Microsoft Viva

Viva Glint: Ask the Expert series

August 13, 2024

Agenda

- Welcome & Introductions
- Manager Enablement
  - Researcher perspective
  - Practitioner perspective
  - Platform perspective
- Q&A

Today's hosts:

Megan Benzing
Viva People Science Researcher
Washington, USA

Jason Thomas
Senior People Scientist
Nebraska, USA

Shawna Baker
Senior Customer Experience Program Manager
Nebraska, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts

Megan Benzing
Viva People Science Researcher
Washington, USA

Researcher Perspective
on Manager Enablement

Most managers are inexperienced in taking action on survey insights

41%

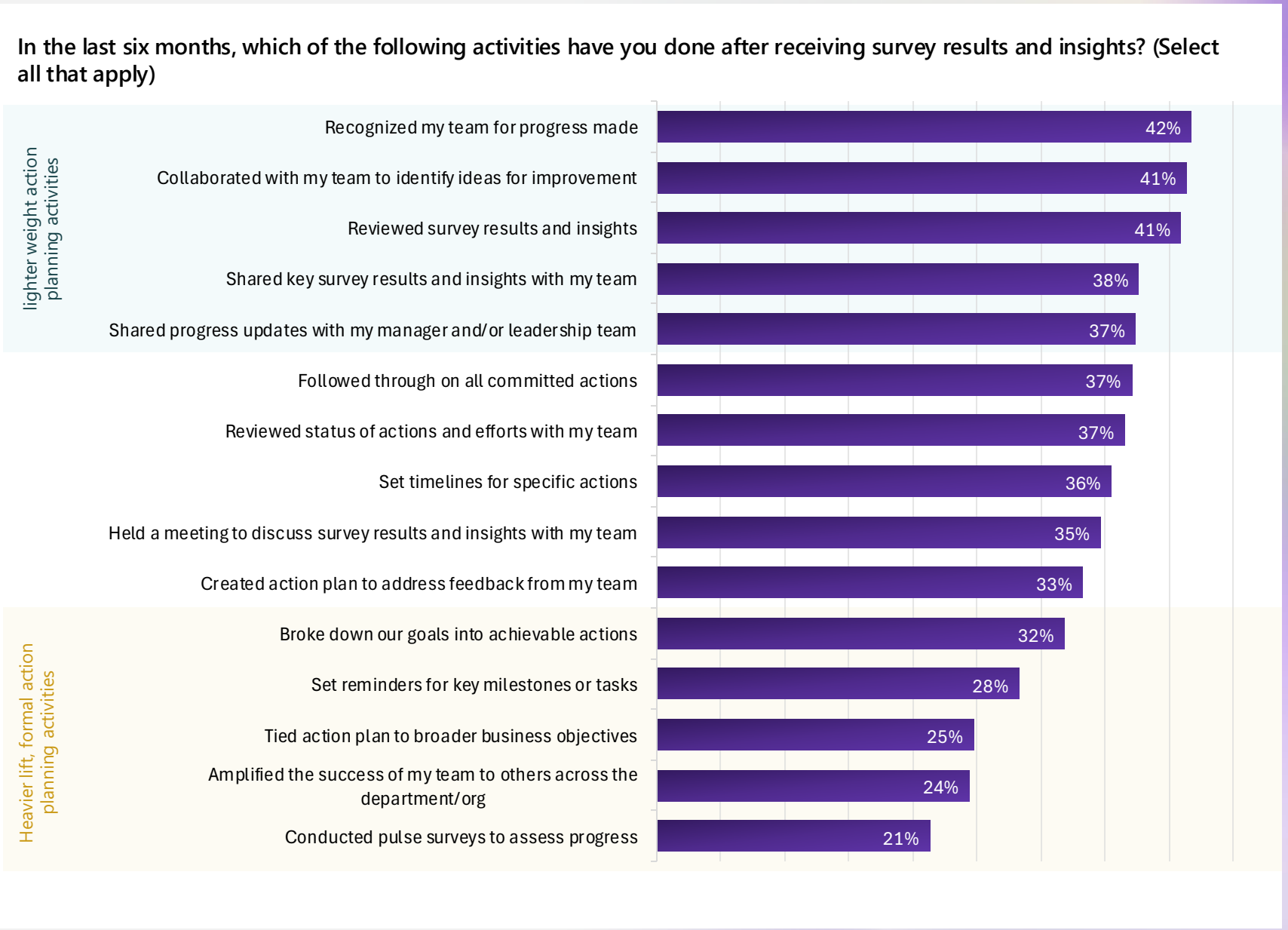
Of people managers report reviewing survey results and insights

33%

Of people managers report creating an action plan to address feedback from their team

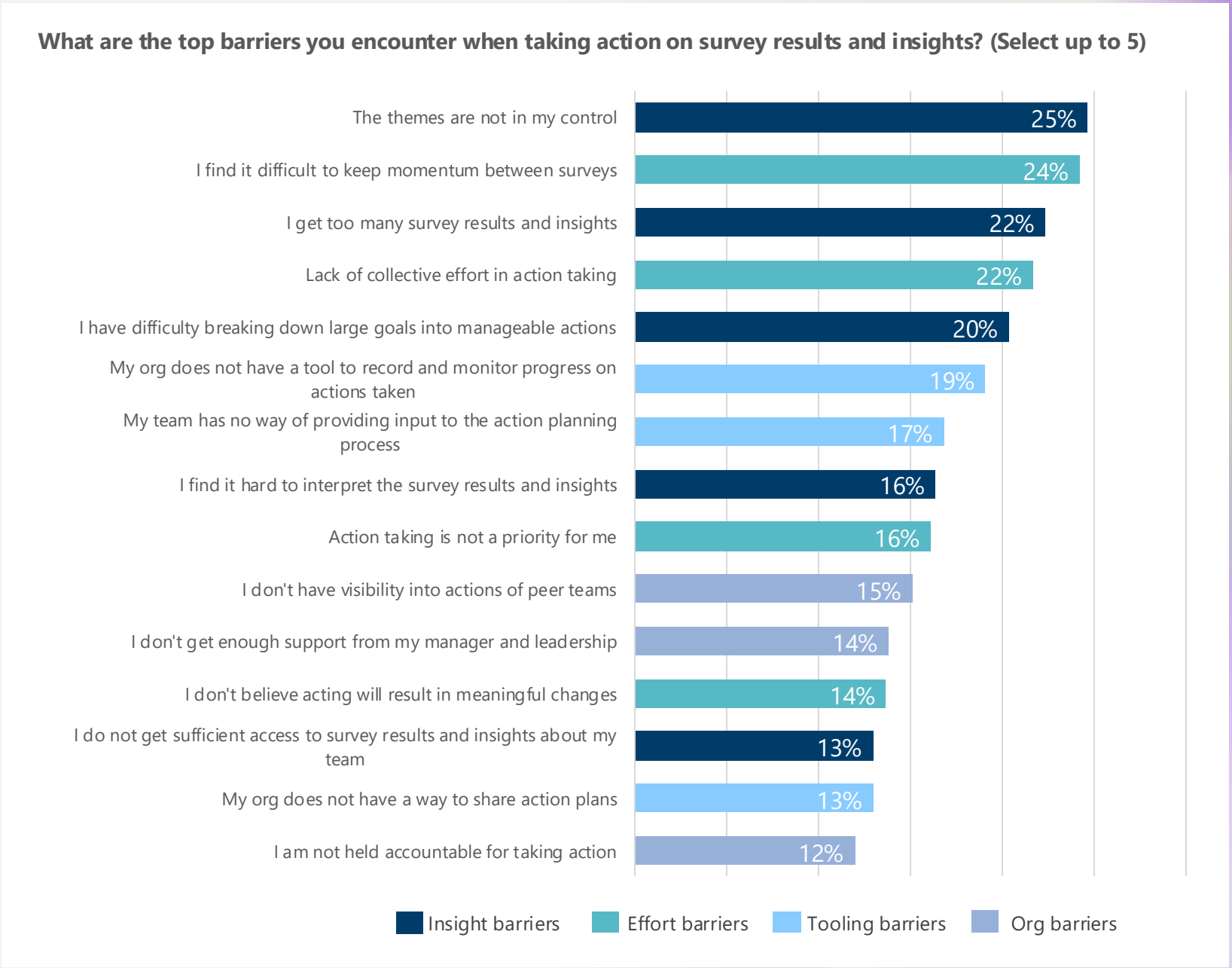
Manager Action Taking Research was conducted by the Microsoft Viva People Science team in July & August 2024 utilizing an Online Panel Vendor, commissioned by Microsoft, with 703 full-time people managers based in the US.

