



Viva Glint: Ask the Expert series

December 10, 2024

Agenda

- Welcome & Introductions
- Lifecycle Essentials
 - Practitioner perspective
 - Platform perspective
- Q&A

Today's hosts:



Jason Thomas

Senior People Scientist
Nebraska, USA



Luz Lorenz

Sr. Customer Experience
Program Manager
Texas, USA



Alessandra Follesa

Solution Architect
London, UK

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts

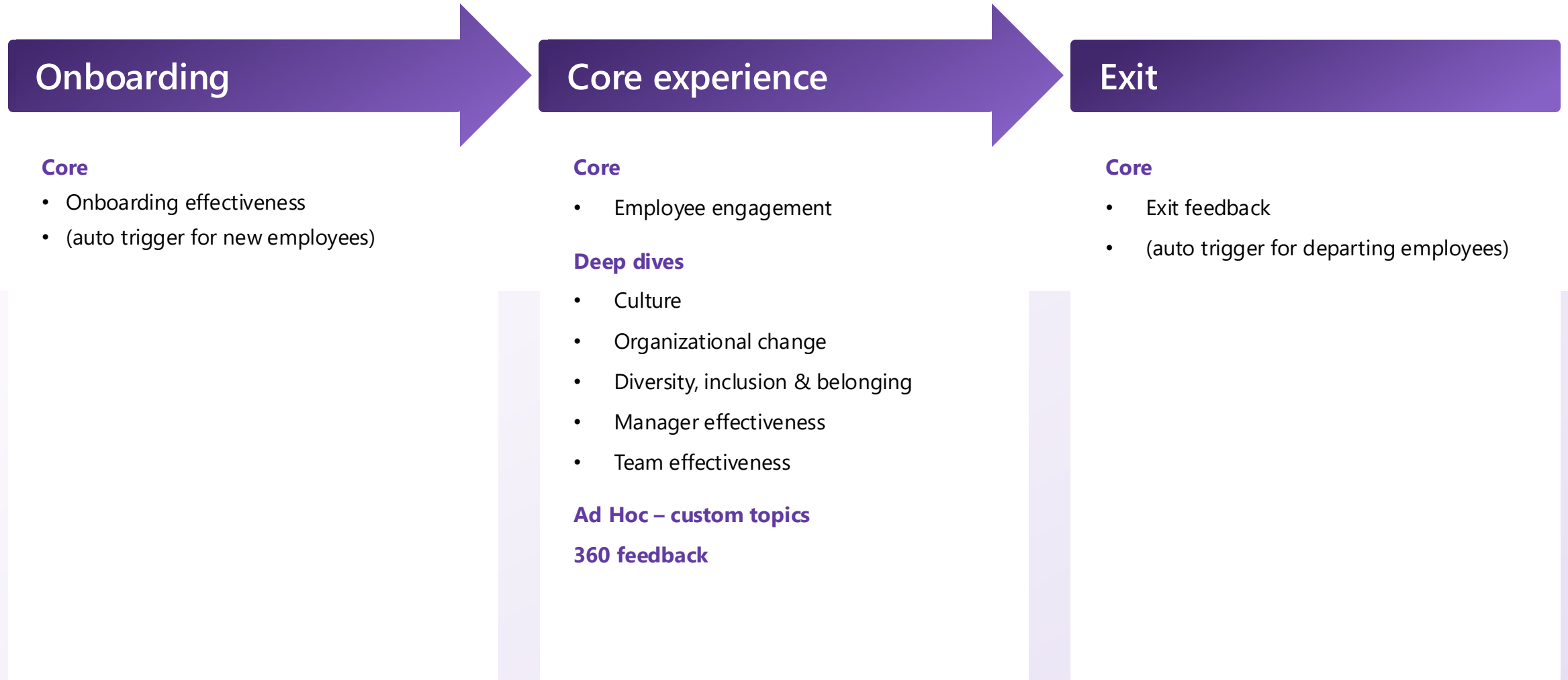


Jason Thomas

Senior People Scientist
Nebraska, USA

Practitioner Perspective on lifecycle essentials

Understand the employee journey in real time



Cross-program intelligence

Viva Glint Deep-Dive Survey Programs

Culture

- Inform the **transformation of company culture** to support shifts in business strategy
- Assess cultural alignment between legacy and target organizations during **M&A**

