



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%

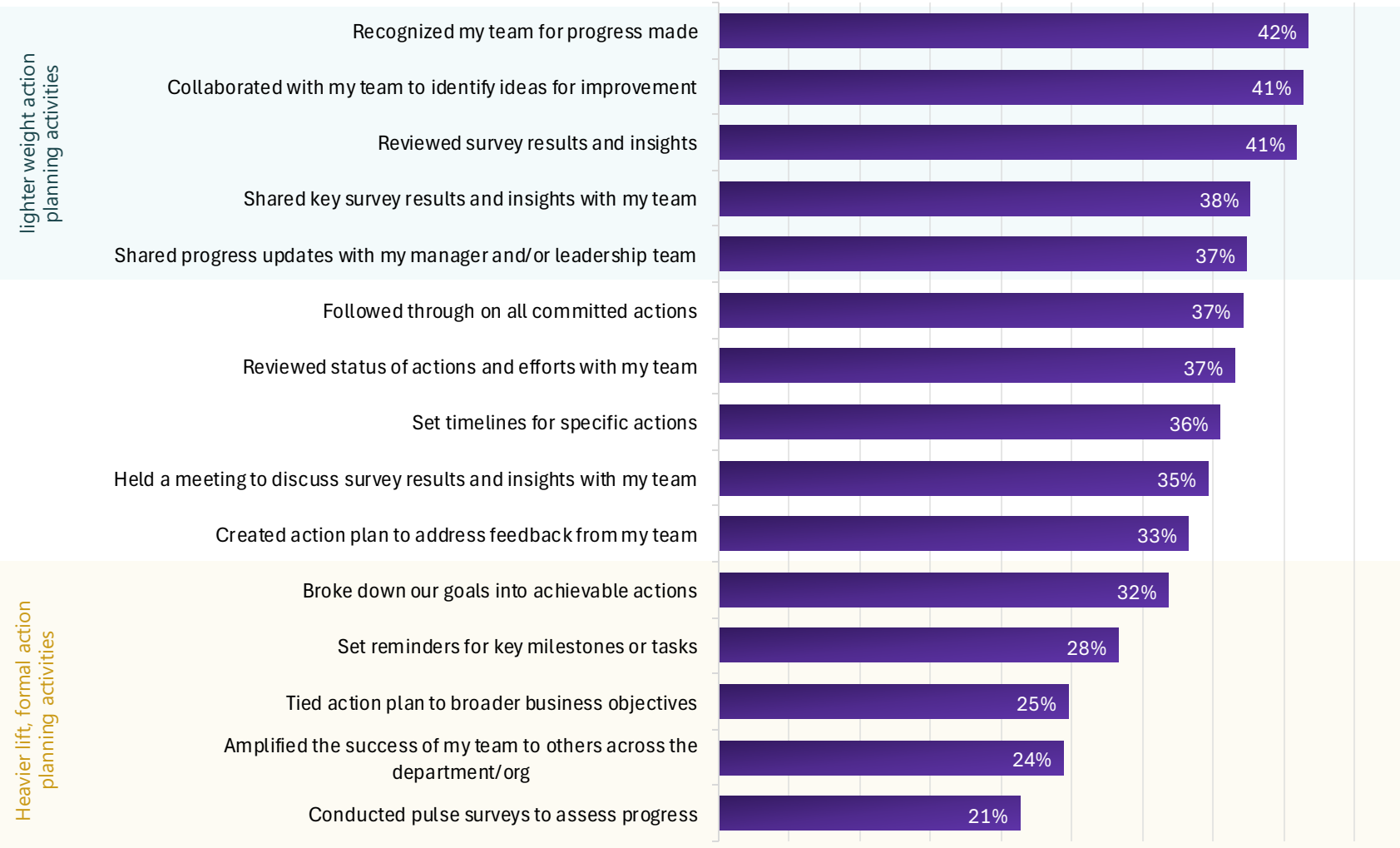
Of people managers report reviewing survey results and insights