People managers engage most in light-weight action planning activities post survey results



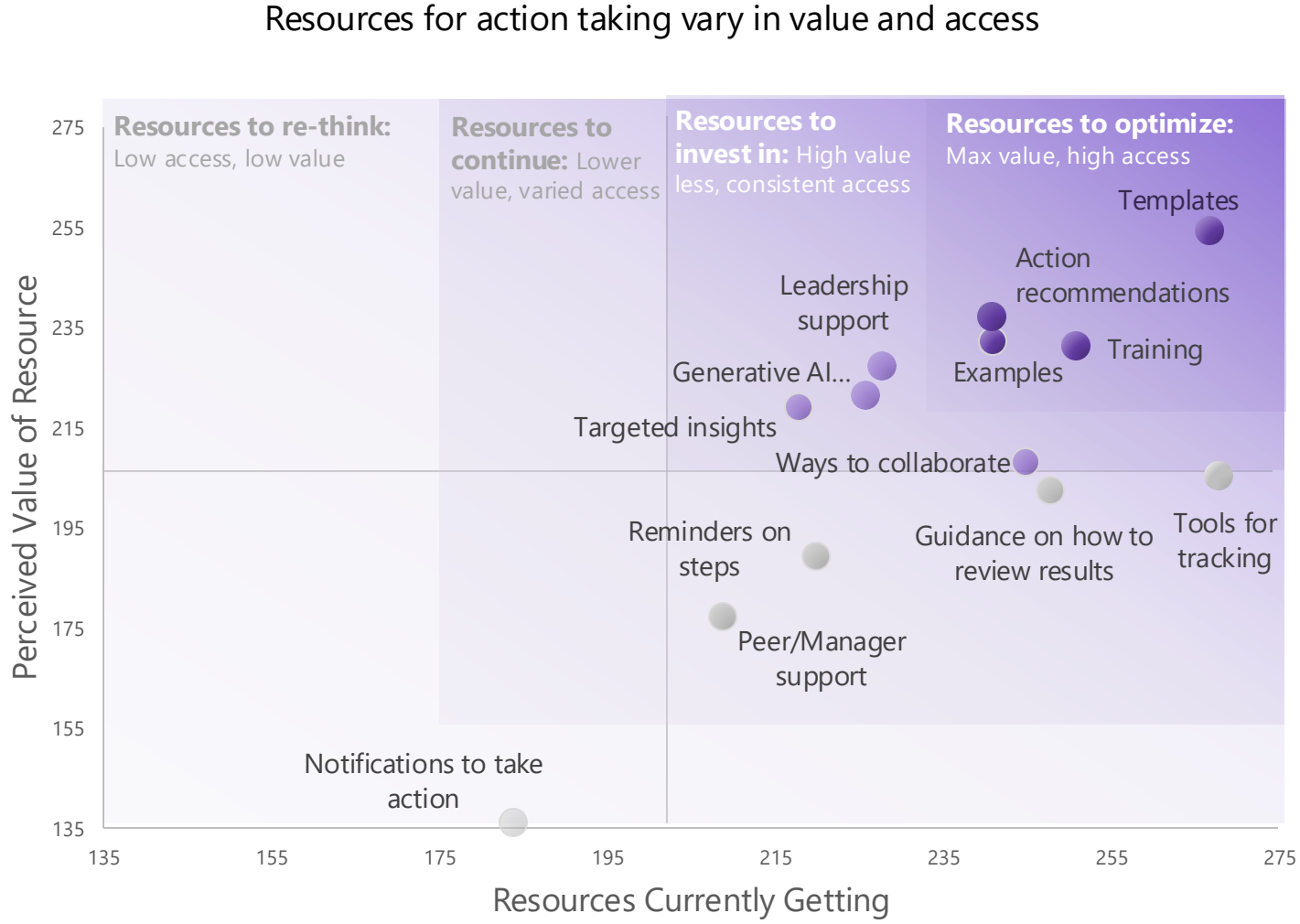
Manager Action Taking Research was conducted by the Microsoft Viva People Science team in July & August 2024 utilizing an Online Panel Vendor, commissioned by Microsoft, with 703 full-time people managers based in the US.

People managers attribute main barriers to action taking to insights, effort, and tools, with less focus on organizational factors like culture or support



Manager Action Taking Research was conducted by the Microsoft Viva People Science team in July & August 2024 utilizing an Online Panel Vendor, commissioned by Microsoft, with 703 full-time people managers based in the US.

There is an opportunity to invest in resources that are high value but are less frequently provided by organizations



X-Axis: Which of these resources does your organization currently provide for action planning on survey results and insights? (Select all that apply)

Y-Axis: Out of the following resources, which do you consider *most valuable* for action planning on survey results and insights? (Select up to 5)

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Jason Thomas

Senior People Scientist
Nebraska, USA

Practitioner Perspective

on Manager Enablement

Microsoft Viva

How do you help managers respond?

