Microsoft Viva

Viva Glint: Ask the Expert series

21 January 2025

Agenda

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

Today's hosts:

Ed Hurst
Principal People Scientist
Australia

Aditi Bhardwaj
Customer Experience PM
Australia

Mary Laudiza
Service Engineer
Singapore

and meeting moderator **Vincci Loo**

Question of the day:

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

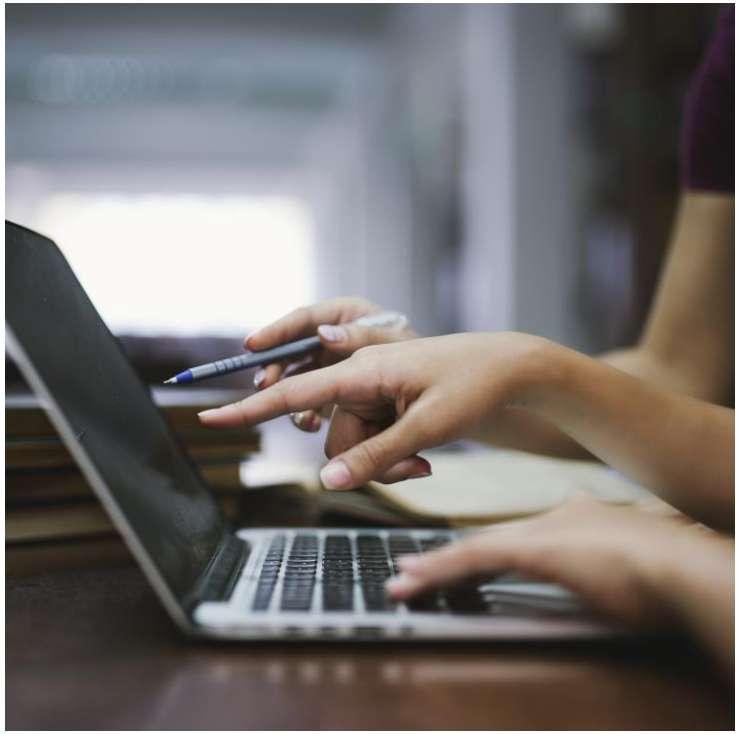
(examples: strategic decision making, relationships between leaders and employees)

Ed Hurst
Principal People Scientist
Australia

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's *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 six elements to help ensure that you are measuring what matters to 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 verbatim 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 things that are *nice* to know
- If you can't take action on the feedback – don't ask the question
- Rotate items across surveys to cover more topics at relevant times and keep the process agile

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

Focused Action

Sync with talent and business strategy

Developing the Glint Item Taxonomy

Exhaustive research study conducted in partnership with Stanford University resulted in reduction of survey length with similar degree of accuracy

Recognition Item 1
Recognition Item 2
Recognition Item 3
Recognition Item 4
Recognition Item 5
Recognition Item 6
Recognition Item 7
Recognition Item 8
Recognition Item 9
Recognition Item 10
Recognition Item 11
Recognition Item 12
Recognition Item 13
Recognition Item 14
Recognition Item 15
Recognition Item ...

Hundreds of total items most commonly-used across the industry

Traditional Approach

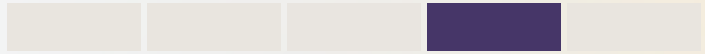
Recognition Index
Recognition Item 1
Recognition Item 2
Recognition Item 3
Recognition Item 4

~90% of variance explained

Glint Approach

I feel satisfied with the recognition or praise I receive for my work.

Strongly Disagree — Strongly Agree



~80-90%+ of variance explained
Opportunity for additional context in comments

The rising **work tension**

Organisations are
trying to balance

Engagement
&
Productivity

to fuel sustained
business performance

\+ AI

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

What does success look like?

Rethinking Success Metrics

Adoption Metrics

Focused on active usage

Examples:

N, % who

… participated in the survey

… accessed dashboard

… committed to actions

Impact Metrics

Focused on outcomes and impact

Examples:

Improvement in employee engagement

Improvement in action taking

Improvement in talent KPIs (internal mobility, regrettable attrition, leadership development program participation, impact of ERGs)

Aditi Bhardwaj
Customer Experience PM
Australia

Platform Perspective
on Survey Design Principles

Q&A

Microsoft Viva

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

Audience: All Viva Glint customers

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:

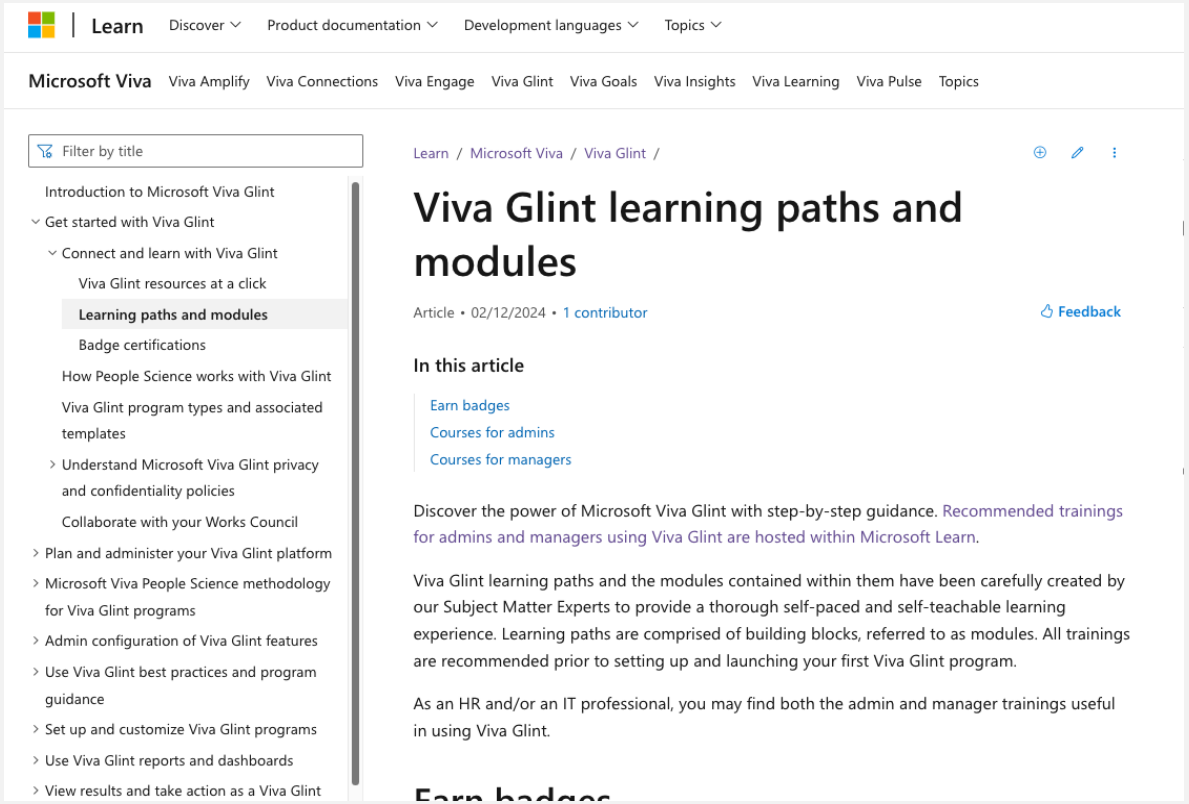
- Viva Glint Manager Quick Guides
- Address Viva Glint access issues as a manager

