Microsoft Viva

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

Microsoft Viva

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

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:

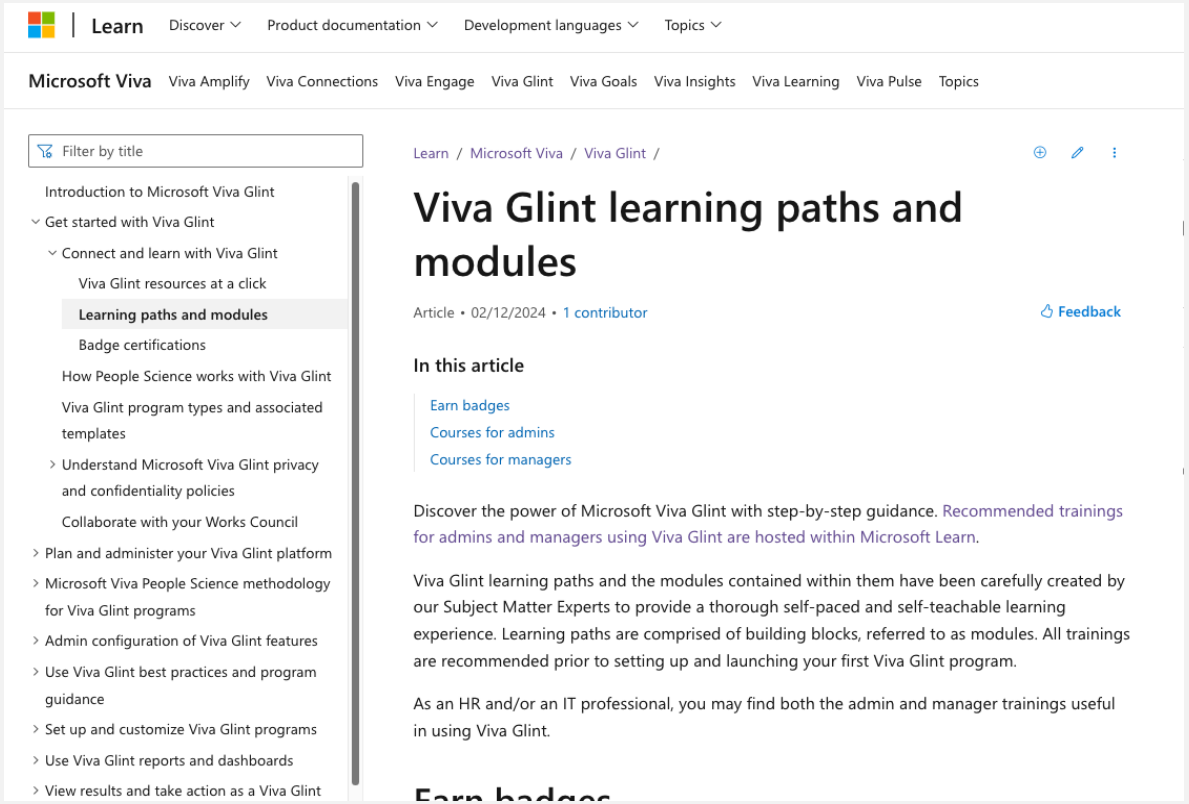
- Viva Glint Manager Quick Guides
- Address Viva Glint access issues as a manager