33%

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

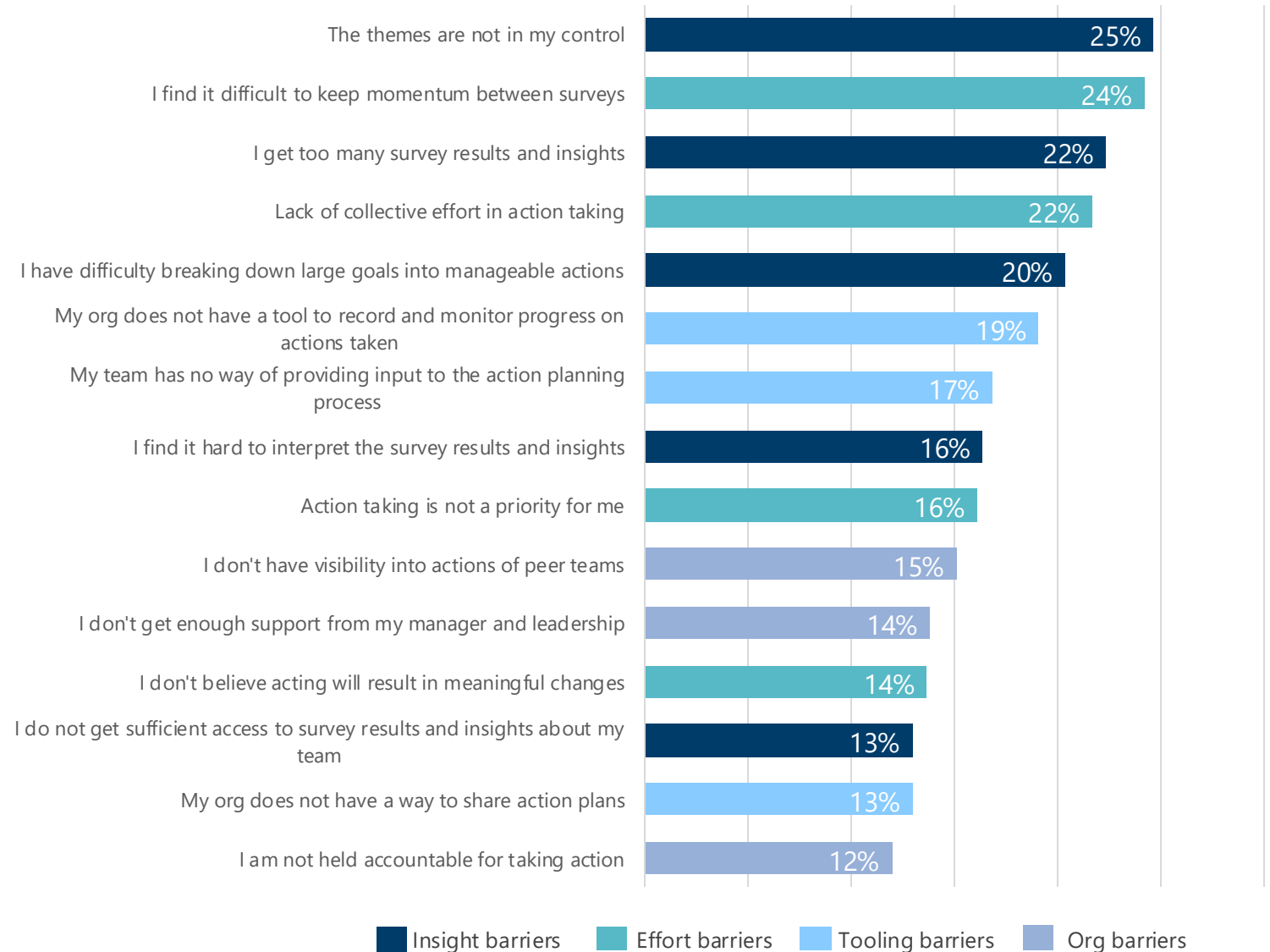
People managers engage most in light-weight action planning activities post survey results

In the last six months, which of the following activities have you done after receiving survey results and insights? (Select all that apply)