Note

When employees believe that their feedback leads to meaningful action, their teams tend to be significantly more engaged.

What is the one thing, ONE insight, you can focus on to drive positive improvement?

When managers create action plans, help them avoid these common pitfalls on the path to change.

01

Getting lost in the negative.

02

Taking pulse survey results personally.

03

Digging into the survey comments and trying to identify who said what.

04

Rushing to action and failing to engage the team in the process.

05

Getting stuck in analysis paralysis and failing to turn insights into action.

06

Discounting low scores due to situational factors (e.g., org changes, broader economic or company factors, negative press).

BITS

Using Stories to **Inspire Change**

GLINT

ACT Framework

Key Resource

- 3-minute video on ACT model
- Action taking detailed POV
- ACT Conversation Manager Guide
- Additional resources on action taking

Shawna Baker

Senior Customer Experience
Program Manager
Nebraska, USA

Platform Perspective

on Manager Enablement

Manager Enablement

Recommended rollout plan for a Viva Glint feedback program | Microsoft Learn

2 weeks before - send communication to managers noting available resources and trainings

1-2 days after – send communication to managers confirming results are available and next steps

5-7 days after – send support communication to managers for team feedback sessions and action plans

Resources for Managers

Introduction to Microsoft Viva Glint: [Introduction to Microsoft Viva Glint - Training | Microsoft Learn]

Navigate your Viva Glint results: [Navigate your Viva Glint results - Training | Microsoft Learn]

Share your Viva Glint results:

[Share your Viva Glint results - Training | Microsoft Learn]

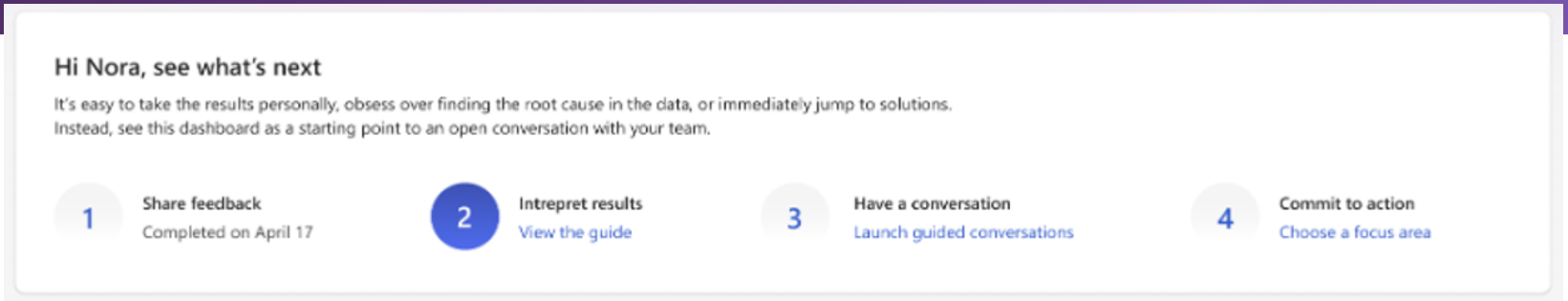
[Manager Quick Guide - Results and Conversations (microsoft.com)]

Importance of Psychological Safety:

[The importance of psychological safety for managers - Training | Microsoft Learn]

[Learn the basics of psychological safety - Training | Microsoft Learn]

Manager Concierge



1

Share Feedback

✓ Managers receive emails or will see this prompt notification to remind their teams to submit feedback.

2

Interpret Results

✓ Using the **View Interpretation Guide**, managers see guidance for having a conversation with their team about survey feedback.

3

Discuss with your team

✓ Once the survey closes, the hyperlink will switch from saying *Download Presentation Kit* to **Launch guided Team Conversation**.

4

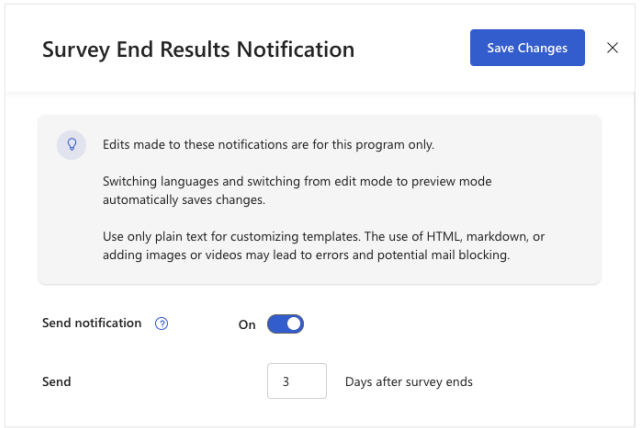
Commit to action

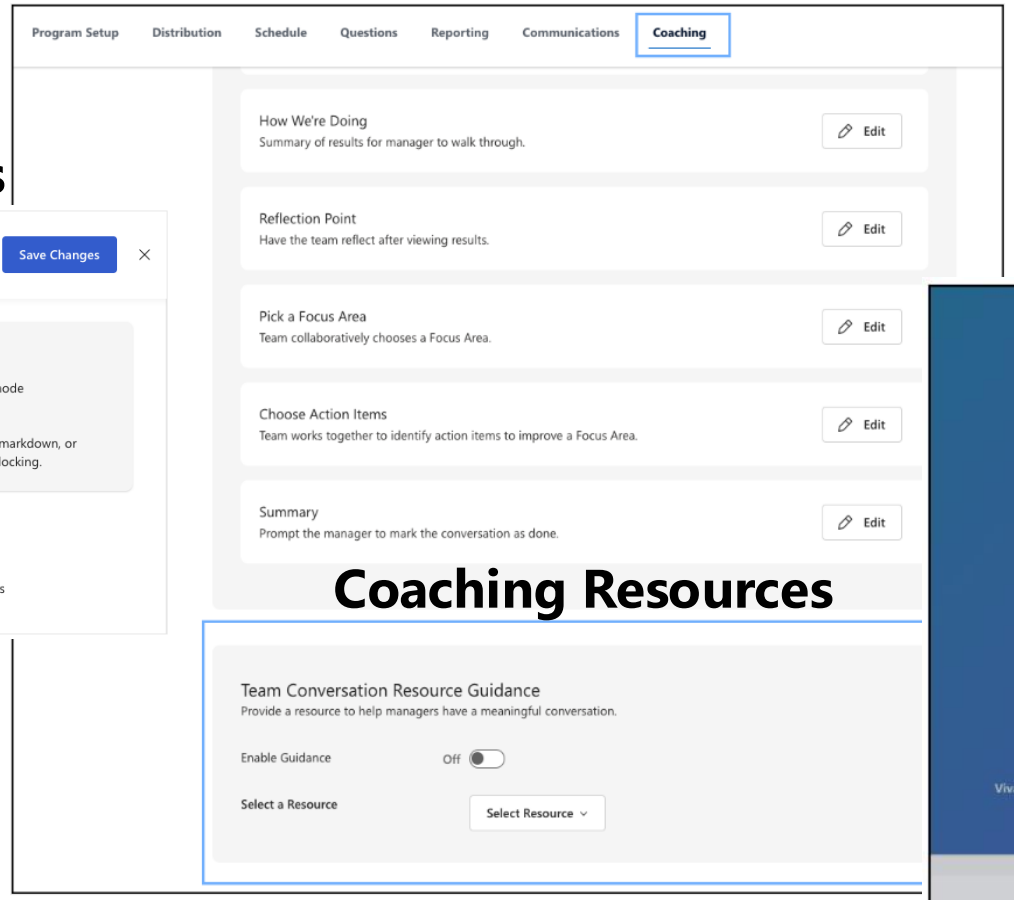
✓ Managers can select **Choose a Focus Area** based on recommendations provided by the platform and insights from team discussion.

