



Viva Glint: Ask the Expert series

February 6, 2024

- Welcome & Introductions
- Survey Design Principles
 - Practitioner perspective
 - Platform perspective
- Q&A

Today's hosts:



Christina Rasielleski

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

Question of the day:

**How do you hope your survey results will
inform your organization?**

(examples: strategic decision making, relationships between leaders and employees)



Christina Rasieleski

Senior People Scientist
Rhode Island, USA

Practitioner Perspective on Survey Design Principles

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

What are we working towards?

People Success

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

How do we track and measure people success through sentiment-based surveys?

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.

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 most to people to create thriving cultures, people-centric leaders, and engaged employees.

Viva Glint Survey Design Principles:

Make it Easy and Actionable:

- 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

Benefits of shorter surveys & single-item domains

01.
How happy are you working at Thrive Inc?

Not at all Completely happy

1 2 3 4 5

4

+

Comment

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

Focused Action

Sync with talent and business strategy

Viva Glint Drivers of People Success

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

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

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



Adam Landerfield

Customer Experience
Program Manager
Nebraska, USA

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](#) page.

The screenshot shows the Microsoft Learn interface. At the top, there's a navigation bar with the Microsoft logo, the word "Learn", and several dropdown menus: "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".

On the left side, there's a search bar with the placeholder text "Filter by title". Below it is a list of navigation items under "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** (highlighted)
 - Microsoft Viva Glint privacy
 - Privacy policies in Microsoft Viva Glint
 - Plan and administer your Viva Glint platform
 - Set up and customize Viva Glint programs
 - Use Viva Glint reports and dashboards
 - Communicate and roll out Viva Glint programs
 - Troubleshoot

[Learn](#) / [Microsoft Viva](#) / [Viva Glint](#) /



Additional

Viva Glint learning paths and modules

Article • 01/30/2024 • 1 contributor

[Feedback](#)

Training

Module
[Introduction](#)

This module
the applicati
how users a

In this article

[Recommended for admins](#)

[Recommended for managers](#)

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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.

[Show 5 mor](#)

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 contents. 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 player also displays a screenshot of the Viva Glint reporting dashboard, showing an 'Executive Summary' with a large '71' for 'Apr 2023 Engagement' and a line chart. 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 Feedback My Pulse

3,487 Employee Signals April 2023 Add a Filter

Go back 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 to gather employee feedback and improve businesses.