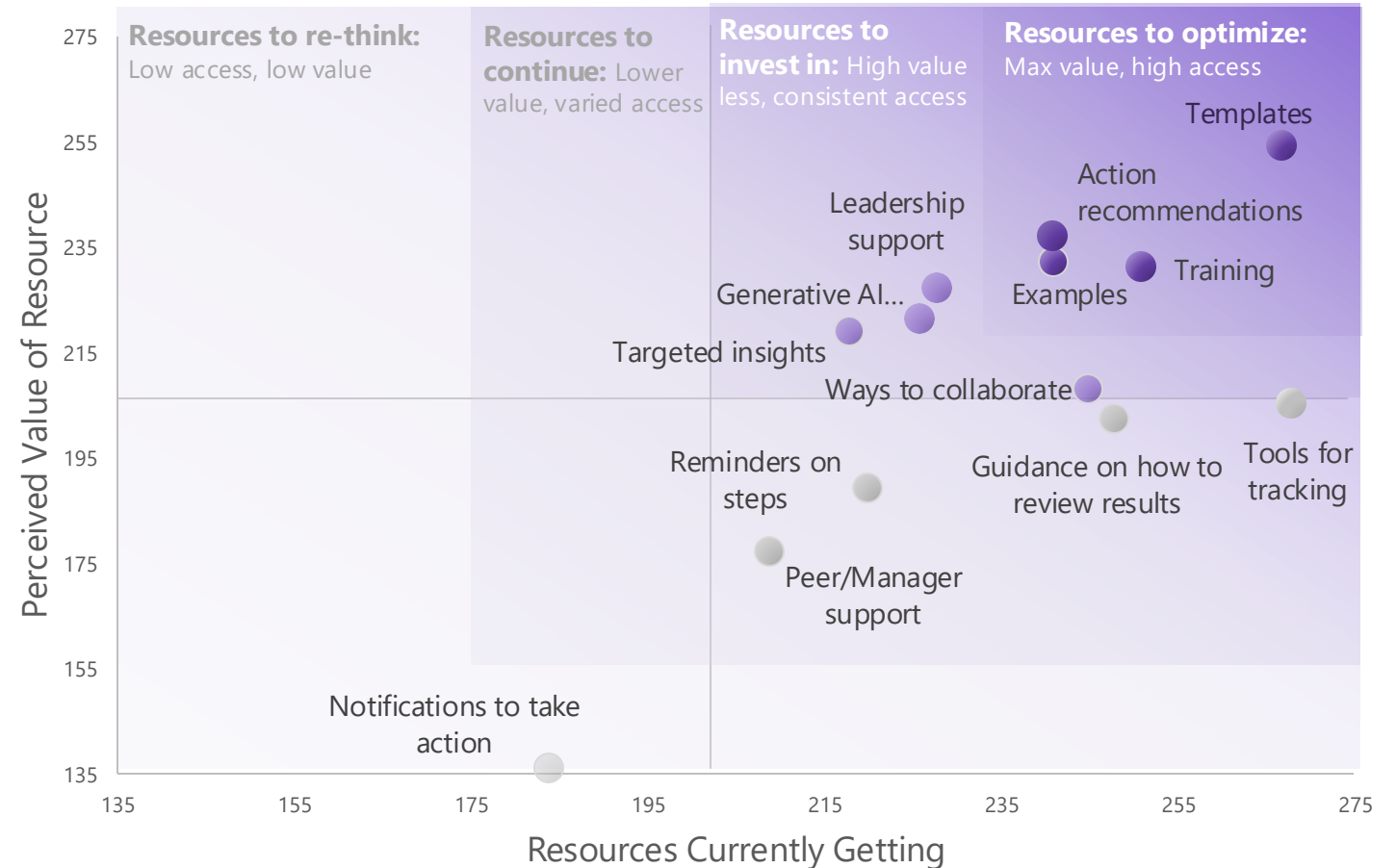
People managers attribute main barriers to action taking to insights, effort, and tools, with less focus on organizational factors like culture or support

What are the top barriers you encounter when taking action on survey results and insights? (Select up to 5)



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

Resources for action taking vary in value and access



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)



Jason Thomas

Senior People Scientist
Nebraska, USA

Practitioner Perspective on Manager Enablement

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

Hi Nora, see what's next

It's easy to take the results personally, obsess over finding the root cause in the data, or immediately jump to solutions. Instead, see this dashboard as a starting point to an open conversation with your team.