Organizational Change

- Assess employee perceptions, concerns, and needs during **large-scale changes** (e.g., M&A, technology implementation, restructuring)

Diversity, Inclusion & Belonging

- Identify key drivers of belonging and strengths and opportunities for **fostering an inclusive environment** in your organization
- Inform or assess the progress of your **organizational DIBs strategy**

Manager Effectiveness

- Provide **feedback to managers** on their strengths and opportunities **from those who report up to them**
- Identify organizational trends and **inform leadership development** needs / programming

Team Effectiveness

- Enable managers to leverage strengths and address opportunities regarding **how their team members work together**
- Identify organizational trends and **inform organizational development** needs / programming

Viva Glint People Success Elements

Purpose



Meaning & Fulfillment

I see how I am part of something bigger than myself – how the work I do has a meaningful impact on others or helps drive organization success.

Clarity



Focus & Adaptability

I know what success looks like and how to prioritize. I know when I am on track, and I get regular feedback that helps me change course as needed and make progress towards my goals.

Empowerment



Autonomy & Trust

I have access to the information, people, tools and resources to work effectively. I am trusted to make decisions, take risks, and try new approaches in my work.

Wellbeing



Safety & Wellness

I am respected and feel safe, secure and equitably treated. I am entrusted with the flexibility to best direct my talents, time, and energy to maintain my health and happiness.

Connection



Inclusion & Belonging

I feel a sense of belonging as a uniquely valued, trusted, and integral member of a diverse community of people who appreciate my contributions. I have collaborative and high-quality relationships with my colleagues.

