



Viva Glint: Ask the Expert series

July 23, 2024

Agenda

- Welcome & Introductions
- Results Rollout Strategy
 - Practitioner perspective
 - Platform perspective
- Q&A

Today's hosts:



Jason Thomas

Senior People Scientist
Nebraska, USA



Robert Dean

Principal Customer Experience
Program Manager
Nebraska, USA



Heather Hoehne

Solution Architect
Nebraska, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts



Jason Thomas

Senior People Scientist
Nebraska, USA

Practitioner Perspective on Results Rollout Strategy

Post Survey Communications

- **Source**

top leaders, division leaders, front-line managers

- **Media**

multiple channels

- **Timing**

all managers at once

- **Content**

“thank you”, “we heard you” and what’s next regarding action-taking

- **Frequency**

soon after survey closes and again whenever action was taken



Post Survey Communications

- **Company-wide results and next steps**
 - 3-4 days post survey close
- **Team level results and conversations**
 - 5-10 days post survey close
- **Progress updates**
 - Week four and week eight after survey closes

Platform Results Access

- Grant access within two weeks of survey close
- Communicate who has access to results and/or comments
- Provide resources on how to view results and how to have team conversations
- **Accountability!**

Top barriers to action-taking on survey results



Note: Respondents were asked to select up to 3 barriers in response to the question: Reflecting on employee experience surveys that you complete at work, what are the top 3 barriers you perceive your company/organization to be facing when attempting to improve results on the next survey?

35% of Managers say there is no accountability for action-taking following employee experience surveys



Robert Dean

Principal Customer
Experience Program Manager
Nebraska, USA

Platform Perspective on Results Rollout Strategy

Post Survey Roll Out - Live Demo

- Results Release
 - Live Access Vs. Phased
- Manager Concierge
- BTI
- Question Level Permissioning
- Team Conversation

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 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 metadata including the date '09/29/2023' and '3 contributors'. A 'Feedback' button is visible. The article text states that it helps users understand how Viva Glint makes organizations happier and more successful, and includes a video introduction. A sidebar on the left contains a search filter and a detailed table of contents. A right sidebar lists 'Additional resources' such as training modules and documentation.

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

Executive Summary

Apr 2023 Engagement: 71

↓ 1 vs Apr

Additional resources

Training

Module

Get to Know Viva Glint's Approach Training

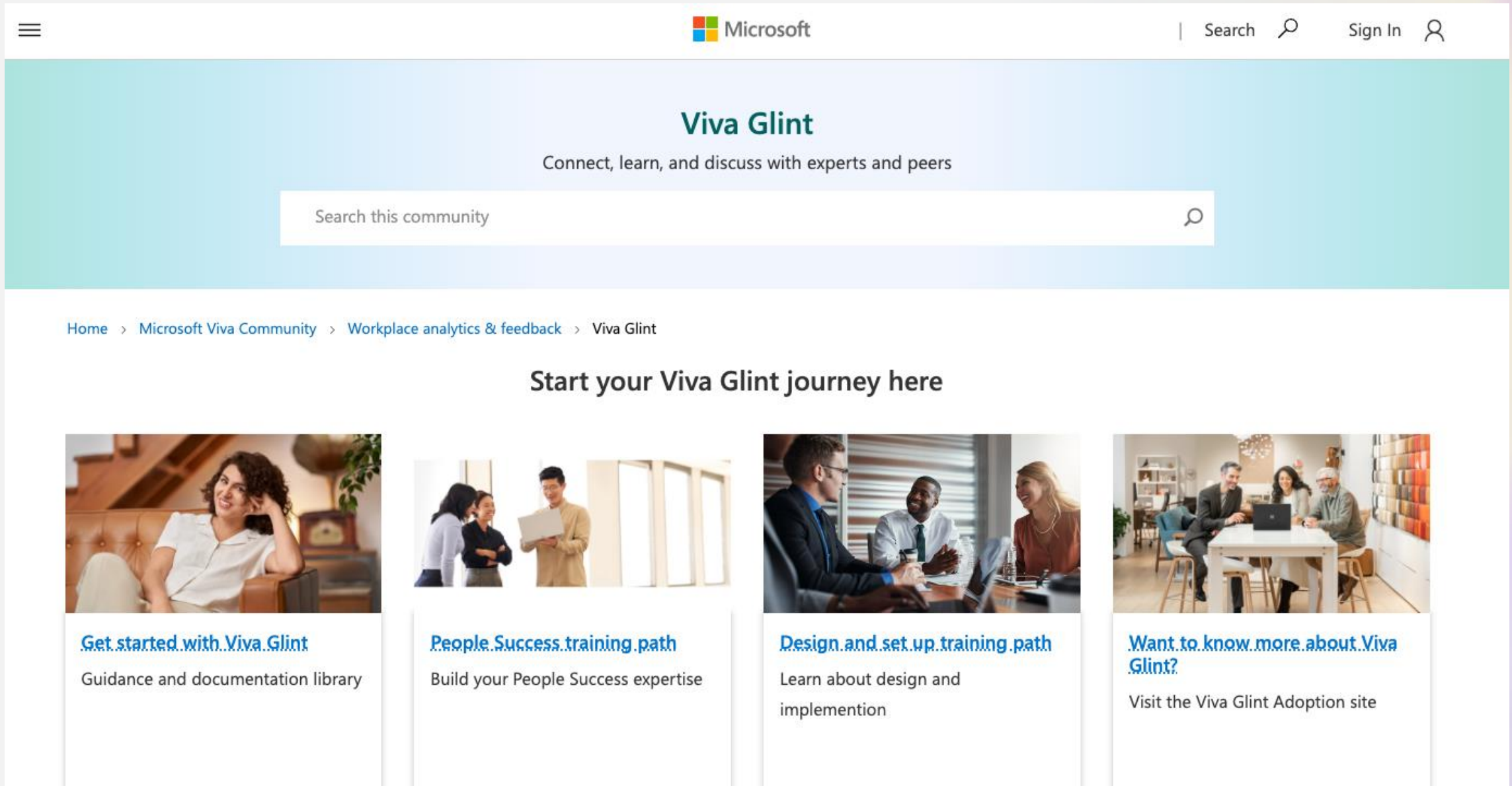
This module will explain how Viva Glint provides visibility into the total employee experience through wide surveys and recommended actions.

Documentation

- Four stages of Viva Glint program types and associated templates
- Viva Glint program types and associated templates
- Set up a Microsoft Viva Glint ten...

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.

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

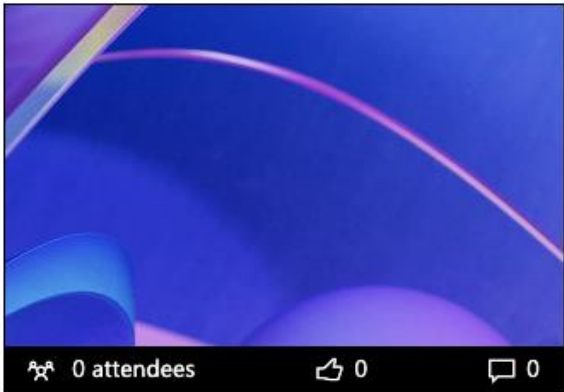
Home > Viva Glint > Viva Glint

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 💬 0

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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[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 woman presenting to a group of people in a meeting room.
- 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. 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. Keep an eye out for its launch in our blog and newsletter.

...and more to come!