



# Viva Glint: Ask the Expert series

May 14, 2024

# Agenda

- Welcome & Introductions
- Survey Communications
  - Practitioner perspective
  - Platform perspective
- Q&A

# Today's hosts:



**Rick Pollak**  
Principal People Scientist  
New York, USA



**Tiffany Malloy**  
Customer Experience  
Program Manager  
New York, USA



**Jordan King**  
Solutions Architect  
Nebraska, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts

## Question of the day

What are the communication methods you plan to use for your survey?



**Rick Pollak**

Principal People Scientist  
New York, USA

# Practitioner Perspective on Survey Communications

People Success is...

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



*Microsoft Viva and Viva Glint can  
help you achieve People Success*

# The path to People Success using Viva Glint is to ...



... get immediate and focused insights for leaders, managers, teams, and employees



... use results to fuel ongoing conversations



... improve employees' work experience, performance, and success for the business

# Why do **survey communications** matter to **People Success**?

They enable greater:

- Clarity
- Alignment
- Participation
- Focus
- Improvement
- Trust and Credibility



# Preparing & Managing Sponsors

- **Align expectations & objectives** for the survey
- **Be an informed advocate** for survey best practices
  - Outstanding resource: [Viva Glint Community](#)
- **Inform and coach leaders and managers** on how to be role models and provide support for the program

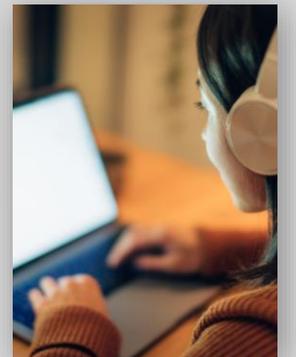
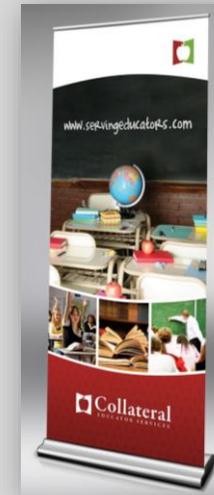


Preparing

# Branding Your Survey

- Establish Clear Goals
- Personalize it
- Leverage Multiple Communication Channels
- Address Cultural Nuances

blueprint



Executing

# Administration Communication

- Purpose
- Participation
- Timeline
- Access and Responsibilities



Executing

# Survey Reminders

- To reinforce its objective and value proposition
- To maintain its visibility and relevance
- To reinforce how easy and quick it is to complete
- Reminders can also take the form of a behavioral nudges