[Use the Manager Concierge dashboard in Viva Glint | Microsoft Learn]

Team Conversations

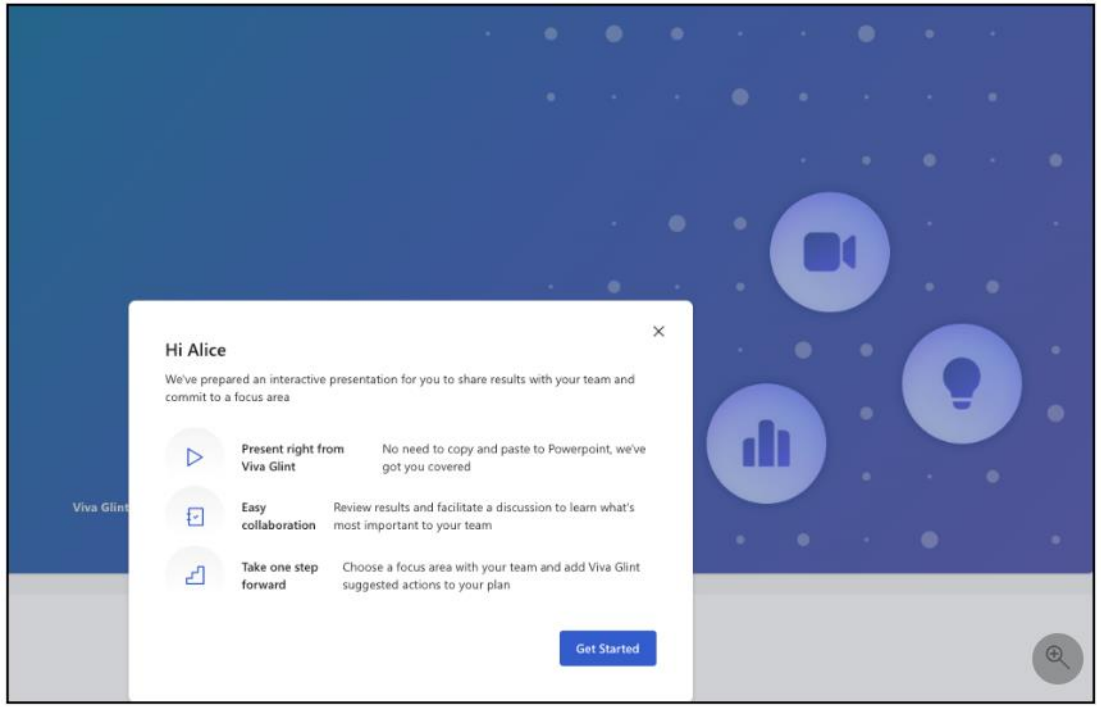
Notification Emails





Coaching Resources

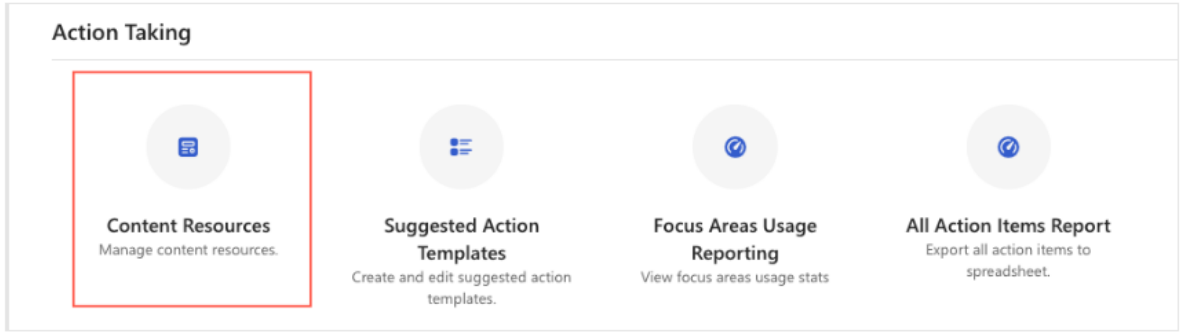
Manager's ACT Team Conversation



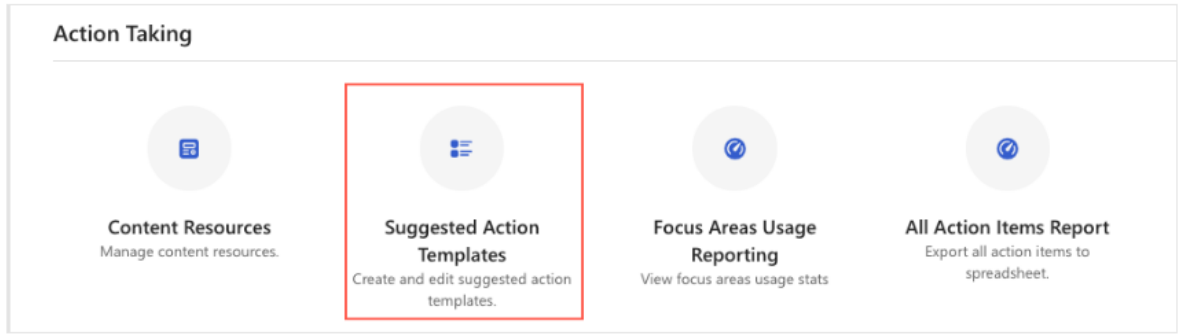
[Admin setup for Viva Glint Team Conversations | Microsoft Learn]

Focus Areas

Access **Content Resources**…



Access **Suggested Action templates**…



[Customize Suggested Action templates in Viva Glint | Microsoft Learn]

Use this framework to guide you through a focused, collaborative, and action-oriented conversation

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?