Growth



Competence & Impact

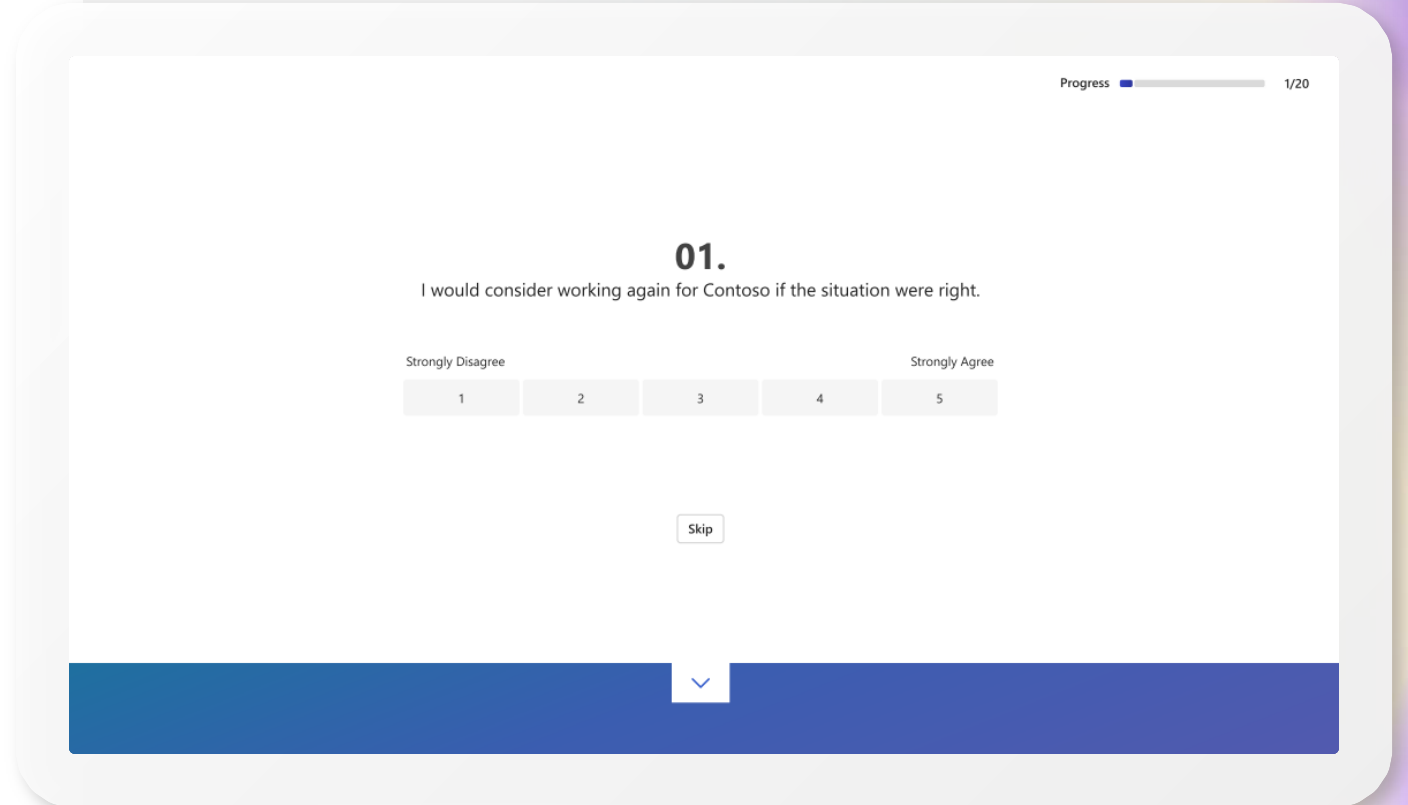
I maximize my strengths, take on challenging work, learn new skills, and diversify my experience to expand my impact and my opportunities.

All survey items within the Glint taxonomy are aligned to one of these 6 elements to help ensure you are measuring what matters most to people to create thriving cultures, people-centric leaders, and engaged employees.

Employee lifecycle

Visibility and insight throughout the employee journey

- Multiple survey support (onboarding, role change, promotion, exit, etc.)
- Triggered through HRIS integration, reducing administrative burden
- Pre-built, configurable content covers topics like recruitment, training, role clarity, information resources, and manager support
- Exit survey content includes reasons for leaving and disengagement triggers



Progress 1/20

01.

I would consider working again for Contoso if the situation were right.

Strongly Disagree Strongly Agree

1 2 3 4 5

Skip

↓

The screenshot shows a survey question on a white background. At the top right, there is a progress indicator with a blue bar and the text 'Progress' followed by a horizontal line and '1/20'. The question number '01.' is centered in bold. Below it is the question text: 'I would consider working again for Contoso if the situation were right.' Underneath the question is a five-point Likert scale. The labels 'Strongly Disagree' and 'Strongly Agree' are positioned above the first and fifth points, respectively. The points are numbered 1 through 5. Below the scale is a 'Skip' button. At the bottom of the survey area, there is a blue bar with a white downward-pointing chevron icon.

Employee Lifecycle: Onboarding Surveys

We recommend pulsing new hires at regular intervals during the first 90 days to address any concerns before they become engagement and attrition issues

- **At end of Week 1** – to understand the recruiting and orientation experience and to begin to identify early indicators of engagement, such as belonging
- **At end of 30-45 days** – to understand how new hires are adapting to their roles, their relationship with their manager and team, perception of company culture, and if they feel they can be their best selves
- **End of 90 days** – to assess if new hires feel aligned, supported, and enabled in the context of the organization



