



# Viva Glint: Ask the Expert series

18 February 2025

# Agenda

- Welcome & Introductions
- User Roles & Permissions
  - Practitioner perspective
  - Platform perspective
- Q&A

# Today's hosts:



**Miwa Ishitani**  
PEOPLE SCIENTIST  
Japan



**Vincci Loo**  
CUSTOMER EXPERIENCE PM  
Singapore



**Roy Garcia**  
SOLUTION ARCHITECT  
Singapore



**Miwa Ishitani**  
PEOPLE SCIENTIST  
Japan

# Practitioner Perspective on Stakeholder Roles

People Success is...

people bringing their  
**best selves** to work—  
in order to do their  
**best work.**



*Microsoft Viva and Viva Glint can  
help you achieve People Success*

# The path to People Success

Viva Glint helps leaders and teams...



...get **immediate and focused insights**



...use results to fuel **ongoing conversations**



...continuously **improve and grow the employee experience**

# Viva Glint helps organizations get to actionable conversations more quickly

## Traditional Human Capital Management

- Infrequent, siloed feedback opportunities
- Complex actions plans create burdensome work
- HR-driven compliance-focused activities; insights mainly held at the executive level



## Viva Glint People Success

- Frequent feedback opportunities aligned to business decisions and employee experiences
- Strong emphasis on feedback to fuel conversations, growth, improvement and people goals
- Managers and teams enabled with insights to own continuous conversations and actions

Real change happens when everyone is **empowered** to play their part



### Senior leaders

become role models through transparency and tangible commitment to action



### Managers

own meaningful ongoing conversations with their teams and bring a continuous improvement mindset to change



### HR

use insights to build capability in others and drive behavior change, not simply initiatives



### Employees

are accountable to be active participants in taking action and driving change



# How does the *Senior Leader's* role evolve in the path to People Success?

Senior Leaders drive accountability and confidence by empowering Leaders to drive action



- May **not recognize the importance** of employee engagement for business success
- Does **not prioritize** reviewing results or action taking



- **Recognize importance** of employee engagement, but **does not consistently role model** key behaviors
- **Thank employees** for feedback; **share** high-level strengths, opportunities, and focus areas with organization



- **Regularly reinforce** why employee feedback is critical to the organization
- **Link insights to action** and how feedback is being used to drive actions / initiatives
- **Review engagement metrics** side by side with productivity, financial, or other key metrics that determine success

# How does the *Manager's* role evolve in the path to People Success?

Managers own the ongoing conversations to drive action



- **Long lapse of time** until they receive their team's results, if at all
- **No accountability** for sharing results or action taking



- Receive results for their teams in a **timely** manner
- **Held accountable** for reviewing results with their teams and taking action



- Have **collaborative conversations** with their teams to identify targeted actions
- Regularly **use 1:1s and team meetings to provide updates and monitor progress** of actions (without a survey to prompt them)

# How does *HR's* role evolve in the path to People Success?

HR serves as a coach and thought partner to enable Leaders to have ownership



- **Pulls reports and leads communication** of engagement efforts to the organization
- **Leads discussions** to review results with teams and efforts to **take action**



- **Supports leaders** in reviewing results and taking action; **follows up** with leaders to monitor progress with their teams
- **Links engagement data with other people data** (e.g., turnover) to understand the full employee lifecycle



- Integrates engagement data with other data to **influence organizational decision-making and communications**
- **Gathers action taking stories** from their parts of the organization and shares them with the broader organization
- **Shares best practices** and makes connection

# The ACT Framework



**Acknowledge** where we are

**Collaborate** on where we want to go

**Take** one step forward

## Key Resources:

- ▶ [Viva Glint Manager Quick Guide](#)
- ▶ [Viva Glint eBook: Propel Action Taking Through Conversations](#)

# What does this look like after a survey?

## Senior Leaders

- Thank employees for feedback and transparently share high level results of the survey.
- Role model action taking by having an ACT conversation with your team of direct reports.
- Connect employee feedback and the survey (by name) at regular town halls sharing the feedback, action, and progress.
- Hold your leaders accountable for conversation and action.