[Manager Quick Guide - Results and Conversations (microsoft.com)]

Nudges

Nudges is a system of intelligent email notifications designed to meet managers where they are in their flow of work encouraging to take simple steps to drive their team's engagement.

- ✓ From the Microsoft Viva Glint admin dashboard, select **Configure**, then **Nudges** in the **Notifications** section.
- ✓ There are 4 Nudge templates you can toggle on or off.

1. **Interpret results**
2. **Share with your team**
3. **Choose a Focus Area**
4. **Focus Area reminder**

[Communicate with Viva Glint Nudges | Microsoft Learn]

Q&A

Microsoft Viva

Thanks for joining!

What topic would you like to see in a future Ask the Experts session?

Scan this code to share your feedback about today's session.

Viva Glint: Ask the Experts feedback

For recordings, decks, and future registrations, bookmark our official Ask the Experts page.
https://adoption.microsoft.com/viva/glint/ask-the-experts-resources/

Appendix

Audience: All Viva Glint customers

Resources for Learning and Connection

- **Learning Paths & Modules** - Online, self-paced training courses
- **Badging** - Become a Viva Glint expert! Earn learning credentials and post to your social media
- **Documentation** - Find technical documentation and guidance to help you through your Viva Glint journey
- **Viva Glint Community** - A space to ask questions and share ideas with experts and peers
- **Newsletter** - Sign up for this monthly email full of info to help you get the most from your Viva Glint programs
- **Viva Glint Blog** - Blogs specific to Viva Glint research and platform updates
- **Live Events** -Think like a People Scientist, Ask the Experts
- **Customer Groups**
  - Product Council - Be part of a community that provides Viva Glint teams with feedback on how we can improve our products and services
  - Learning Circles - Participate in collaborative time to share knowledge, experiences, and challenges with your peers and to grow your understanding and use of Viva Glint products and services.
  - Cohorts – We have created an online space for you to collaborate with fellow customers in your industry, and once a quarter, the Viva Glint cohort team will be hosting a virtual session dedicated to things like relevant topics, Q&As, open discussions.

Resources for Deployment and Support

FastTrack

Audience: New Viva Glint customers

FastTrack can provide deployment help with Microsoft Viva foundational products and capabilities - at no extra cost for the life of your eligible subscription. See eligibility information.

If you've registered for FastTrack and need support: FastTrack for Microsoft Viva

CxPM/Hotline Team

Audience: Migrating Glint customers

Your Glint Customer Experience Program Manager (CxPM) or a dedicated member of the Hotline Support team will guide you through your technical migration to Microsoft Viva Glint. Contact your CxPM or reach out to Hotline Support: VivaGlintMigration@microsoft.com

Support

Audience: All Viva Glint customers

Viva Glint admins:

- Microsoft Admin Center
- Support participants during a live Viva Glint survey

Viva Glint managers:

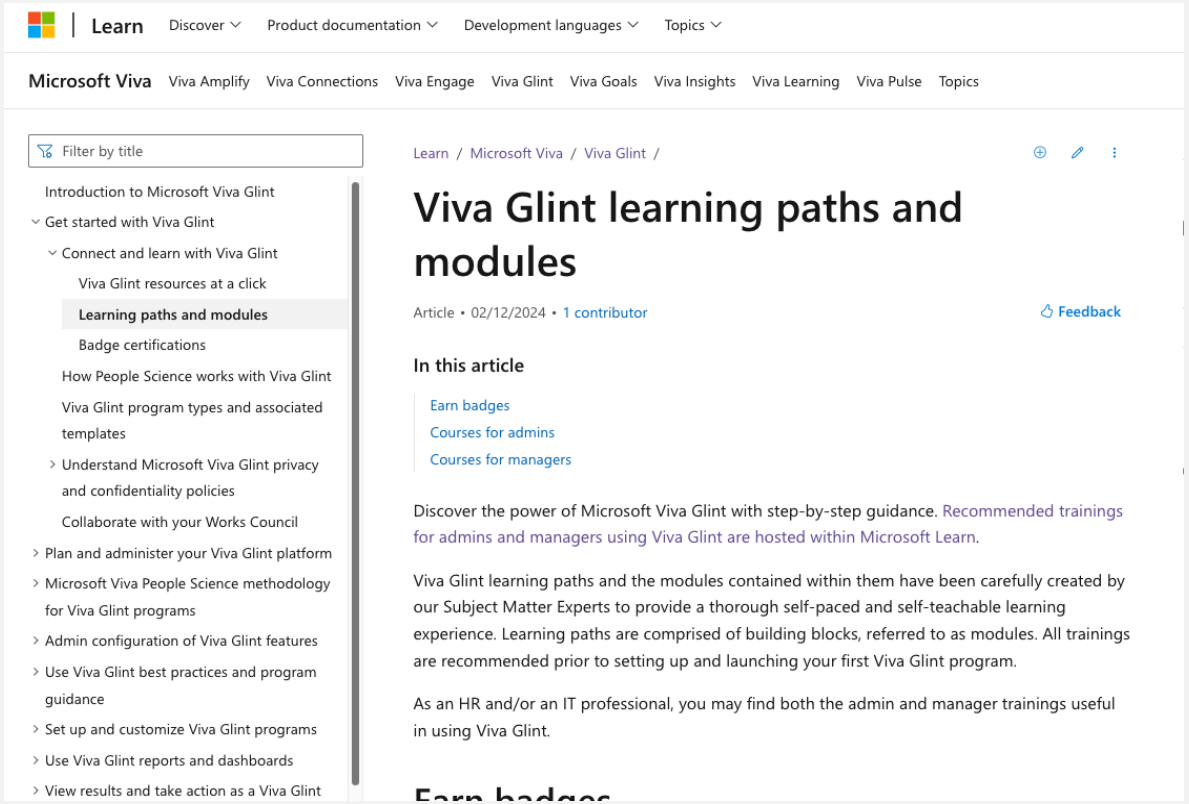
- Viva Glint Manager Quick Guides
- Address Viva Glint access issues as a manager