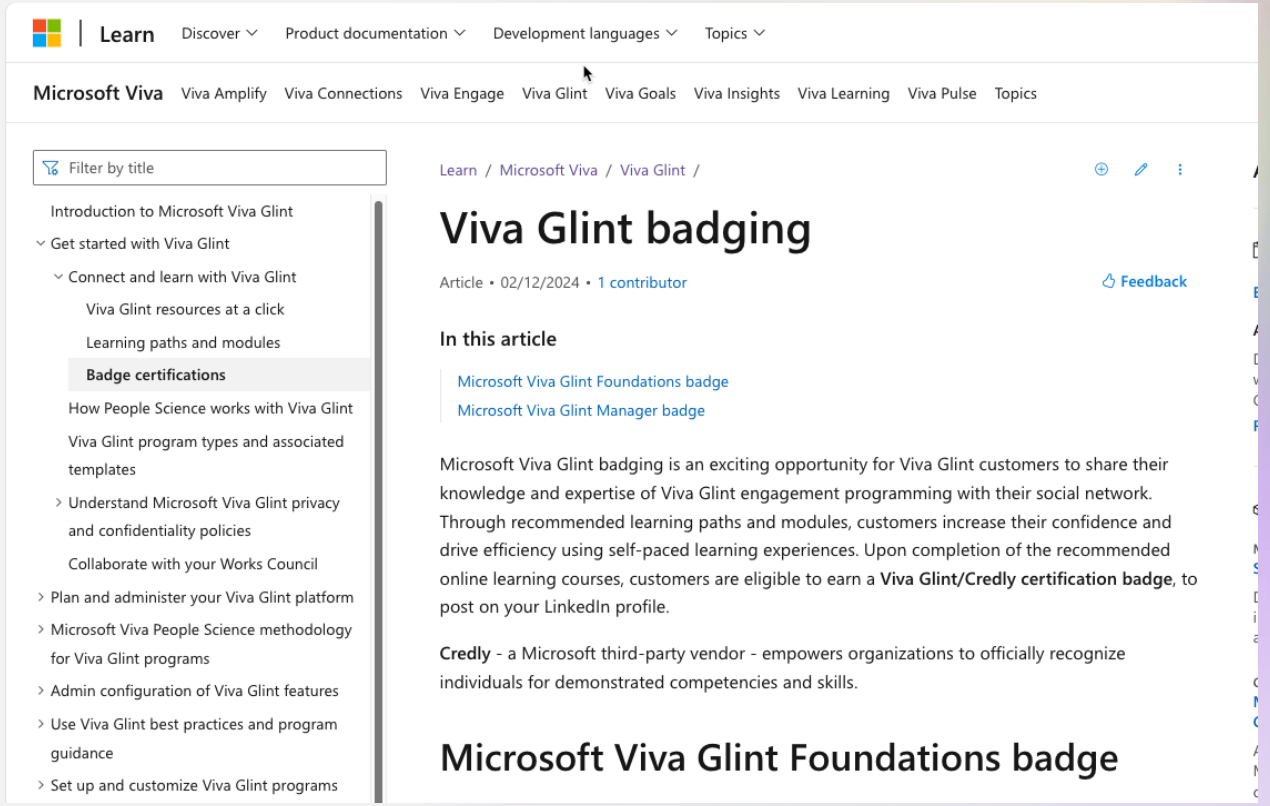
Viva Glint survey participants:

- How to take a Viva Glint survey
- Viva Glint FAQs for survey participants

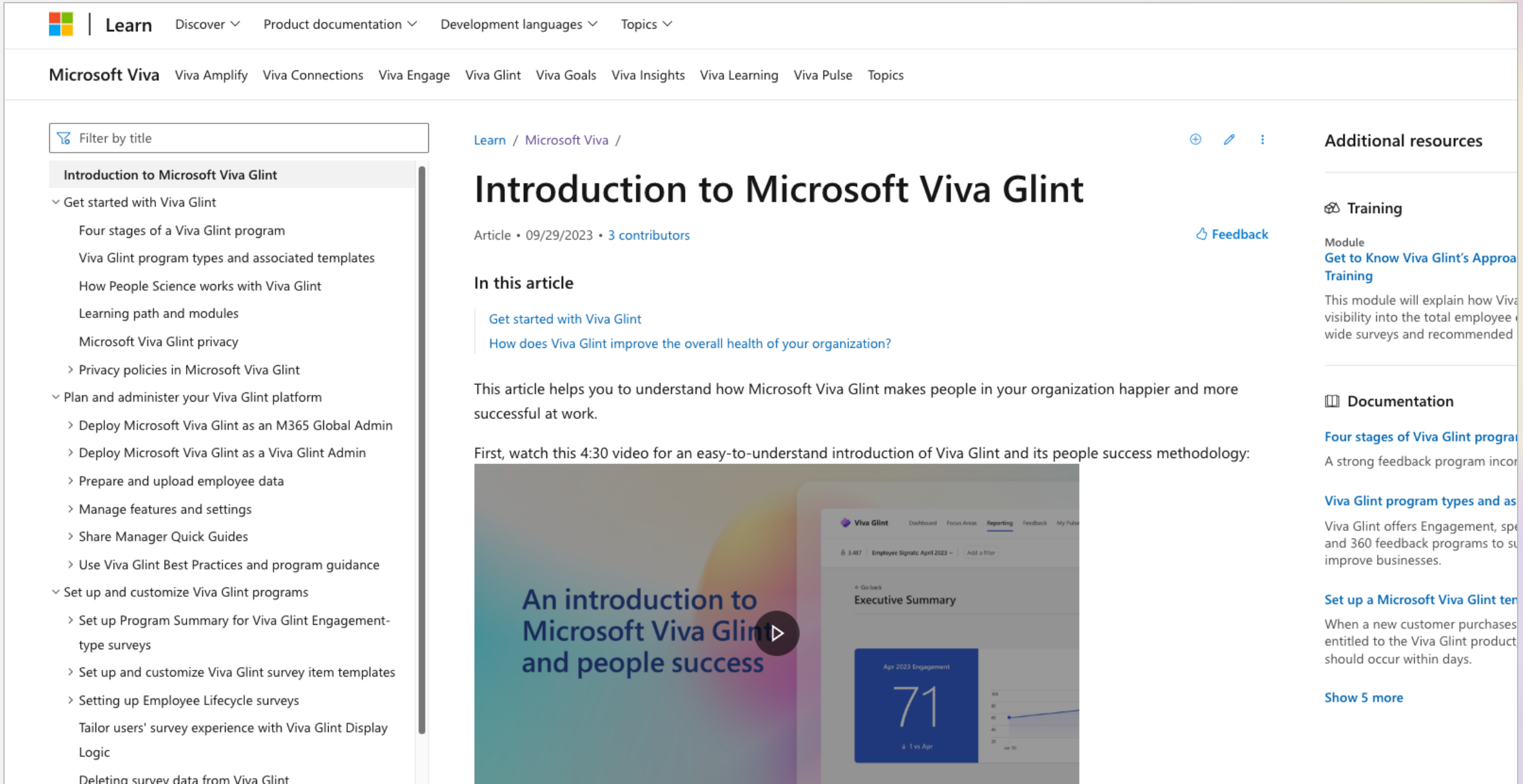
For a list of our training courses, see our Viva Glint Learning Paths and modules page.