Build an onboarding experience
to accelerate People Success

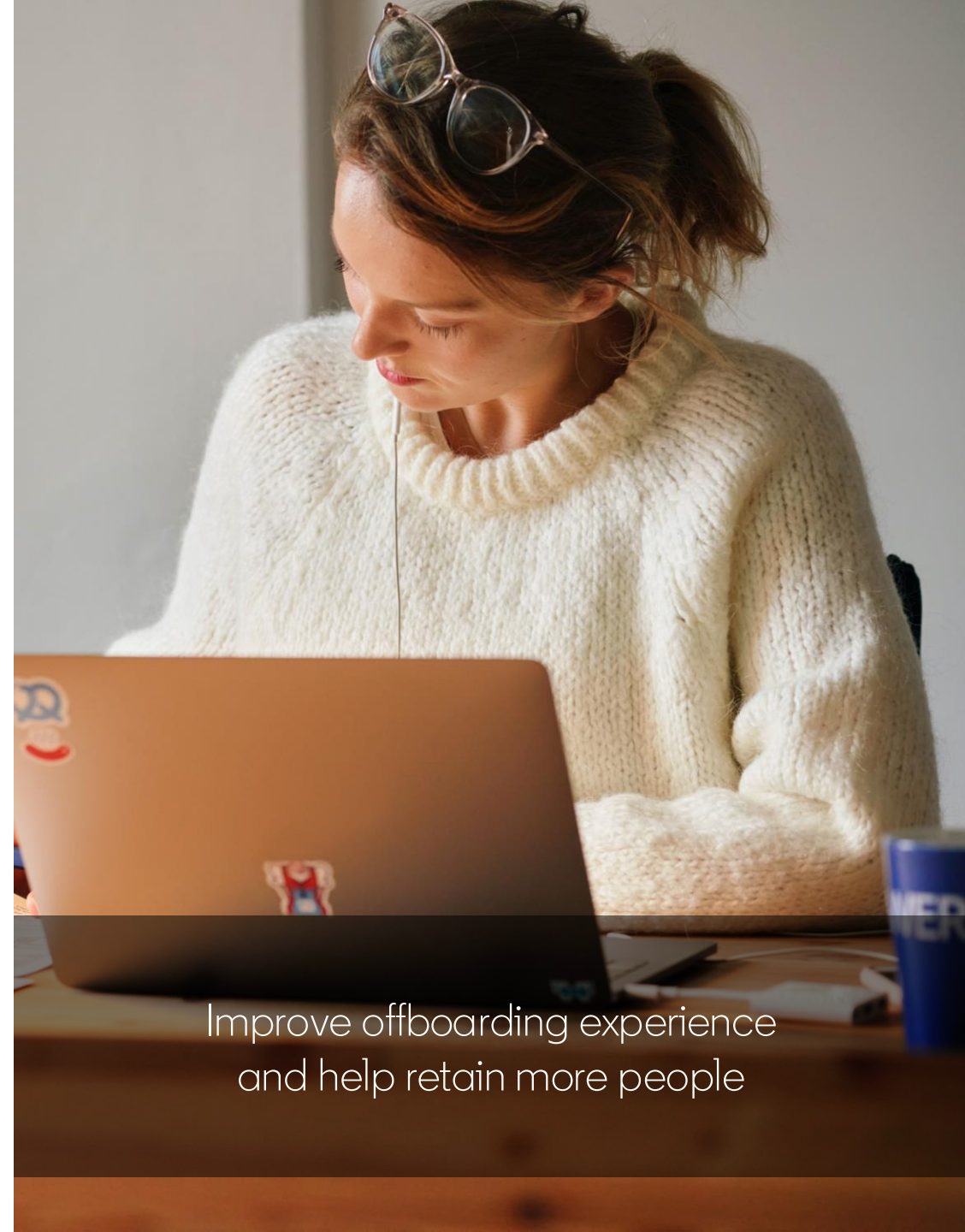
Suggested Onboarding Survey Items

Item Name	Item Text	Week 1	30-45 Days	90 Days
Onboarding Experience	Overall, I have had a good onboarding experience.	X	X	X
eSat	How happy are you working at [Company Name]?	X	X	X
Recruitment	The recruitment process was excellent.	X		
Job Preview	My experience so far matches the way the role was described.	X	X	X
Authenticity	I feel comfortable being myself at work.	X	X	X
Consideration	My manager cares about me as a person.	X	X	X
Team Support	I can get the help I need from my teammates and colleagues.	X	X	X
Belonging	I feel a sense of belonging at [Company Name.]	X	X	X
Openness	I can openly express my thoughts, questions, and ideas without fear of negative consequences.	X	X	X
Barriers	What barriers (if any) are slowing you down right now?	X	X	X
Reasons for joining	What were the main reasons you joined [Company Name]?	X		
Role Clarity	I clearly understand what is expected of me in my role.		X	X
Role Support	I receive the support (coaching, training, etc.) I need to perform my new role well.		X	X
Resources	I have the resources I need to do my job well.		X	X
Information	I have the information I need to do my job well.		X	X
Awareness	I know what the different parts of [Company Name] do.			X
Self-efficacy	My onboarding has given me the confidence to be successful in my role.			X

Employee Lifecycle: Exit Surveys

Exiting employees get exit pulse shortly after they give notice

- Deliberately short set of questions that help uncover the circumstances of an employee's departure
- Our standard program consists of four rating-style items, one multiple-choice item, and one open-ended question that get feedback on:
 - *Reasons for leaving*
 - *Willingness to recommend the organization to others*
 - *Exit treatment*
 - *Willingness to return to the organization*



Improve offboarding experience
and help retain more people

Exit Survey Items

Item Name	Item Text