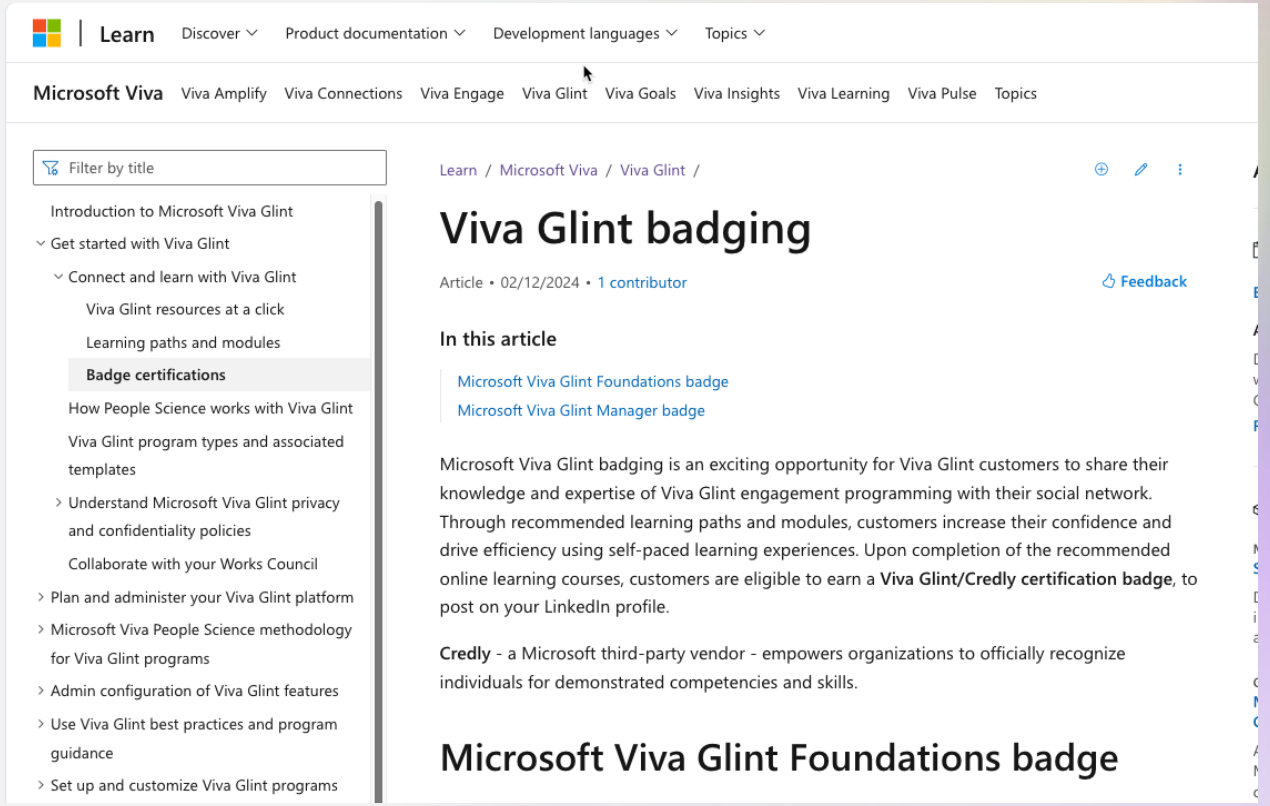
Viva Glint survey participants:

- How to take a Viva Glint survey
- Viva Glint FAQs for survey participants

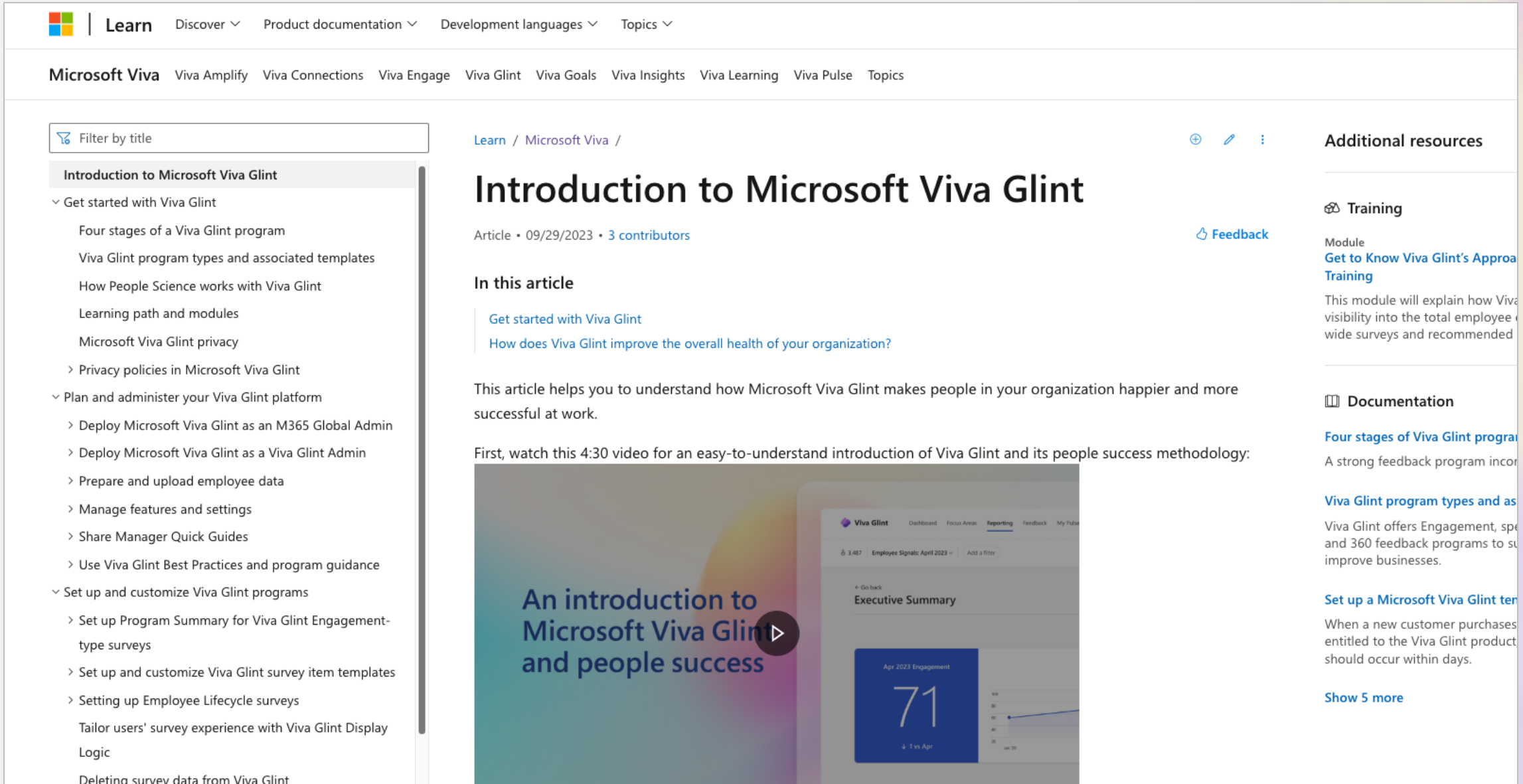
For a list of our training courses, see our Viva Glint Learning Paths and modules page.

For a list of our available badges, see our Viva Glint Badging page.