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

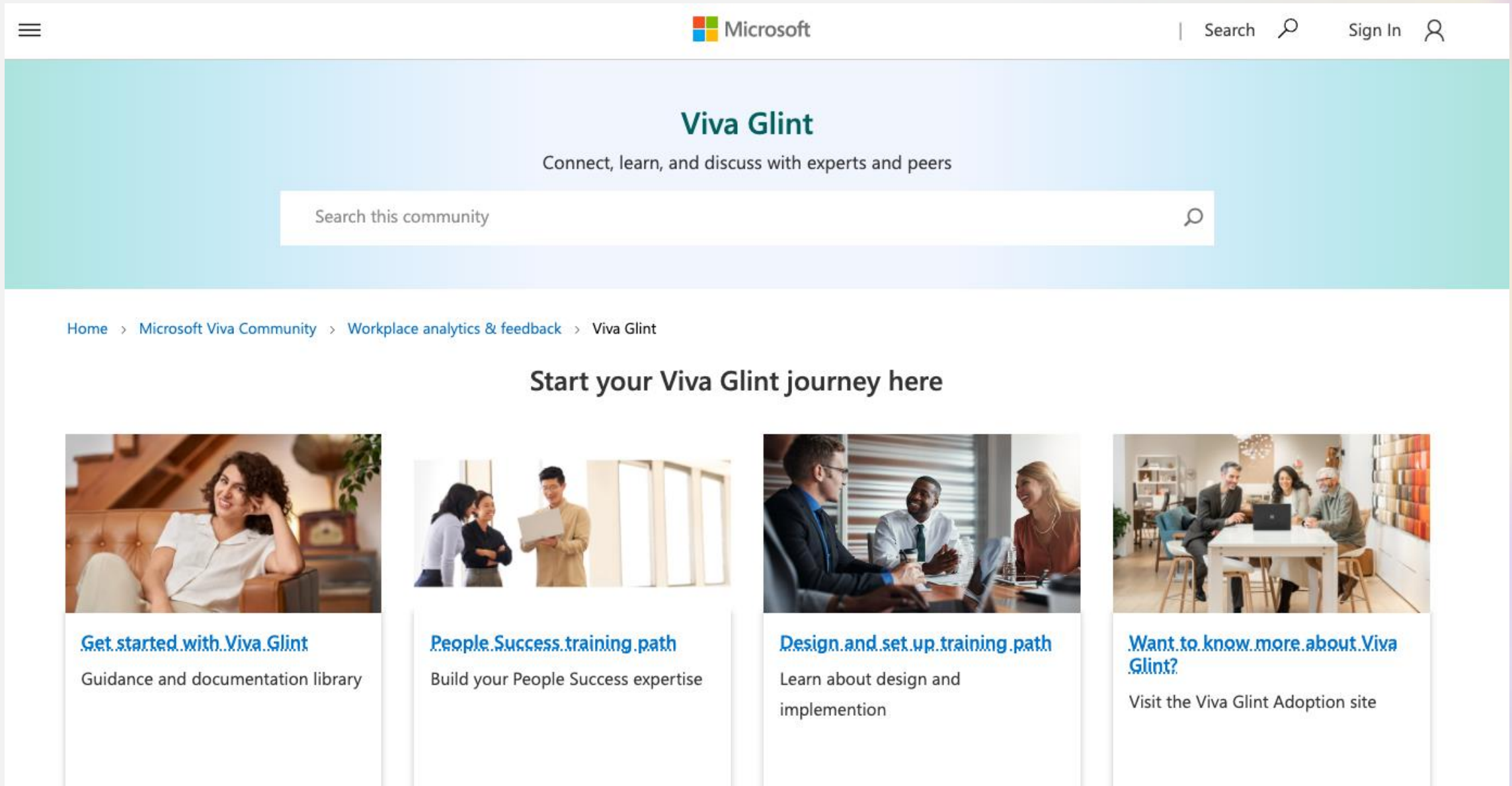
Viva Glint offers Engagement, specialty, and 360 feedback programs to support your business and improve businesses.

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

When a new customer purchases Viva Glint, 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 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: Three people in a meeting.

Bookmark our live events page <https://aka.ms/VivaCommunity/VivaGlintEvents> 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 the event 'Think like a People Scientist: Understanding and interpreting your survey data' on Feb 20 2024, 08:00 AM - 09:00 AM (PST), via 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

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Check out our Viva Glint blog <https://aka.ms/VivaCommunity/VivaGlintBlog> 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 featuring a blog post with a featured image, a title, a byline, and a short description. The first post is titled "Late January 2024 Viva Glint newsletter" by JudyWeiner1, dated Jan 26 2024 07:51 AM. The second post is titled "Introducing Viva Glint: Ask the Experts series" by KathrynBowen, dated Jan 23 2024 10:36 AM. The third post is titled "January 2024 Viva Glint newsletter" by JudyWeiner1, dated Jan 08 2024 09:39 AM. The page also includes a breadcrumb trail (Home > Viva Glint > Viva Glint Blog) and an Options menu.


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

596




Viva Glint Monthly Newsletter

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

Explore what's new and upcoming with Viva Glint!

549




Introducing Viva Glint: Ask the Experts series

[KathrynBowen](#) on Jan 23 2024 10:36 AM

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

610



January 2024 Viva Glint newsletter

[JudyWeiner1](#) on Jan 08 2024 09:39 AM

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.

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!

Before you leave:

**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

Viva Glint: Ask the Experts
feedback