1

Share feedback
Completed on April 17

2

Intrepret results
View the guide

3

Have a conversation
Launch guided conversations

4

Commit to action
Choose a focus area

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.

Team Conversations

Notification Emails

Survey End Results Notification Save Changes ×

Edits made to these notifications are for this program only.

Switching languages and switching from edit mode to preview mode automatically saves changes.

Use only plain text for customizing templates. The use of HTML, markdown, or adding images or videos may lead to errors and potential mail blocking.

Send notification 🔔 On

Send Days after survey ends

Program Setup Distribution Schedule Questions Reporting Communications **Coaching**

How We're Doing
Summary of results for manager to walk through. Edit

Reflection Point
Have the team reflect after viewing results. Edit

Pick a Focus Area
Team collaboratively chooses a Focus Area. Edit

Choose Action Items
Team works together to identify action items to improve a Focus Area. Edit

Summary
Prompt the manager to mark the conversation as done. Edit

Coaching Resources

Team Conversation Resource Guidance
Provide a resource to help managers have a meaningful conversation.

Enable Guidance Off

Select a Resource

Manager's **ACT** Team Conversation

Hi Alice ×

We've prepared an interactive presentation for you to share results with your team and commit to a focus area

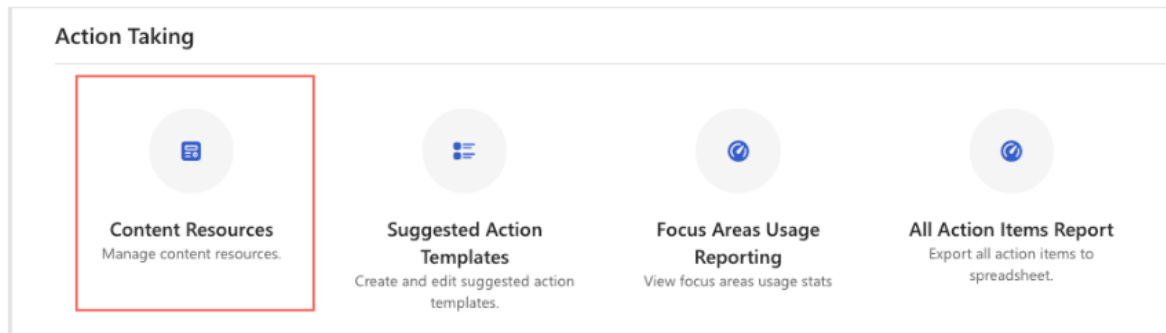
- ▶ **Present right from Viva Glint** No need to copy and paste to Powerpoint, we've got you covered
- 📄 **Easy collaboration** Review results and facilitate a discussion to learn what's most important to your team
- 📄 **Take one step forward** Choose a focus area with your team and add Viva Glint suggested actions to your plan

Get Started

Focus Areas

Access **Content Resources**...

Action Taking

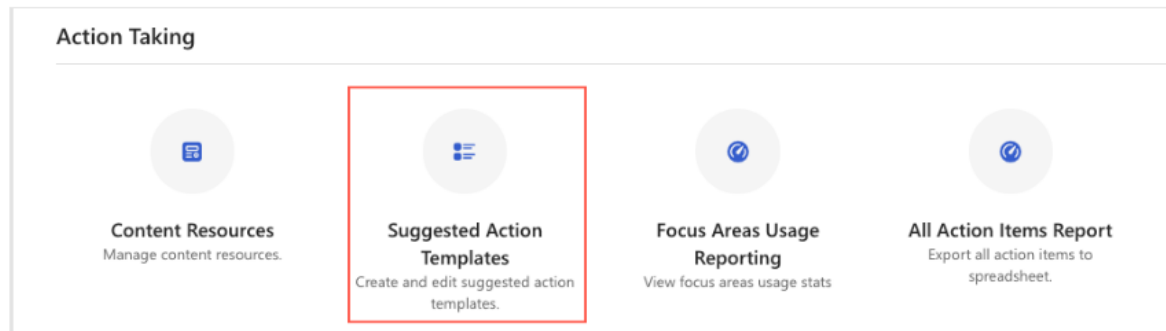


The screenshot shows a horizontal menu titled "Action Taking" with four items. The first item, "Content Resources", is highlighted with a red rectangular border. The other items are "Suggested Action Templates", "Focus Areas Usage Reporting", and "All Action Items Report".