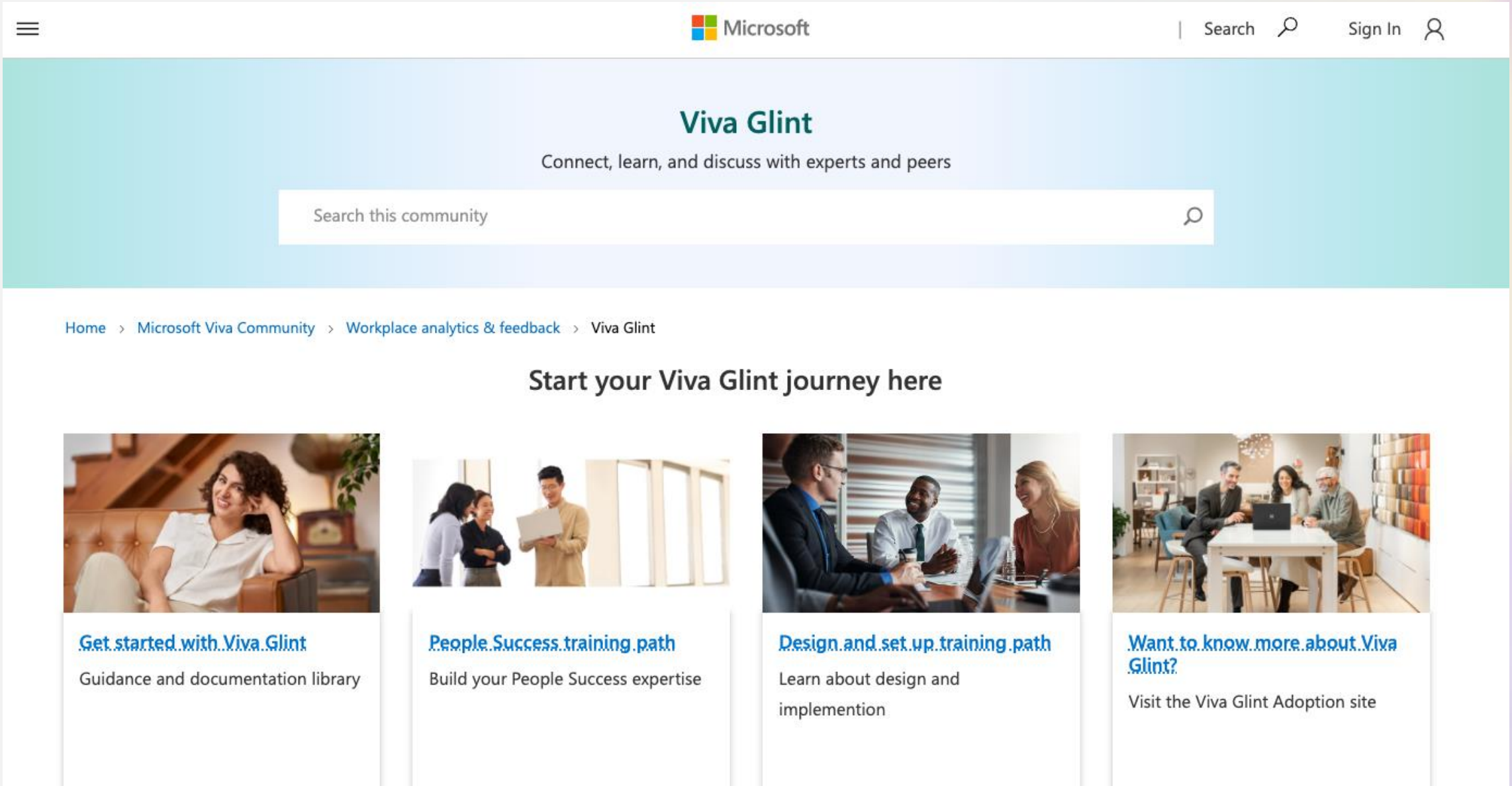




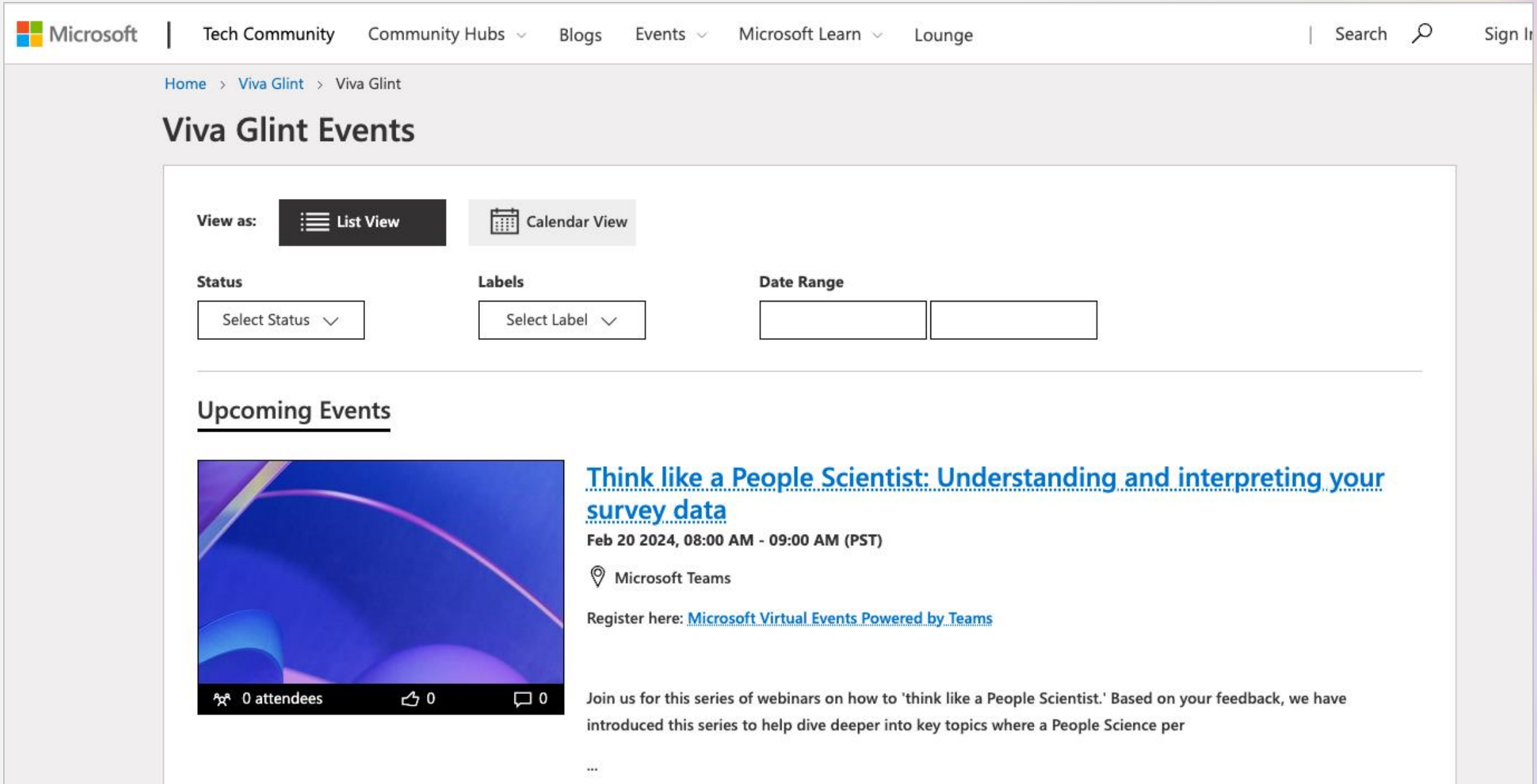
To access our full documentation library,
see [Introduction to Microsoft Viva Glint | Microsoft Learn](#).



