Viva Glint: Ask the Expert series
March 12, 2024
· Welcome & Introductions

· Roles & Permissions
  o Practitioner perspective
  o Platform perspective

· Q&A
Today's hosts:

Beth Demko  
Senior People Scientist  
Georgia, USA

Stephanie Smith  
Principal Customer Experience Program Manager  
Nebraska, USA

Jordan King  
Solutions Architect  
Nebraska, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts
Who are your critical stakeholders as you think about survey deployment?
Practitioner Perspective on Stakeholder Roles

Beth Demko
Senior People Scientist
Georgia, USA
People Success is...

people bringing their **best selves** to work—in order to do their **best work**.

Microsoft Viva and Viva Glint can help you achieve People Success
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
**Viva Glint helps organizations get to actionable conversations more quickly**

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<tr>
<th><strong>Traditional Human Capital Management</strong></th>
<th><strong>Viva Glint People Success</strong></th>
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<td>- Infrequent, siloed feedback opportunities</td>
<td>- Frequent feedback opportunities aligned to business decisions and employee experiences</td>
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<td>- Complex actions plans create burdensome work</td>
<td>- Strong emphasis on feedback to fuel conversations, growth, improvement and people goals</td>
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<td>- HR-driven compliance-focused activities; insights mainly held at the executive level</td>
<td>- Managers and teams enabled with insights to own continuous conversations and actions</td>
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Real change happens when everyone is empowered to play their part.

**Senior leaders** become role models through transparency and tangible commitment to action.

**Managers** own meaningful ongoing conversations with their teams and bring a continuous improvement mindset to change.

**HR** use insights to build capability in others and drive behavior change, not simply initiatives.

**Employees** are accountable to be active participants in taking action and driving change.
How does the Senior Leader’s role evolve in the path to People Success?

Senior Leaders drive accountability and confidence by empowering Leaders to drive action

- May **not recognize the importance** of employee engagement for business success
- Does **not prioritize** reviewing results or action taking

- **Recognize importance** of employee engagement, but **does not consistently role model** key behaviors
- **Thank employees** for feedback; **share** high-level strengths, opportunities, and focus areas with organization

- **Regularly reinforce** why employee feedback is critical to the organization
- **Link insights to action** and how feedback is being used to drive actions / initiatives
- **Review engagement metrics** side by side with productivity, financial, or other key metrics that determine success
How does the Manager’s role evolve in the path to People Success?

Managers own the ongoing conversations to drive action

- **Long lapse of time** until they receive their team’s results, if at all
- **No accountability** for sharing results or action taking

- Receive results for their teams in a **timely** manner
- **Held accountable** for reviewing results with their teams and taking action

- Have **collaborative conversations** with their teams to identify targeted actions
- Regularly use **1:1s and team meetings** to provide updates and monitor progress of actions (without a survey to prompt them)
How does HR’s role evolve in the path to People Success?
HR serves as a coach and thought partner to enable Leaders to have ownership

- Pulls reports and leads communication of engagement efforts to the organization
- Leads discussions to review results with teams and efforts to take action

- Supports leaders in reviewing results and taking action; follows up with leaders to monitor progress with their teams
- Links engagement data with other people data (e.g., turnover) to understand the full employee lifecycle

- Integrates engagement data with other data to influence organizational decision-making and communications
- Gathers action taking stories from their parts of the organization and shares them with the broader organization
- Shares best practices and makes connection
The ACT Framework

**Acknowledge** where we are

**Collaborate** on where we want to go

**Take** one step forward

**Key Resources:**
- Viva Glint Manager Quick Guide
- Viva Glint eBook: Propel Action Taking Through Conversations
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<th><strong>Managers</strong></th>
<th><strong>Human Resources</strong></th>
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<td>• Thank employees for feedback and transparently share high level results of the survey.</td>
<td>• Schedule 15-20 minutes at your next team meeting to review team results together.</td>
<td>• Coach managers on having conversations.</td>
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<td>• Role model action taking by having an ACT conversation with your team of direct reports.</td>
<td>• Facilitate a discussion using the ACT framework.</td>
<td>• Empower managers to use the Glint platform and to focus on 1 action at a time.</td>
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<td>• Connect employee feedback and the survey (by name) at regular town halls sharing the feedback, action, and progress.</td>
<td>• Collaborate with your team to choose 1 action to take.</td>
<td>• Collect stories to share with the organization.</td>
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<td>• Hold your leaders accountable for conversation and action.</td>
<td>• Check-in with team regularly to discuss and monitor progress.</td>
<td>• Continue linking actions with employee feedback.</td>
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Platform Perspective on User Roles & Permissions
Q&A
Resources to take advantage of at Viva Glint

- Learning Paths & Modules
- Badging
- Documentation
- Viva Community
- Live Events
- Newsletter
- Viva Glint Blog
- Customer Groups
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.

Introduction to Microsoft Viva Glint

Article • 09/29/2023 • 3 contributors

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 to stay updated on our events schedule.

Viva Glint 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](#)

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
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 used across the organization.
Check out our [Viva Glint blog](https://viva.glint) 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 (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!
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.