## Managers

- Schedule 15-20 minutes at your next team meeting to review team results together.
- Facilitate a discussion using the ACT framework.
- Collaborate with your team to choose 1 action to take.
- Check-in with team regularly to discuss and monitor progress.

## Human Resources

- Coach managers on having conversations.
- Empower managers to use the Glint platform and to focus on 1 action at a time.
- Collect stories to share with the organization.
- Continue linking actions with employee feedback.



**Vincci Loo**

**CUSTOMER EXPERIENCE PM**

**Singapore**

# Platform Perspective on User Roles & Permissions

Q&A

# Thanks for joining!

Scan this code to share your feedback about today's session and suggest future topics

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](mailto: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 navigation bar with 'Learn', 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below the navigation bar, there is a breadcrumb trail: 'Learn / Microsoft Viva / Viva Glint /'. The main heading is 'Viva Glint learning paths and modules'. Below the heading, it says 'Article • 02/12/2024 • 1 contributor' and 'Feedback'. The 'In this article' section lists three links: 'Earn badges', 'Courses for admins', and 'Courses for managers'. The main content area starts with the text: '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.' Below this, it says: '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 final sentence reads: '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 navigation bar with 'Learn', 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below the navigation bar, there is a breadcrumb trail: 'Learn / Microsoft Viva / Viva Glint /'. The main heading is 'Viva Glint badging'. Below the heading, it says 'Article • 02/12/2024 • 1 contributor' and 'Feedback'. The 'In this article' section lists two links: 'Microsoft Viva Glint Foundations badge' and 'Microsoft Viva Glint Manager badge'. The main content area starts with the text: '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.' Below this, it says: '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 various Viva products. The main content area features a breadcrumb trail 'Learn / Microsoft Viva /', the article title 'Introduction to Microsoft Viva Glint', and a 'Feedback' button. A 'Filter by title' search box is located on the left. The left sidebar contains a tree view of the article's sections. The main text includes an 'In this article' section with a link to 'Get started with Viva Glint' and a paragraph explaining the article's purpose. A video player is embedded, showing a video titled 'An introduction to Microsoft Viva Glint and people success' with a play button overlay. The video content shows a Viva Glint dashboard with an 'Executive Summary' card displaying 'Apr 2023 Engagement' at 71. The right sidebar contains 'Additional resources' with sections for 'Training' and 'Documentation', each with a 'Show 5 more' link.

**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

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**

Viva Glint Dashboard: Reporting

Employee Signals: April 2023

Executive Summary

Apr 2023 Engagement: 71

↓ 1 vs Apr

## 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](#)

A strong feedback program incorporates a variety of survey types and frequencies.

[Viva Glint program types and associated templates](#)

