Viva Glint: Ask the Expert series
February 6, 2024
· Welcome & Introductions

· Survey Design Principles
  o Practitioner perspective
  o Platform perspective

· Q&A
Today's hosts:

Christina Rasieleski
Senior People Scientist
Rhode Island, USA

Adam Landerfield
Customer Experience Program Manager
Nebraska, USA

Nithin Jayarajan
Solutions Architect
Dublin, Ireland

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts
How do you hope your survey results will inform your organization?
(examples: strategic decision making, relationships between leaders and employees)
Practitioner Perspective on Survey Design Principles

Christina Rasieleski
Senior People Scientist
Rhode Island, USA
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
The Viva Glint Approach: People Success & Employee Engagement

**People Success**
At Glint we define People Success as people bringing their best selves to work—in order to do their best work.

**Employee Engagement**
The primary outcome measure. The degree to which people are motivated to invest their cognitive, emotional, and behavioral energies toward successful outcomes.

**People Success Elements**
The drivers of engagement. Research validated elements that together summarize the fundamental needs and expectations most critical to a person’s holistic work and life experience.

**How do we track and measure people success through sentiment-based surveys?**
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 items within the Glint taxonomy are aligned to one of these 6 elements to help ensure you are measuring what matters to most to people to create thriving cultures, people-centric leaders, and engaged employees.
Viva Glint
Survey Design Principles:

- Keep surveys short & focused
- Ask the best (most valid) one question to understand the topic
- Use comments to understand more details
- Questions are conversational in tone and written at a high level
- Questions should be applicable to all populations
- Focus on what you need to know, not just nice to know
- If you can’t take action on the feedback—don’t ask it
- Rotate items across surveys to cover more topics at relevant times

Make it Easy and Actionable:
Benefits of shorter surveys & single-item domains

User Experience
- Ease of survey completion

Qualitative Advantage
- Larger comment pool with better comment quality

Continuous Conversations
- More frequent and data-driven feedback loops

Focused Action
- Dive quickly into opportunity areas
- Sync with talent and business strategy
# Viva Glint Drivers of People Success

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Item Text</th>
<th>People Success Element</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>eSat</strong></td>
<td>How happy are you working at &lt;COMPANY_NAME&gt;?</td>
<td>Engagement Index</td>
</tr>
<tr>
<td><strong>Recommend</strong></td>
<td>I would recommend &lt;COMPANY_NAME&gt; as a great place to work.</td>
<td>Engagement Index</td>
</tr>
<tr>
<td>Leadership</td>
<td>I have confidence in the leadership team.</td>
<td>Purpose</td>
</tr>
<tr>
<td>Prospects</td>
<td>I am excited about &lt;COMPANY_NAME&gt;’s future.</td>
<td>Purpose</td>
</tr>
<tr>
<td>Values</td>
<td>People at &lt;COMPANY_NAME&gt; live the company values.</td>
<td>Purpose</td>
</tr>
<tr>
<td>Purpose</td>
<td>The work that I do at &lt;COMPANY_NAME&gt; is meaningful to me.</td>
<td>Purpose</td>
</tr>
<tr>
<td>Continuous Improvement</td>
<td>&lt;COMPANY_NAME&gt; continually improves the way work gets done.</td>
<td>Clarity</td>
</tr>
<tr>
<td>Prioritization</td>
<td>I know what I should be focusing on right now.</td>
<td>Clarity</td>
</tr>
<tr>
<td>Feedback</td>
<td>[My manager] provides me with feedback that helps me improve my performance.</td>
<td>Clarity</td>
</tr>
<tr>
<td>Growth</td>
<td>I have good opportunities to learn and grow at &lt;COMPANY_NAME&gt;.</td>
<td>Growth</td>
</tr>
<tr>
<td>Role</td>
<td>My role is an excellent fit with my strengths.</td>
<td>Growth</td>
</tr>
<tr>
<td>Belonging</td>
<td>I feel a sense of belonging at &lt;COMPANY_NAME&gt;.</td>
<td>Connection</td>
</tr>
<tr>
<td>Collaboration</td>
<td>Teams at &lt;COMPANY_NAME&gt; collaborate effectively to get things done.</td>
<td>Connection</td>
</tr>
<tr>
<td>Inclusive Leaders</td>
<td>Leaders at &lt;COMPANY_NAME&gt; value different perspectives.</td>
<td>Connection</td>
</tr>
<tr>
<td>Recognition</td>
<td>I feel satisfied with the recognition or praise I receive for my work.</td>
<td>Connection</td>
</tr>
<tr>
<td>Communication</td>
<td>&lt;COMPANY_NAME&gt; does a good job of communicating with employees.</td>
<td>Empowerment</td>
</tr>
<tr>
<td>Empowerment</td>
<td>I feel empowered to make decisions regarding my work.</td>
<td>Empowerment</td>
</tr>
<tr>
<td>Resources</td>
<td>I have the resources I need to do my job well.</td>
<td>Empowerment</td>
</tr>
<tr>
<td>Care</td>
<td>At work, I feel cared about as a person.</td>
<td>Well-being</td>
</tr>
<tr>
<td>Support</td>
<td>I feel well supported by &lt;COMPANY_NAME&gt; at this time.</td>
<td>Well-being</td>
</tr>
<tr>
<td>Work Life Balance</td>
<td>I am able to successfully balance my work and personal life.</td>
<td>Well-being</td>
</tr>
<tr>
<td>Action Taking</td>
<td>I believe meaningful action will be taken as a result of this survey.</td>
<td>---</td>
</tr>
</tbody>
</table>