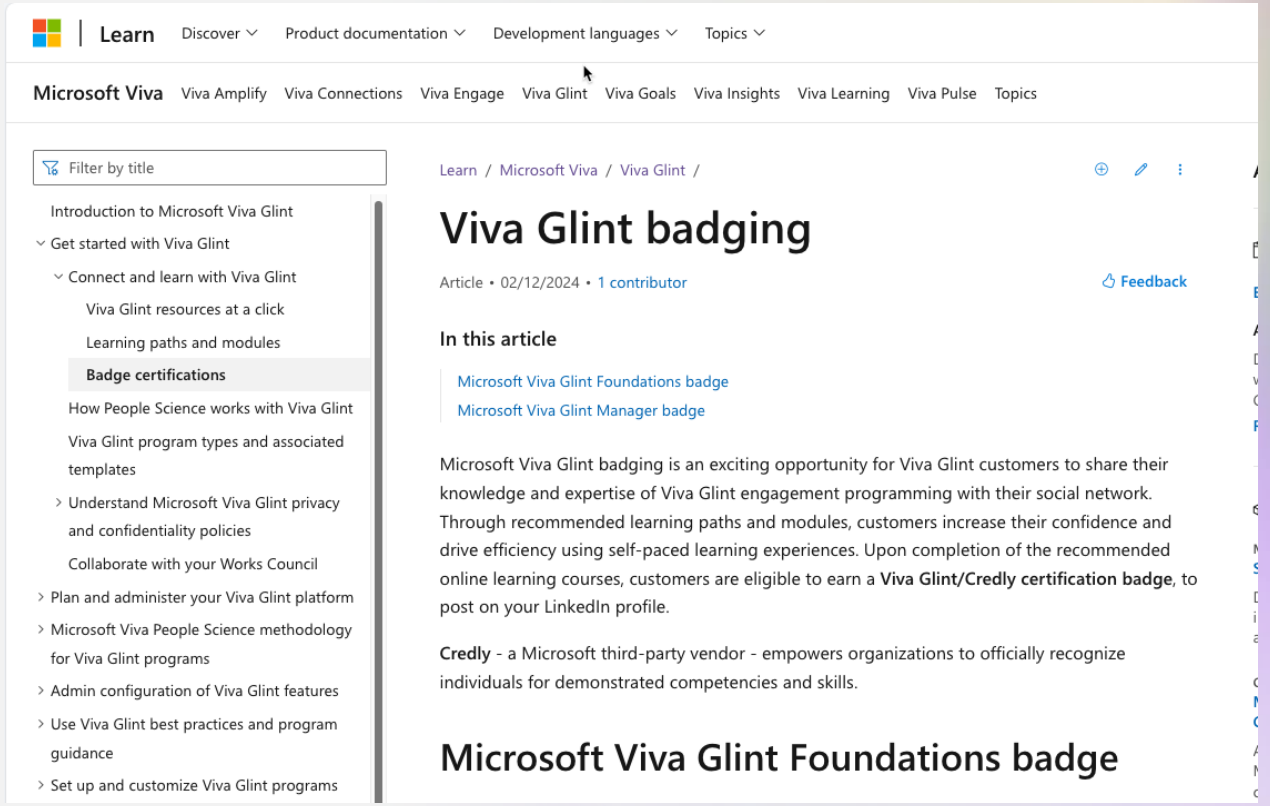
Viva Glint survey participants:

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

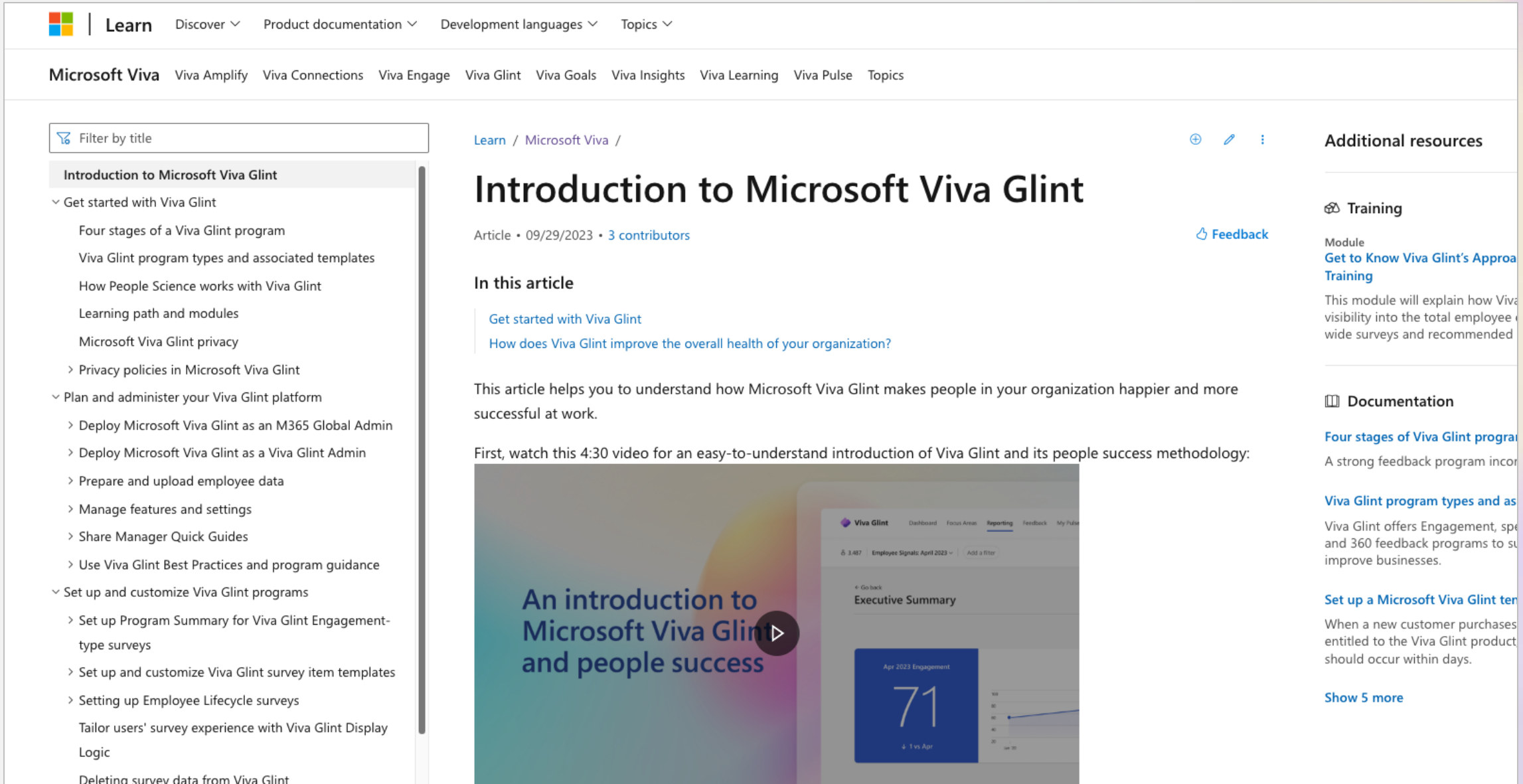
For a list of our training courses, see our Viva Glint Learning Paths and modules page.