- Content Resources**
Manage content resources.
- Suggested Action Templates**
Create and edit suggested action templates.
- Focus Areas Usage Reporting**
View focus areas usage stats
- All Action Items Report**
Export all action items to spreadsheet.

Access **Suggested Action templates**...

Action Taking



The screenshot shows the same "Action Taking" menu as above, but with the second item, "Suggested Action Templates", highlighted with a red rectangular border.

- Content Resources**
Manage content resources.
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Create and edit suggested action templates.
- Focus Areas Usage Reporting**
View focus areas usage stats
- All Action Items Report**
Export all action items to spreadsheet.

[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

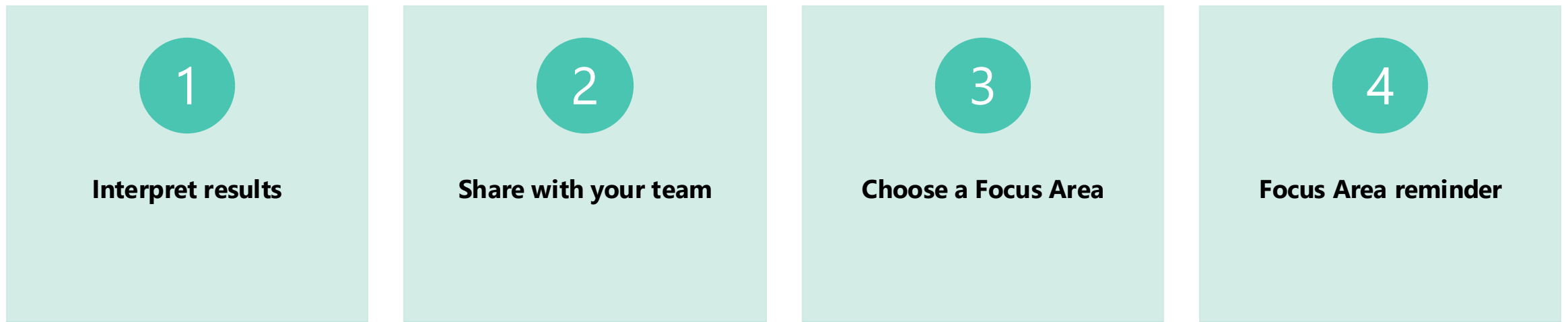
- What is one commitment we all will make today?
- How will we know if we are successful?
- How will we hold ourselves accountable for progress?
- What is a reasonable timeframe to check in on this commitment?

[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.



Q&A

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

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.

The screenshot shows the Microsoft Viva Glint Learning Paths and modules page. The page has a top navigation bar with the Microsoft logo and 'Learn' followed by dropdown menus for 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this is a secondary navigation bar with 'Microsoft Viva' and various Viva Glint categories like 'Viva Amplify', 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', 'Viva Pulse', and 'Topics'. A search box on the left is labeled 'Filter by title'. The main content area features a breadcrumb trail 'Learn / Microsoft Viva / Viva Glint /', a title 'Viva Glint learning paths and modules', and a sub-header 'Article • 02/12/2024 • 1 contributor'. A 'Feedback' link is visible. The 'In this article' section lists links for 'Earn badges', 'Courses for admins', and 'Courses for managers'. The main text begins with 'Discover the power of Microsoft Viva Glint with step-by-step guidance. Recommended trainings for admins and managers using Viva Glint are hosted within Microsoft Learn.' and continues with 'Viva Glint learning paths and the modules contained within them have been carefully created by our Subject Matter Experts to provide a thorough self-paced and self-teachable learning experience. Learning paths are comprised of building blocks, referred to as modules. All trainings are recommended prior to setting up and launching your first Viva Glint program.' The page ends with 'As an HR and/or an IT professional, you may find both the admin and manager trainings useful in using Viva Glint.'