Reasons for Leaving	<p>What were the most important factors in your decision to leave? <i>Select up to three options, feel free to leave a comment to explain your selection.</i></p> <ul style="list-style-type: none"> ○ I am leaving for a reason that is not within the company's control. ○ My role is not a good fit with my strengths. ○ I don't feel valued here. ○ I don't have good opportunities to learn and grow. ○ I don't have good career opportunities. ○ I am not excited about the future of <COMPANY_NAME>. ○ I am not satisfied with management. ○ I am not satisfied with my total compensation (salary, bonus, stock, etc.). ○ I am not able to successfully balance my work and personal life. ○ I am retiring from <COMPANY_NAME>. ○ Other
Recommend - Exit	I would recommend <COMPANY_NAME> as a great place to work.
Exit Treatment	I am happy with how I've been treated with respect to my departure from <COMPANY_NAME>.
Rehire	I would consider working again for <COMPANY_NAME> if the situation were right.
Disengagement Duration	<p>How long ago did you decide to start looking for a job elsewhere?</p> <ul style="list-style-type: none"> ○ Less than 3 months ○ 3 to 12 months ○ More than 12 months ○ I was not actively looking for a job elsewhere
Disengagement Trigger	Describe the key event(s) or circumstance(s) (if any) that influenced you to consider leaving the company. <i>(open-ended)</i>

Platform
Perspective
on lifecycle essentials



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Exit Survey Best Practices

- Capture feedback **as soon as possible** after receiving notice.
- Stress that feedback will **help improve employee experience for all**.
- Communicate how responses are **used, protected, and reported**.
- **Reconsider** who can view the results **if you lower the threshold** to look at individual feedback; communicate to respondents, accordingly.
- **Keep exit surveys short** - measure “need to know” not “nice to know.”
- Provide exiting employees with **multiple ways to share feedback**, such as conversations with either HR or their manager.
- Send exit surveys to both **corporate and personal email addresses**.
- Make exit results in the Glint platform **available to HR teams**. They can explore results by organizational hierarchy and demographic attributes to uncover deeper trends.
- **Do not give managers real-time access** to results. Instead, provide access to static results after a certain timeframe (e.g., quarterly).
- **Integrate exit results with other data** to extract key insights. Identify what matters most to key groups with regrettable turnover.