For a list of our available badges, see our Viva Glint Badging page.

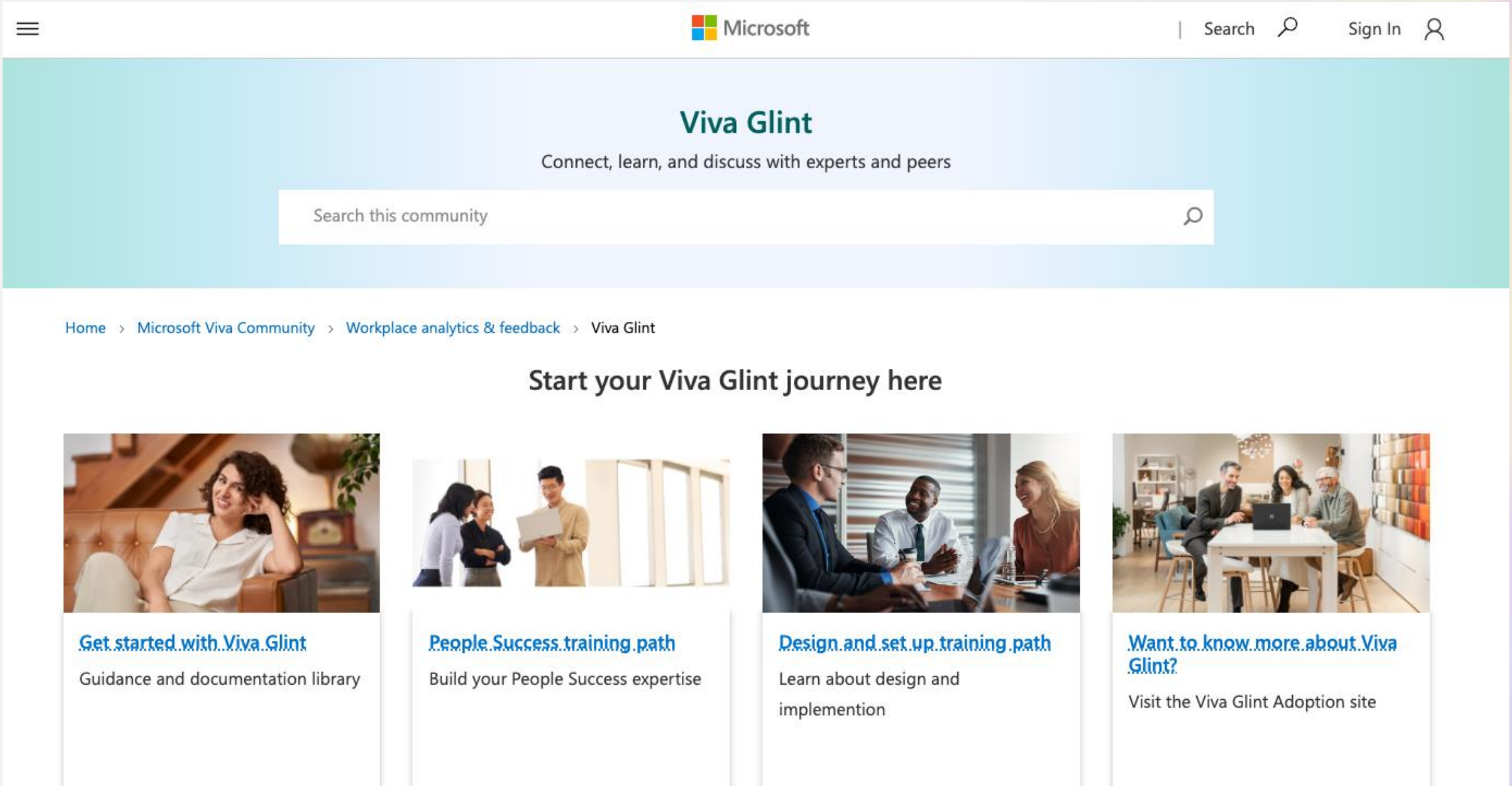