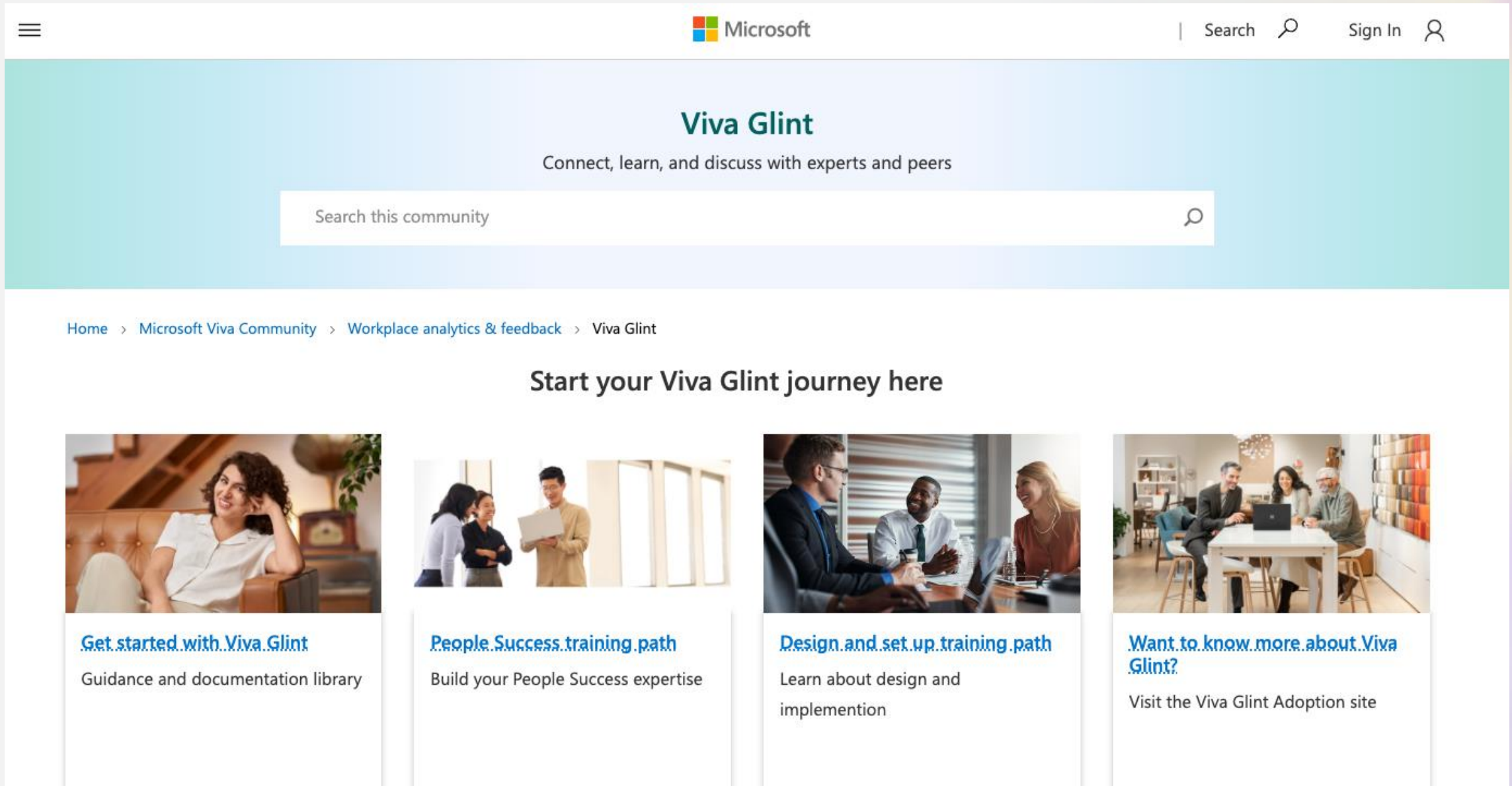
Viva Glint offers Engagement, specialty, and 360 feedback programs to suit a variety of business needs to improve businesses.

[Set up a Microsoft Viva Glint tenancy](#)

When a new customer purchases Viva Glint, they are entitled to the Viva Glint product within a certain time period.

[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 tagline "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 page title is "Viva Glint Events". Below the title, there are view options for "List View" (selected) and "Calendar View". There are also filters for "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 status bar showing 0 attendees, 0 likes, and 0 comments. The event description begins with "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".

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

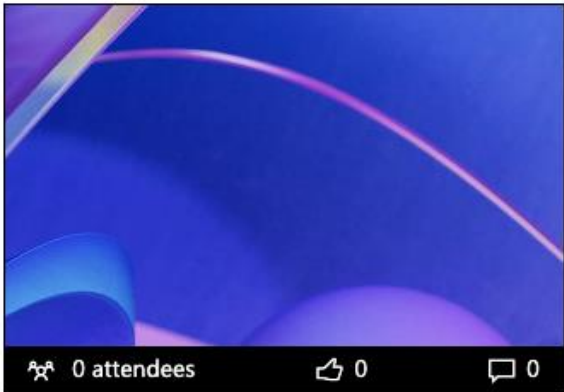
Home > Viva Glint > Viva Glint

## 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, smiling and talking.

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.

## 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!