## Other Key Areas
- Career
- Culture
- Customer Focus
- Decision Making
- Diversity
- Diversity Commitment
- Equitable Opportunity
- Initiative
- Intent to Stay
- Manager
- Retention
- Strategy
- Well-being
Other important drivers identified in our research

<table>
<thead>
<tr>
<th>Driver Name</th>
<th>Item Text</th>
<th>People Success Element</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retention</td>
<td>I rarely think about looking for a job at a different company.</td>
<td>Outcome</td>
</tr>
<tr>
<td>Intent to Stay</td>
<td>I plan to be working at &lt;COMPANY_NAME&gt; two years from now.</td>
<td>Outcome</td>
</tr>
<tr>
<td>Customer Focus</td>
<td>&lt;COMPANY_NAME&gt; delivers a great customer experience.</td>
<td>Purpose</td>
</tr>
<tr>
<td>Strategy</td>
<td>I understand how &lt;COMPANY_NAME&gt; plans to achieve its goals.</td>
<td>Purpose</td>
</tr>
<tr>
<td>Career</td>
<td>I have good career opportunities at &lt;COMPANY_NAME&gt;.</td>
<td>Growth</td>
</tr>
<tr>
<td>Diversity</td>
<td>Diverse perspectives are valued at &lt;COMPANY_NAME&gt;.</td>
<td>Connection</td>
</tr>
<tr>
<td>Diversity Commitment</td>
<td>Top leaders demonstrate a visible commitment to diversity.</td>
<td>Connection</td>
</tr>
<tr>
<td>Manager</td>
<td>I would recommend my manager to others.</td>
<td>Connection</td>
</tr>
<tr>
<td>Decision Making</td>
<td>Overall, I am satisfied with how decisions are made at &lt;COMPANY_NAME&gt;.</td>
<td>Empowerment</td>
</tr>
<tr>
<td>Initiative</td>
<td>I am encouraged to find new and better ways to get things done.</td>
<td>Empowerment</td>
</tr>
<tr>
<td>Equitable Opportunity</td>
<td>Everyone at &lt;COMPANY_NAME&gt; has an equitable opportunity to succeed.</td>
<td>Well-being</td>
</tr>
<tr>
<td>Well-being</td>
<td>&lt;COMPANY_NAME&gt; takes a genuine interest in the employees' well-being.</td>
<td>Well-being</td>
</tr>
<tr>
<td>Culture</td>
<td>&lt;COMPANY_NAME&gt; has a great culture.</td>
<td>No alignment</td>
</tr>
</tbody>
</table>
Platform Perspective on Survey Design Principles
Q&A
Resources to take advantage of:

- Learning Paths & Modules
- Documentation
- Viva Community
- Live Events
- Blog Posts
- Customer Groups
For a list of our self-paced training courses, see our [Viva Glint Learning Paths and modules | Microsoft Learn](https://learn.microsoft.com/viva-glint/) page.

**Viva Glint learning paths and modules**

*Article • 01/30/2024 • 1 contributor*

**In this article**

- [Recommended for admins](#)
- [Recommended for managers](#)

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, on the Training tab.

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.

As an HR and/or an IT professional, you may find both the admin and manager trainings useful in using Viva Glint.

**Recommended for admins**

These learning paths and modules deep dive into Viva Glint methodology and how to configure surveys.
To access our full documentation library, see Introduction to Microsoft Viva Glint | Microsoft Learn.

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

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:
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 [https://aka.ms/VivaCommunity/VivaGlintEvents](https://aka.ms/VivaCommunity/VivaGlintEvents) to stay updated on our events schedule.

**Viva Glint Events**

**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](https://aka.ms/VivaCommunity/VivaGlintEvents)

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...
Check out our Viva Glint blog [https://aka.ms/VivaCommunity/VivaGlintBlog](https://aka.ms/VivaCommunity/VivaGlintBlog) 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.

Virtual Product Council
(coming soon!)

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. Keep an eye out for its launch in our blog and newsletter.

Cohorts
(coming soon!)

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!
What topic would you most like to see in a future Ask the Experts session?
Thanks for joining!

Share your feedback about today's session