative, it's your responsibility as a leader to understand and help address them.
Setting score-based goals or targets	Setting goals related to the survey should be around actions you will take, rather than about a numerical scores you want to change.
Searching for external best practices, rather than getting feedback on what's meaningful at your organization.	Issues tend to be local and personal. Talk to your peers, your team, and your leaders to better understand what actions will be most meaningful at your organization.

Let's have a Viva Glint ACT Conversation

Use these prompts to guide you through a focused, collaborative, and action-oriented conversation

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A

Acknowledge where we are
- Share something you're proud of that the team has accomplished, such as participating in the survey or demonstrating positive shifts since the last survey.
- What have we learned from viewing the results? Include some strengths and some opportunities.
- What is our most important strength that we shouldn't lose sight of?
- What's our biggest opportunity to tackle?

C

Collaborate on where we want to go
- What should we focus on improving in the next few weeks?
- What should we start doing?
- What should we continue doing to improve?
- What should we stop doing to be successful?

T

Take one step forward
- What is one commitment we all will make today?
- How will we know if we are successful?
- How will we hold ourselves accountable for progress?
- What is a reasonable timeframe to check in on this commitment?

Tips for a great conversation
- Incorporate the ACT Conversation into a standing team meeting, perhaps just 15 minutes of the agenda. As these can be very rich conversations, consider sending out the deck ahead of time so team members can reflect and come with ideas to share.
- Share personal stories of successes, surprises, and misses. This creates safety for others to share.
- Encourage everyone to provide candid feedback while acknowledging we can't solve for everything right away.
- Ensure all voices are heard. If you find people are not as open to sharing initially, have them email ideas after the meeting and use them to kickstart the next conversation.
- Be comfortable with being uncomfortable! Conversations might feel hard at first but get easier over time with repetition.

Your role as manager
- Prepare: Ensure you have reviewed your results ahead of time and be prepared for questions. Consider some key talking points, especially for potentially challenging or sensitive topics.
- Facilitator: Provide guidelines for prioritization and decision-making based on knowledge of business priorities. Seek out differing opinion and ensure all voices are heard.
- Coach: Show confidence, provide direction, and keep the team on track. Role model what you expect from your team. Recognize and reinforce positive behaviors publicly.
- Roadblock remover: First line of escalation to help overcome roadblocks and navigate organizational boundaries to drive change.
- Connector: Check in frequently to ensure progress and course correct as needed. Make connections to other groups with similar challenges.