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

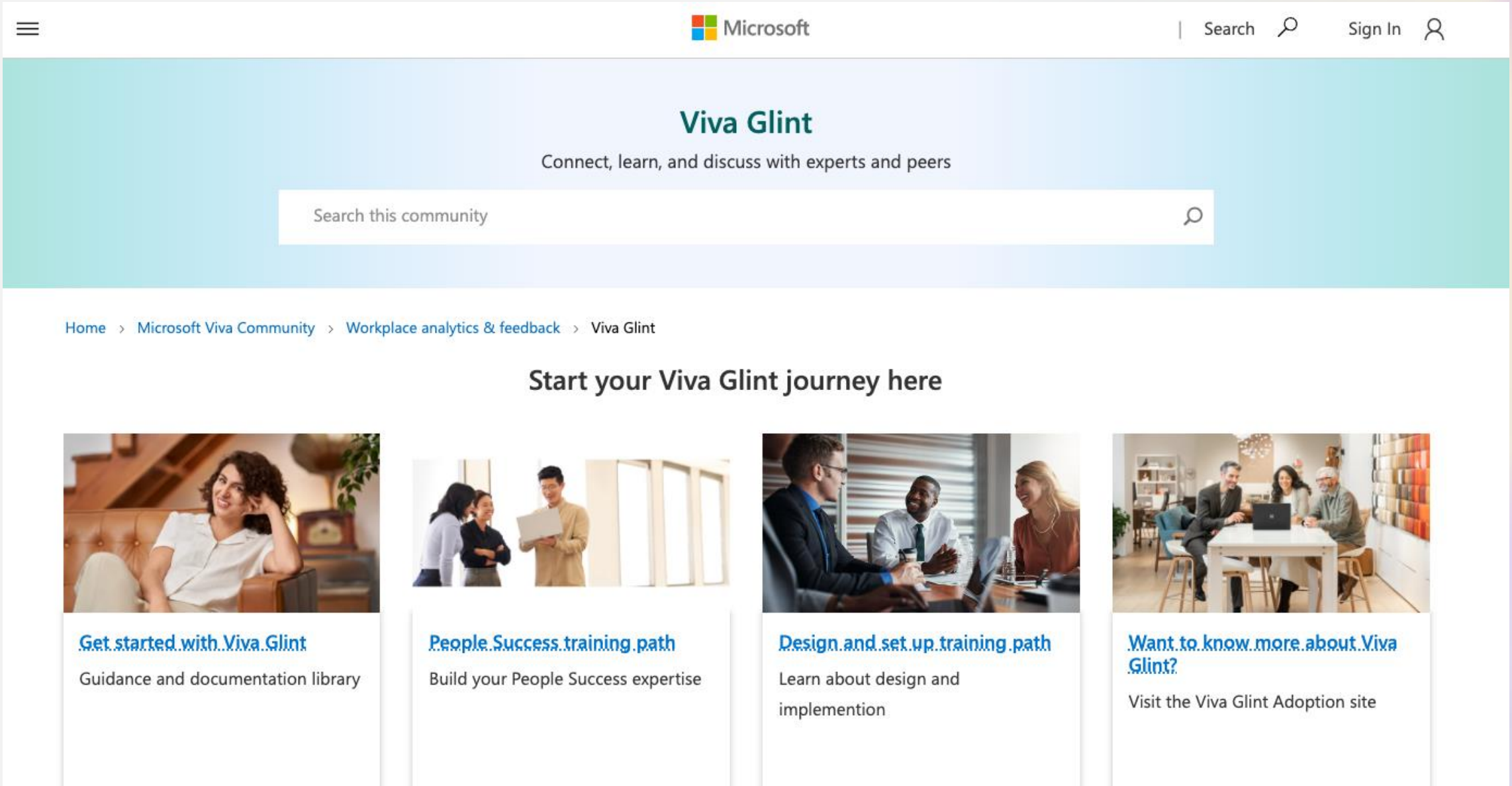




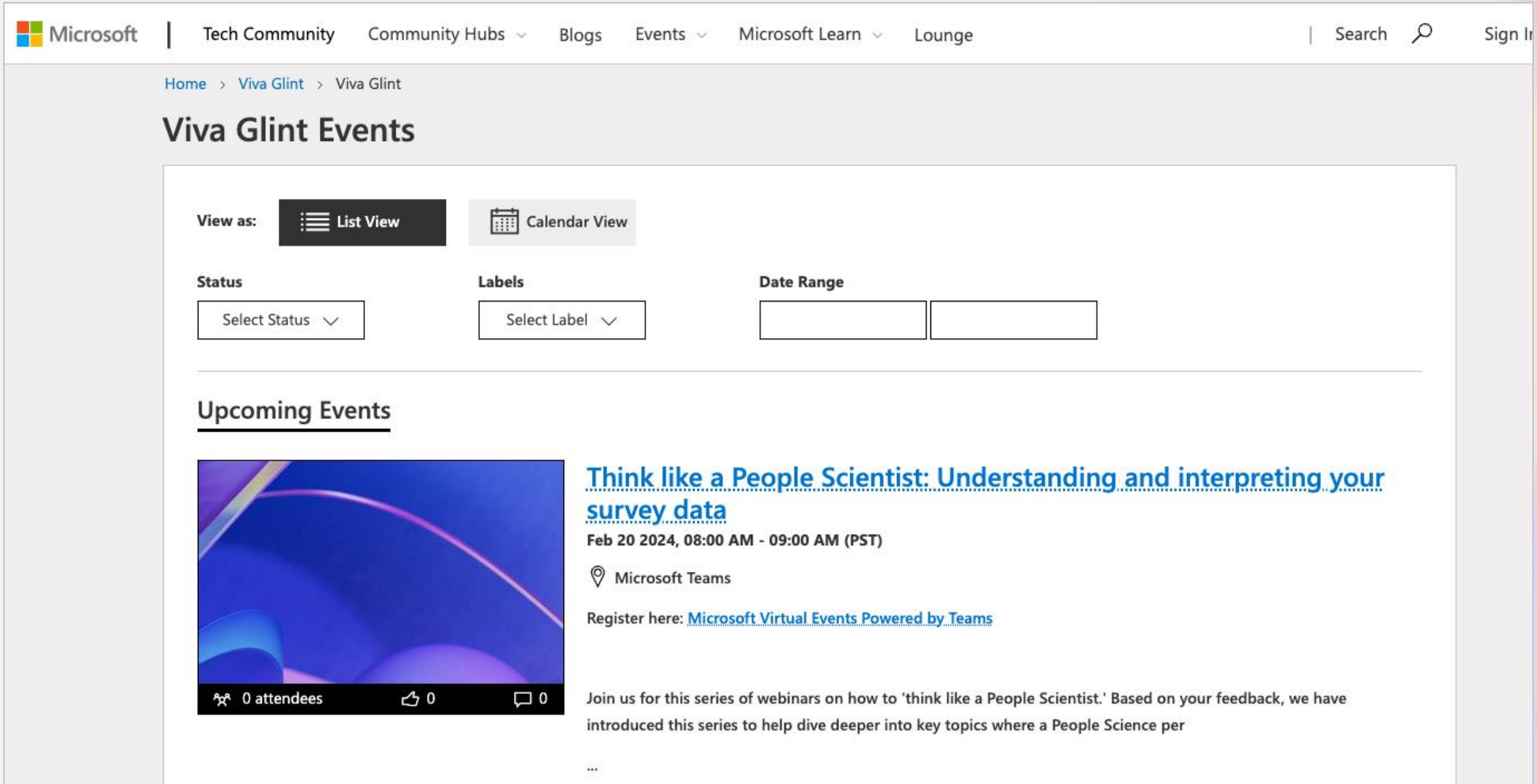
To access our full documentation library,
see [Introduction to Microsoft Viva Glint | Microsoft Learn](#).