The screenshot shows the Microsoft Viva Glint Badging page. The page has a top navigation bar with the Microsoft logo and 'Learn' followed by dropdown menus for 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this is a secondary navigation bar with 'Microsoft Viva' and various Viva Glint categories like 'Viva Amplify', 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', 'Viva Pulse', and 'Topics'. A search box on the left is labeled 'Filter by title'. The main content area features a breadcrumb trail 'Learn / Microsoft Viva / Viva Glint /', a title 'Viva Glint badging', and a sub-header 'Article • 02/12/2024 • 1 contributor'. A 'Feedback' link is visible. The 'In this article' section lists links for 'Microsoft Viva Glint Foundations badge' and 'Microsoft Viva Glint Manager badge'. The main text begins with 'Microsoft Viva Glint badging is an exciting opportunity for Viva Glint customers to share their knowledge and expertise of Viva Glint engagement programming with their social network. Through recommended learning paths and modules, customers increase their confidence and drive efficiency using self-paced learning experiences. Upon completion of the recommended online learning courses, customers are eligible to earn a Viva Glint/Credly certification badge, to post on your LinkedIn profile.' The page ends with 'Credly - a Microsoft third-party vendor - empowers organizations to officially recognize individuals for demonstrated competencies and skills.'

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

The screenshot shows the Microsoft Learn documentation page for 'Introduction to Microsoft Viva Glint'. The page layout includes a top navigation bar with the Microsoft logo and 'Learn' text, followed by dropdown menus for 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this is a secondary navigation bar for 'Microsoft Viva' with links to 'Viva Amplify', 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', 'Viva Pulse', and 'Topics'. The main content area features a breadcrumb trail 'Learn / Microsoft Viva /', the article title 'Introduction to Microsoft Viva Glint', and metadata 'Article • 09/29/2023 • 3 contributors'. A 'Feedback' button is visible. The 'In this article' section lists 'Get started with Viva Glint' and 'How does Viva Glint improve the overall health of your organization?'. A paragraph states: 'This article helps you to understand how Microsoft Viva Glint makes people in your organization happier and more successful at work.' Below this is a video player with the title 'An introduction to Microsoft Viva Glint and people success' and a play button. The video thumbnail shows a Viva Glint dashboard with 'Apr 2023 Engagement' at 71. The right sidebar contains 'Additional resources' with sections for 'Training' (including 'Get to Know Viva Glint's Approach Training') and 'Documentation' (including 'Four stages of Viva Glint program').

Learn / Microsoft Viva /

Introduction to Microsoft Viva Glint

Article • 09/29/2023 • 3 contributors

[Feedback](#)

In this article

- [Get started with Viva Glint](#)
- [How does Viva Glint improve the overall health of your organization?](#)

This article helps you to understand how Microsoft Viva Glint makes people in your organization happier and more successful at work.

First, watch this 4:30 video for an easy-to-understand introduction of Viva Glint and its people success methodology:

An introduction to Microsoft Viva Glint and people success

Apr 2023 Engagement: 71

Additional resources

- Training**
 - Module: [Get to Know Viva Glint's Approach Training](#)

This module will explain how Viva Glint provides visibility into the total employee engagement through wide surveys and recommended actions.
- Documentation**
 - [Four stages of Viva Glint program](#)