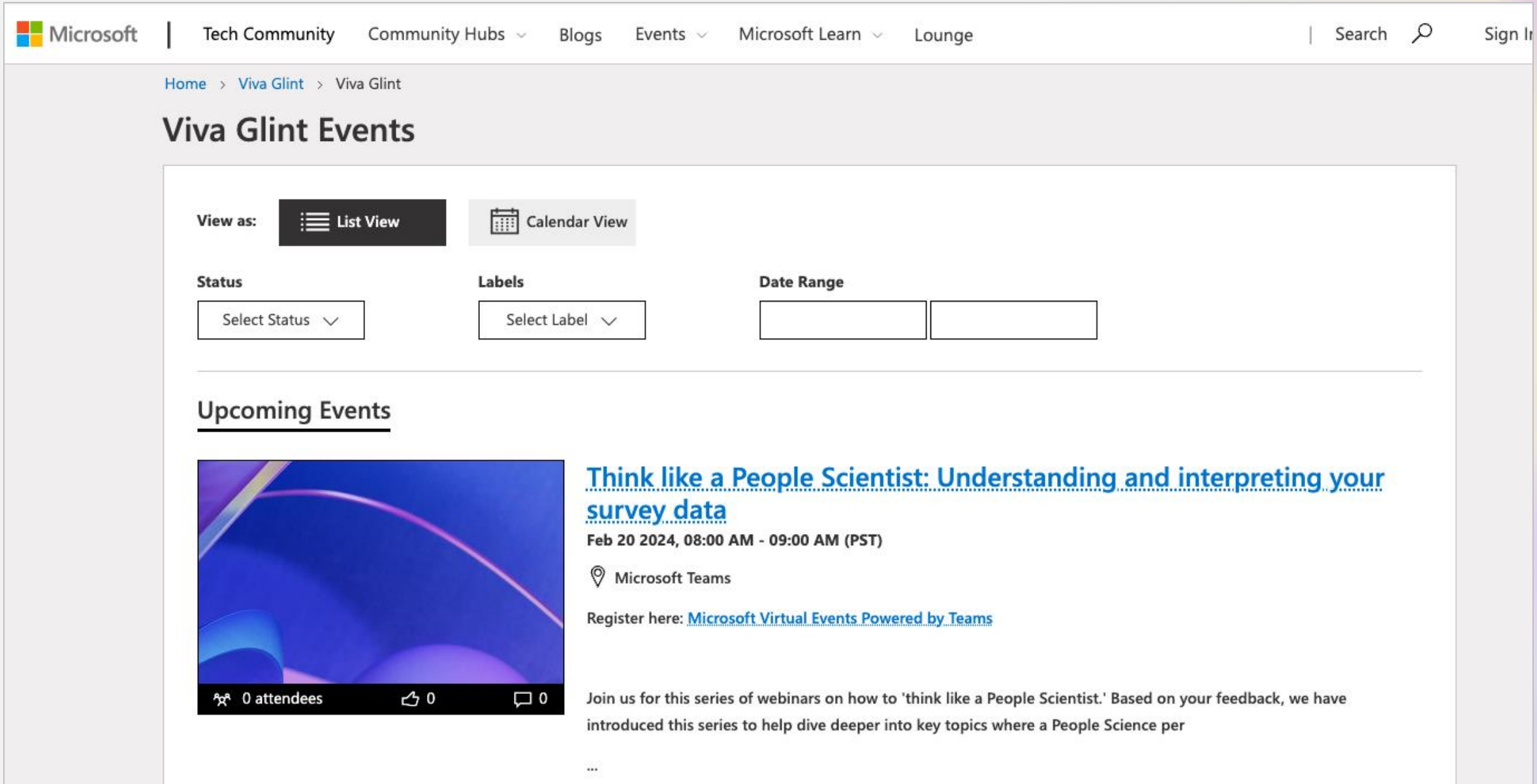
To access our full documentation library,
see [Introduction to Microsoft Viva Glint | Microsoft Learn](#).