Demographic Attributes to consider

Onboarding

- Hire Date (Required)

Exit Survey

- Termination Date (Required)
- Voluntary (Strongly recommended)
- Regrettable Y/N (Optional)
- Performance Review (Optional)
- Personal Email (Optional)

To add the Required attributes above to your Viva Glint platform, refer to this [Microsoft Learn article](#).

Distribution List setup

Add Attribute Rules

Save Changes

Adding a membership attribute will automatically add or filter by individuals meeting your criteria to this distribution list

Please choose one option below

I want to include all active employees only.

I want to filter all active employees by these populations:

Hire Date

30 days after to 45 days after

Choose day ranges relative to Hire Date

30 Days After Hire Date

45 Days After Hire Date

Cancel Done

Add Attribute Rules

Save Changes

Adding a membership attribute will automatically add or filter by individuals meeting your criteria to this distribution list

Please choose one option below

I want to include all active employees only.

I want to filter all active employees by these populations:

Termination Date

14 days before to 1 days after

Choose day ranges relative to Termination Date

14 Days Before Termination Date

1 Days After Termination Date

Cancel Done

Include Inactive Employees

In order to set up **Distribution Lists**, you must have completed the **attribute setup** and your **data upload** to the Viva Glint system.

ELC Programs Recommendations

To ensure successful onboarding and exit survey adoption, here are some best practices

1. Clear Communication: It's crucial to clearly communicate the purpose and importance of the surveys to employees. For exit surveys, make sure to explain how the feedback will be used and how data will be protected.

2. Regular Pulsing: For onboarding surveys, it's recommended to pulse new hires at regular intervals during the first 90 days. This helps address any concerns before they become engagement and attrition issues.

3. Survey Content: Ensure the survey content is relevant and covers key topics such as recruitment, training, role clarity, information resources, and manager support for onboarding surveys. For exit surveys, include questions about reasons for leaving and disengagement triggers.

4. Response Rates: While engagement surveys may see an average response rate close to 75%, exit response rates are traditionally lower, ranging from 30-70%. Implementing best practices can help improve these rates and collect actionable feedback

5. Automated Processes: Automating the survey process can significantly enhance efficiency and accuracy. For example, integrating surveys with HRIS systems can reduce administrative burden and ensure timely survey distribution.

6. Data Analysis: Collecting and analyzing survey data over time can generate valuable insights that lead to real improvements in the employee experience. It's important to make it easy for leaders and HR Business Partners to see patterns across functions or business units

7. Feedback Culture: Creating a culture of continuous feedback and growth is essential. This involves extending feedback to key events in the employee journey, such as onboarding, role changes, and exit

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 left sidebar contains a search box 'Filter by title' and a list of navigation items, with 'Learning paths and modules' highlighted. The main content area features the title 'Viva Glint learning paths and modules', a breadcrumb 'Learn / Microsoft Viva / Viva Glint /', and a 'Feedback' link. Below the title, it says 'Article • 02/12/2024 • 1 contributor'. 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.' It concludes 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 left sidebar contains a search box 'Filter by title' and a list of navigation items, with 'Badge certifications' highlighted. The main content area features the title 'Viva Glint badging', a breadcrumb 'Learn / Microsoft Viva / Viva Glint /', and a 'Feedback' link. Below the title, it says 'Article • 02/12/2024 • 1 contributor'. 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.' It concludes 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 interface for the article 'Introduction to Microsoft Viva Glint'. The page includes a navigation menu on the left, a main content area with a video introduction, and a right-hand sidebar with additional resources.