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.

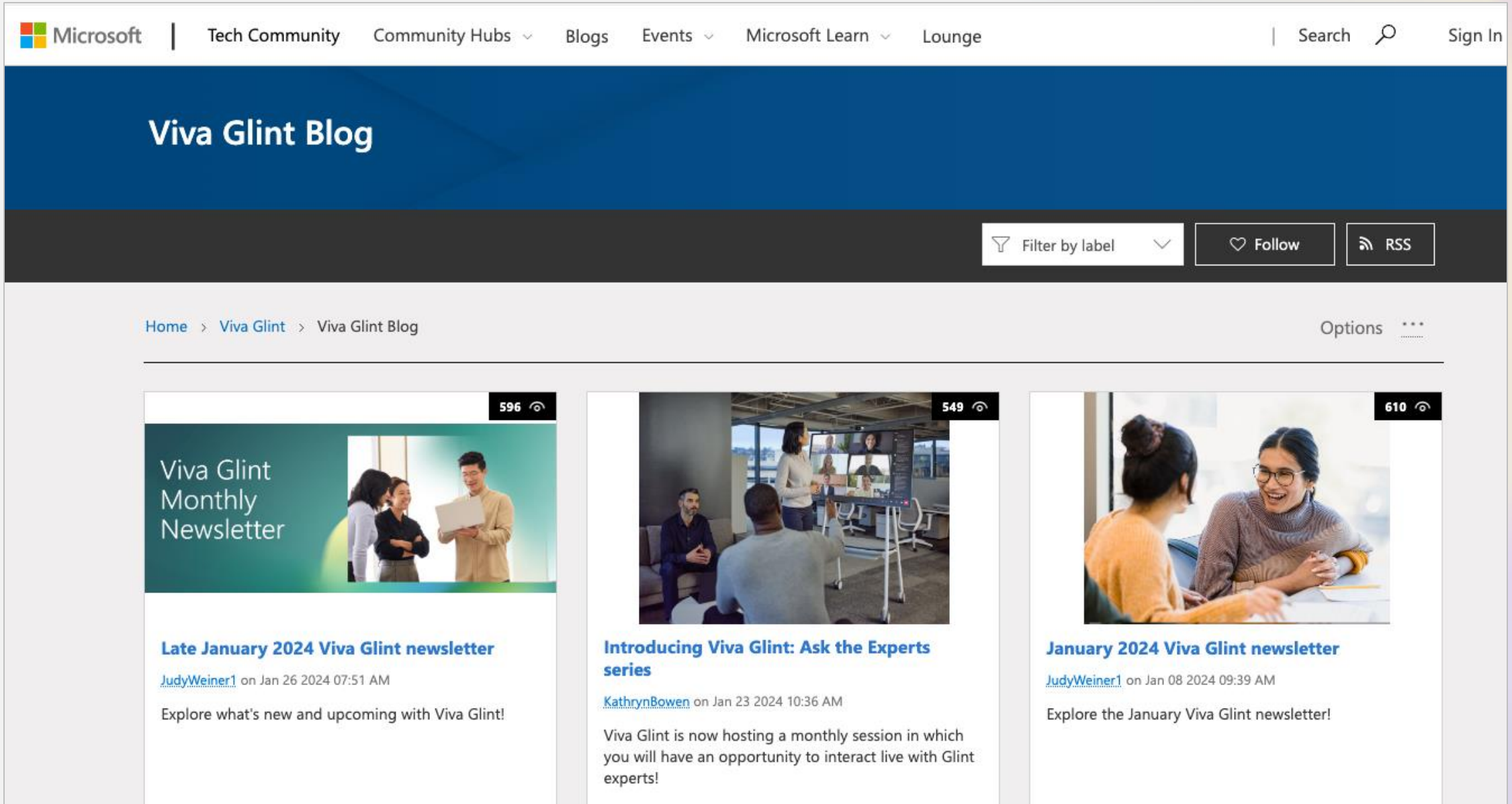
Our next features release date

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. 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!