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 to stay updated on our events schedule.



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.

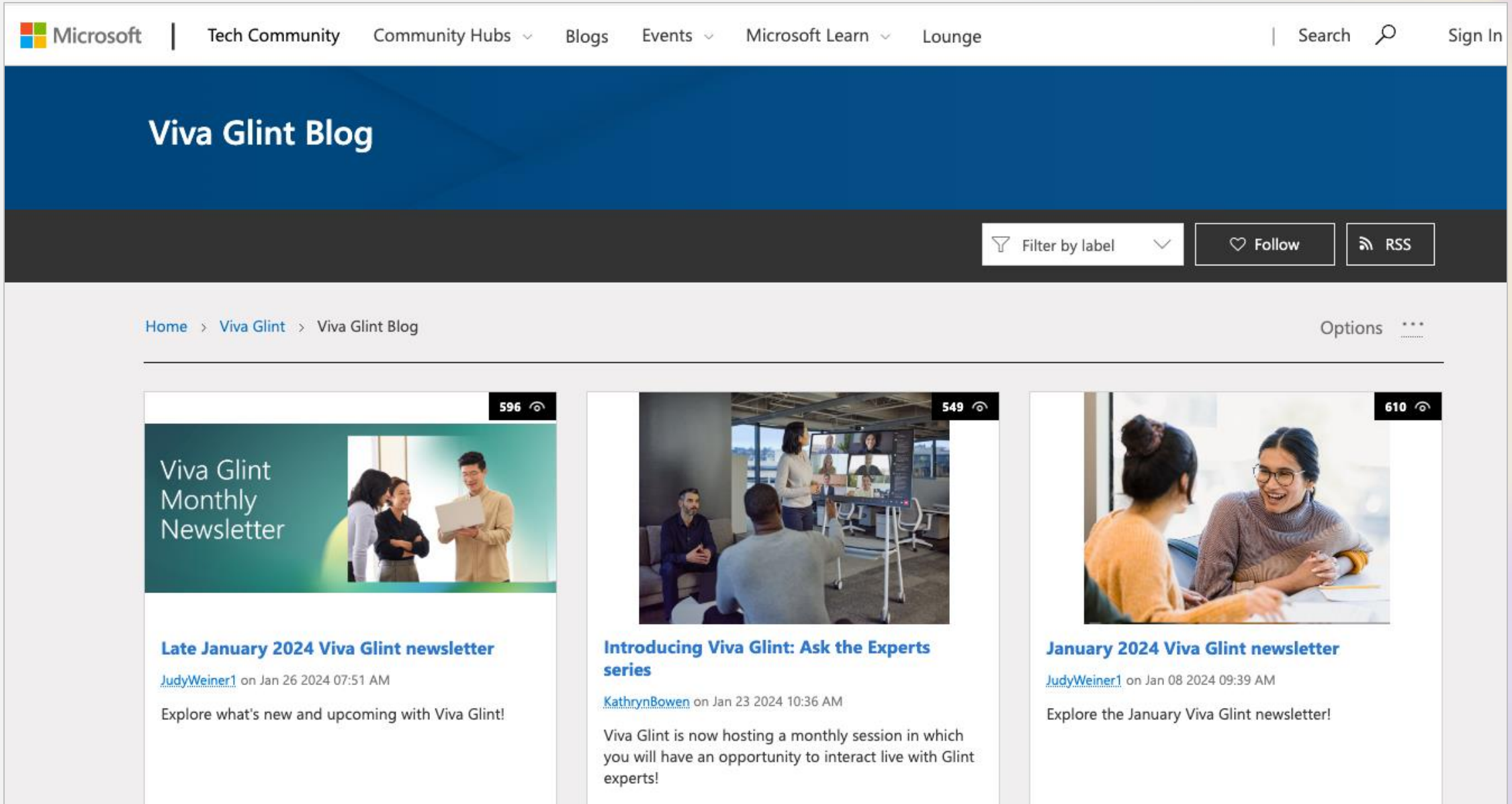
Our next features release date

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

Check out our Viva Glint blog 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.

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!