Navigation: Learn | Discover | Product documentation | Development languages | Topics

Microsoft Viva: Viva Amplify | Viva Connections | Viva Engage | Viva Glint | Viva Goals | Viva Insights | Viva Learning | Viva Pulse | Topics

Filter by title: Introduction to Microsoft Viva Glint

- Get started with Viva Glint
 - Four stages of a Viva Glint program
 - Viva Glint program types and associated templates
 - How People Science works with Viva Glint
 - Learning path and modules
 - Microsoft Viva Glint privacy
 - Privacy policies in Microsoft Viva Glint
- Plan and administer your Viva Glint platform
 - Deploy Microsoft Viva Glint as an M365 Global Admin
 - Deploy Microsoft Viva Glint as a Viva Glint Admin
 - Prepare and upload employee data
 - Manage features and settings
 - Share Manager Quick Guides
 - Use Viva Glint Best Practices and program guidance
- Set up and customize Viva Glint programs
 - Set up Program Summary for Viva Glint Engagement-type surveys
 - Set up and customize Viva Glint survey item templates
 - Setting up Employee Lifecycle surveys
 - Tailor users' survey experience with Viva Glint Display Logic
 - Deleting survey data from Viva Glint

Article: Learn / Microsoft Viva / **Introduction to Microsoft Viva Glint**
Article • 09/29/2023 • 3 contributors

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:

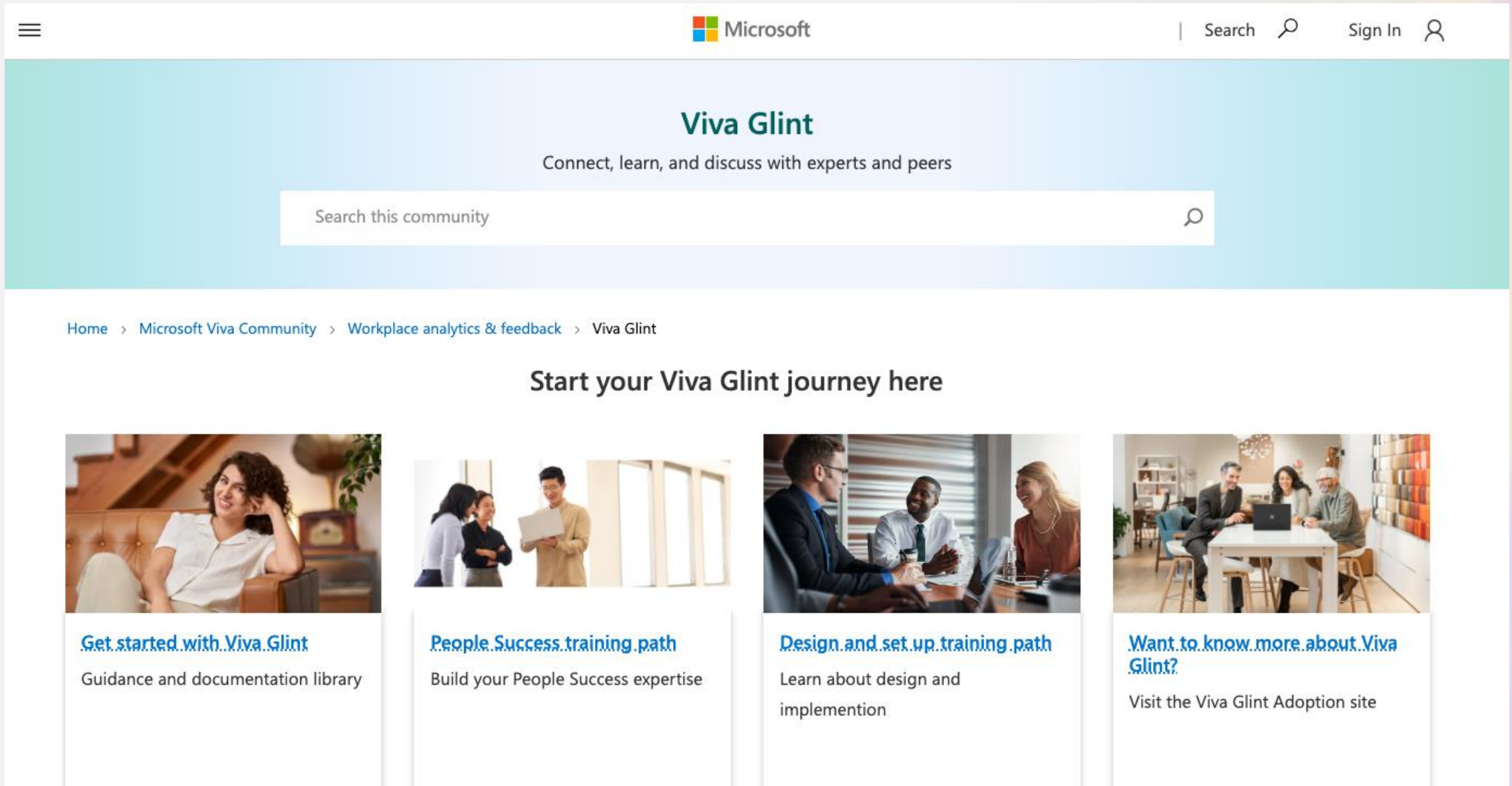
Video: An introduction to Microsoft Viva Glint and people success