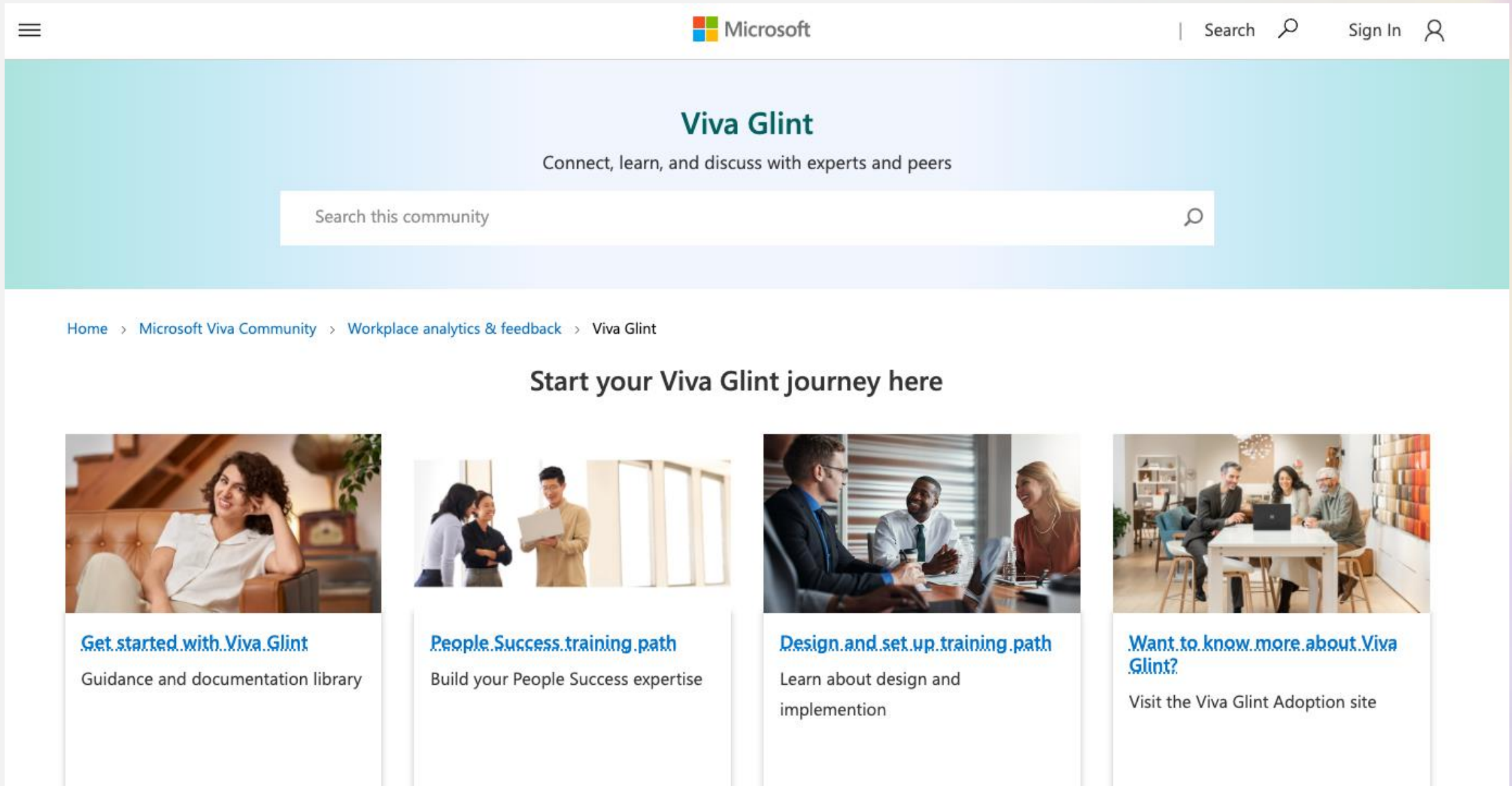
A strong feedback program incorporates multiple survey types and 360-degree feedback.
 - [Viva Glint program types and associated templates](#)

Viva Glint offers Engagement, pulse, and 360-degree feedback programs to support and improve businesses.
 - [Set up a Microsoft Viva Glint tenancy](#)

When a new customer purchases and is entitled to the Viva Glint product, the tenancy should occur within days.

[Show 5 more](#)

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.



The screenshot shows the Microsoft Viva Glint community page. At the top, there is a navigation bar with the Microsoft logo, a search icon, and a sign-in icon. Below the navigation bar is a teal header with the text "Viva Glint" and "Connect, learn, and discuss with experts and peers". A search bar is positioned below the header. The main content area features a breadcrumb trail: "Home > Microsoft Viva Community > Workplace analytics & feedback > Viva Glint". The central heading is "Start your Viva Glint journey here". Below this heading are four cards, each with an image and a title:

- Get started with Viva Glint**: Guidance and documentation library. Image: A woman sitting on a couch, smiling.
- People Success training path**: Build your People Success expertise. Image: Three people in a meeting, one holding a laptop.
- Design and set up training path**: Learn about design and implementation. Image: Three people in a meeting, one pointing at a laptop screen.
- Want to know more about Viva Glint?**: Visit the Viva Glint Adoption site. Image: Four people sitting around a table, looking at a laptop.