Talk to fellow customers, Glint and other Viva app users within the Viva Community. We also have a specific Viva Glint Community just for us where we also post updates and announcements.



Bookmark our live events page to stay updated on our events schedule.



[Register for our newsletter] to stay up-to-date on releases, events, and anything new at Viva Glint!

Hi Kathryn,

Welcome to the March edition of our Viva Glint newsletter. Our recurring communications will help you get the most out of the Viva Glint product. You can always access the current edition and past editions of the newsletter on our Viva Glint blog.

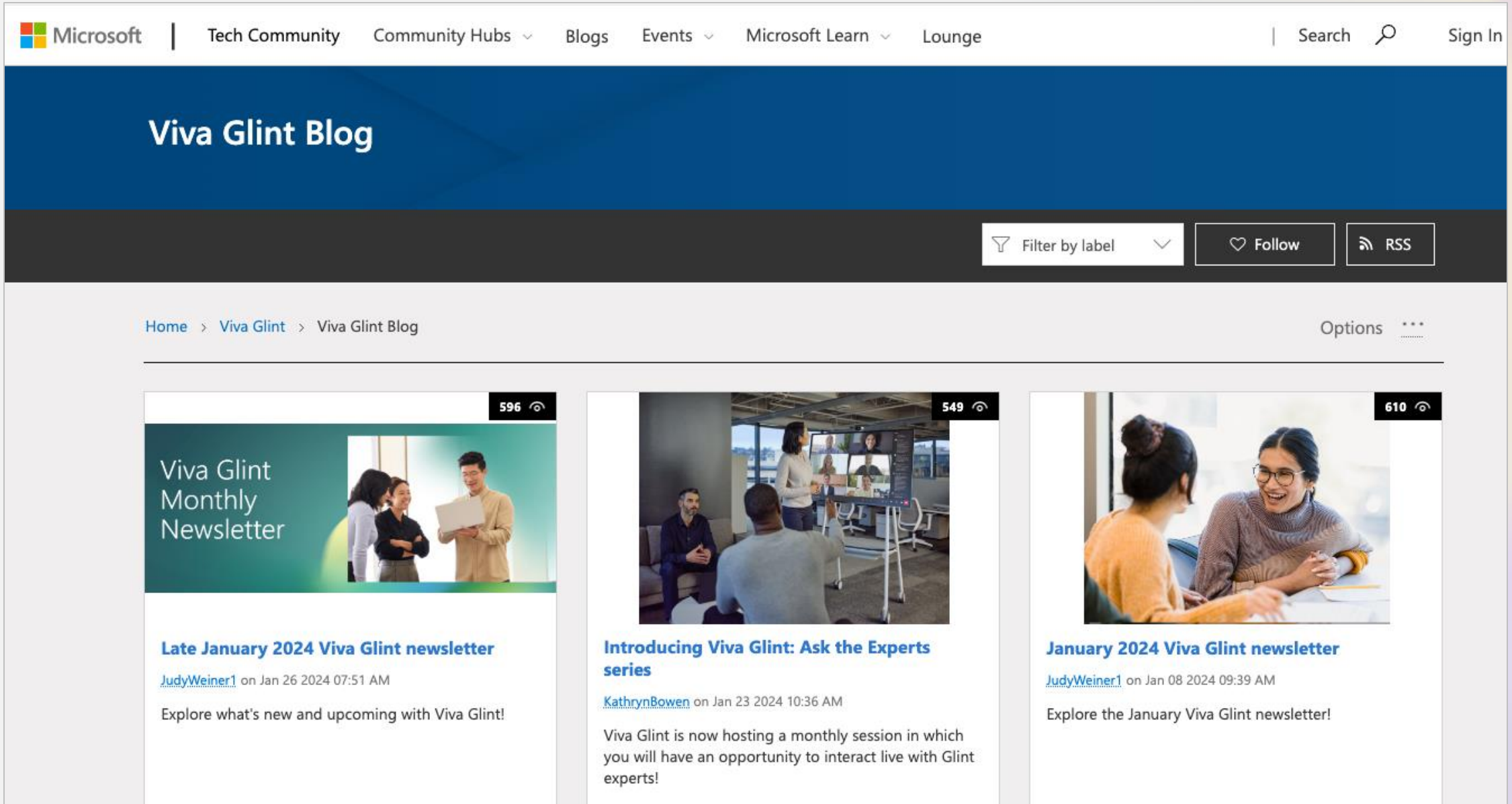
Our next features release date

Viva Glint's next feature release is scheduled for March 9, 2024*. Your dashboard will provide date and timing details two or three days before the release.

In your Viva Glint programs

The Microsoft Copilot Impact Survey template has premiered in the Viva Glint platform. AI tools are increasingly integrated into the workplace to enhance workforce productivity and the employee experience. This transformational shift in work means leaders need to understand their early investments in Microsoft Copilot and how it is being

Check out our Viva Glint blog for our monthly newsletters and other updates.



Join our customer groups to stay connected with fellow customers, our thought leadership experts, and our Product team

Learning Circles

The Learning Circles program offers the opportunity to join a diverse customer group where you can share knowledge, experiences, and challenges with other employee experience professionals and grow your understanding and utilization of Viva Glint. Managed entirely by customers, this is a flexible program to use in the way that works for you.

Product Council

Be part of a community that provides the Viva Glint team with feedback to help shape our product and influence the development of new products through our user experience. Join our Product Council today!

Cohorts

The purpose of our customer cohorts are to facilitate connections between customers grouped by shared background (e.g., industry), shared purpose (e.g., culture transformation) or shared interest (e.g., AI). Through cohorts, customers will have additional access to relevant content and events, discussion, and sharing and networking opportunities. Keep an eye out for its launch in our blog and newsletter.

...and more to come!