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 experience through wide surveys and recommended actions.
- Documentation**
 - Four stages of Viva Glint program types and associated templates
 - Viva Glint program types and associated templates
 - Viva Glint offers Engagement, pulse, and 360 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 setup 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 Viva Glint community page. At the top, there is a Microsoft logo and navigation links for Search and Sign In. The main heading is "Viva Glint" with the subtitle "Connect, learn, and discuss with experts and peers". Below this is a search bar labeled "Search this community". A breadcrumb trail reads "Home > Microsoft Viva Community > Workplace analytics & feedback > Viva Glint". The main content area is titled "Start your Viva Glint journey here" and features four cards with images and text:

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

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 breadcrumb trail is 'Home > Viva Glint > Viva Glint'. The main heading is 'Viva Glint Events'. Below this, there are filters for 'View as:' (List View and Calendar View), 'Status' (Select Status), 'Labels' (Select Label), and 'Date Range' (two empty input boxes). The 'Upcoming Events' section features a card for an event titled '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 footer showing 0 attendees, 0 likes, and 0 comments.

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

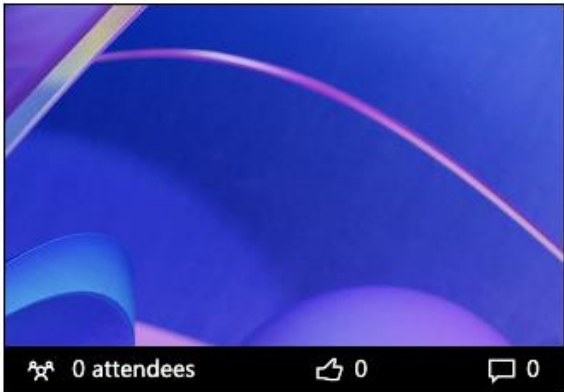
Home > Viva Glint > Viva Glint

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

...

[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 heading is "Viva Glint Blog". Below the heading, there are filters for "Filter by label", "Follow", and "RSS". The breadcrumb trail is "Home > Viva Glint > Viva Glint Blog". The page displays three blog posts:

- Late January 2024 Viva Glint newsletter** by [JudyWeiner1](#) on Jan 26 2024 07:51 AM. The post has 596 views. The image shows three people in a meeting, with the text "Viva Glint Monthly Newsletter" overlaid.
- Introducing Viva Glint: Ask the Experts series** by [KathrynBowen](#) on Jan 23 2024 10:36 AM. The post has 549 views. The image shows a group of people in a meeting, with a woman standing and presenting to a seated audience.
- January 2024 Viva Glint newsletter** by [JudyWeiner1](#) on Jan 08 2024 09:39 AM. The post has 610 views. The image shows two women sitting at a table, engaged in a conversation.

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.

...and more to come!