Bookmark our [live events](#) page to stay updated on our events schedule.

The screenshot shows the Microsoft Tech Community website's Viva Glint Events page. The navigation bar includes Microsoft, Tech Community, Community Hubs, Blogs, Events, Microsoft Learn, and Lounge. The page title is "Viva Glint Events". Below the title, there are filters for "View as:" (List View and Calendar View), "Status" (Select Status), "Labels" (Select Label), and "Date Range". The "Upcoming Events" section features a card for the event "Think like a People Scientist: Understanding and interpreting your survey data" on Feb 20, 2024, from 08:00 AM to 09:00 AM (PST), hosted on Microsoft Teams. The card includes a registration link, a thumbnail image, and a status bar showing 0 attendees, 0 likes, and 0 comments.

Microsoft | Tech Community | Community Hubs | Blogs | Events | Microsoft Learn | Lounge | Search | Sign In

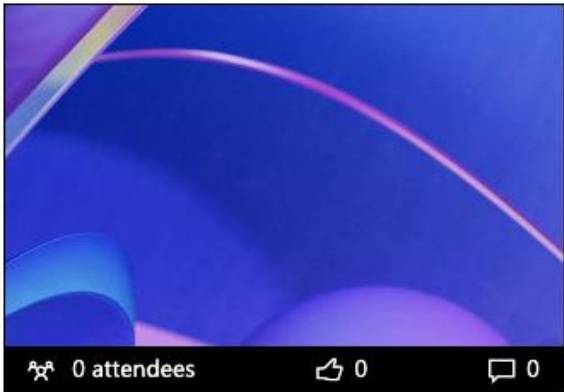
Home > Viva Glint > Viva Glint

Viva Glint Events

View as: **List View** | Calendar View

Status: Select Status | Labels: Select Label | Date Range: [] []

Upcoming Events



Think like a People Scientist: Understanding and interpreting your survey data
Feb 20 2024, 08:00 AM - 09:00 AM (PST)
Microsoft Teams
Register here: [Microsoft Virtual Events Powered by Teams](#)

0 attendees | 0 likes | 0 comments

Join us for this series of webinars on how to 'think like a People Scientist.' Based on your feedback, we have introduced this series to help dive deeper into key topics where a People Science per

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[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 adopted. Deploying the Copilot Impact Survey template in Viva Glint organizations can

Check out our [Viva Glint blog](#) for our monthly newsletters and other updates.


The screenshot shows the Viva Glint Blog page on the Microsoft Tech Community website. The page features a blue header with the Microsoft logo and navigation links for Tech Community, Community Hubs, Blogs, Events, Microsoft Learn, and Lounge. A search bar and a Sign In link are also present. The main content area is titled "Viva Glint Blog" and includes a filter by label dropdown, a Follow button, and an RSS button. The page content is organized into three columns, each with a featured article. The first article is titled "Late January 2024 Viva Glint newsletter" by JudyWeiner1, dated Jan 26 2024 07:51 AM, with 596 views. The second article is "Introducing Viva Glint: Ask the Experts series" by KathrynBowen, dated Jan 23 2024 10:36 AM, with 549 views. The third article is "January 2024 Viva Glint newsletter" by JudyWeiner1, dated Jan 08 2024 09:39 AM, with 610 views. Each article includes a thumbnail image, a title, author information, and a brief description.

Microsoft | Tech Community | Community Hubs | Blogs | Events | Microsoft Learn | Lounge | Search | Sign In

Viva Glint Blog


Filter by label | Follow | RSS

Home > Viva Glint > Viva Glint Blog | Options




Late January 2024 Viva Glint newsletter
[JudyWeiner1](#) on Jan 26 2024 07:51 AM
596 views

Explore what's new and upcoming with Viva Glint!



Introducing Viva Glint: Ask the Experts series
[KathrynBowen](#) on Jan 23 2024 10:36 AM
549 views

Viva Glint is now hosting a monthly session in which you will have an opportunity to interact live with Glint experts!



January 2024 Viva Glint newsletter
[JudyWeiner1](#) on Jan 08 2024 09:39 AM
610 views

Explore the January Viva Glint newsletter!

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!