Following Up

# 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



Q&A



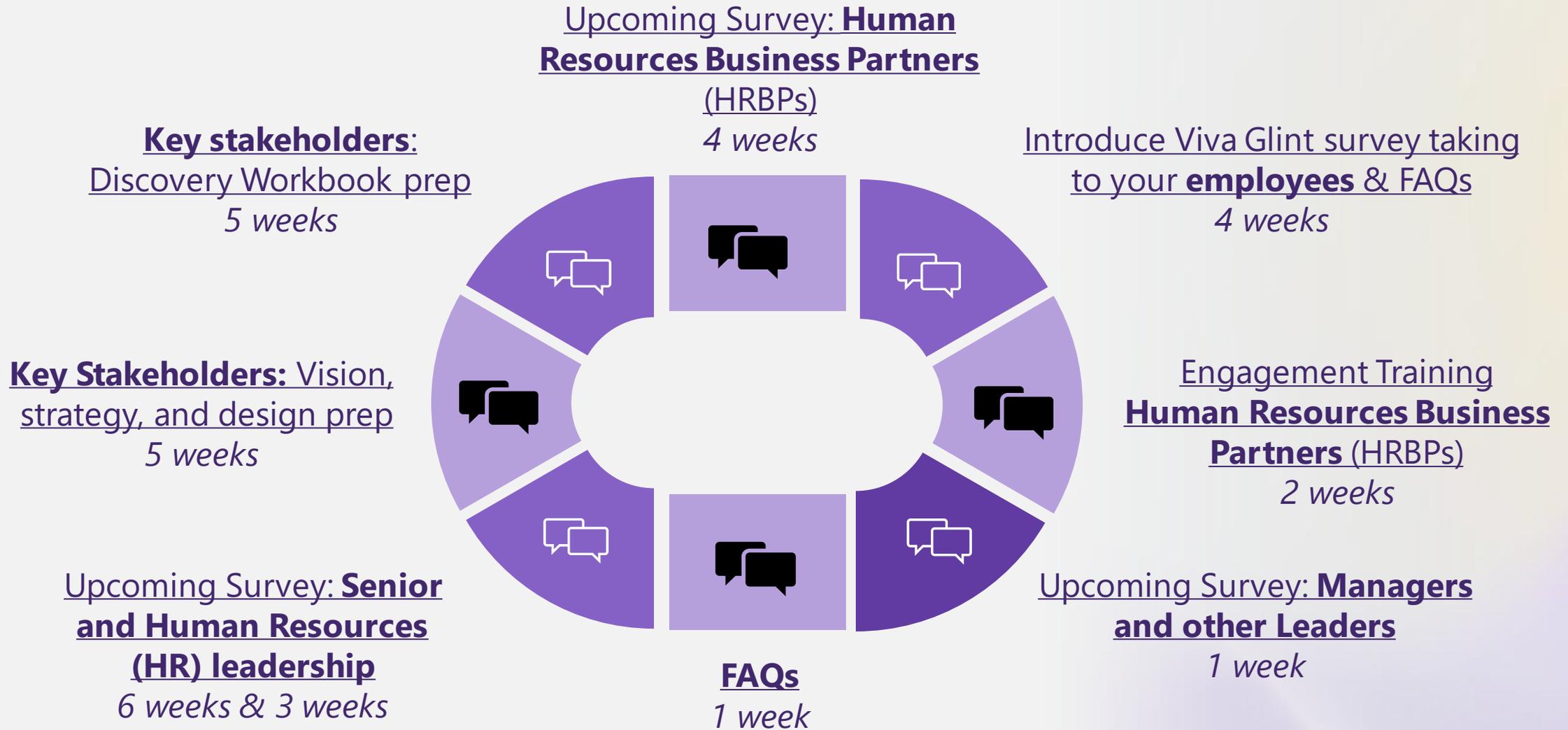
**Tiffany Malloy**

Customer Experience  
Program Manager  
New York, USA

# Platform Perspective on Survey Communications

# Pre-Survey Communications

All communications at this stage come from the organization



[Click here for the Pre-survey Roll out plan](#)

# During Survey Communications

Communications as this stage come from the organization and the platform

## From the organization

### Survey Reminder to Managers & Other Leadership

#### Survey reminder

To: Business Units/Functional Groups

From: [First and Last Name], Senior Leader or VP

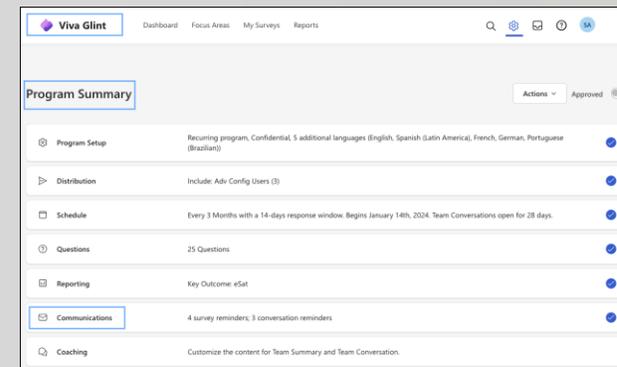
Subject: Engagement at [Company Name] for Upcoming [Name] Survey

Date: [During survey window]

Dear [First Name or Team],

## From the platform

### Communications setup in Program Summary



Notification Timing

Configure Notifications

Use Reminders

Add Survey Reminders

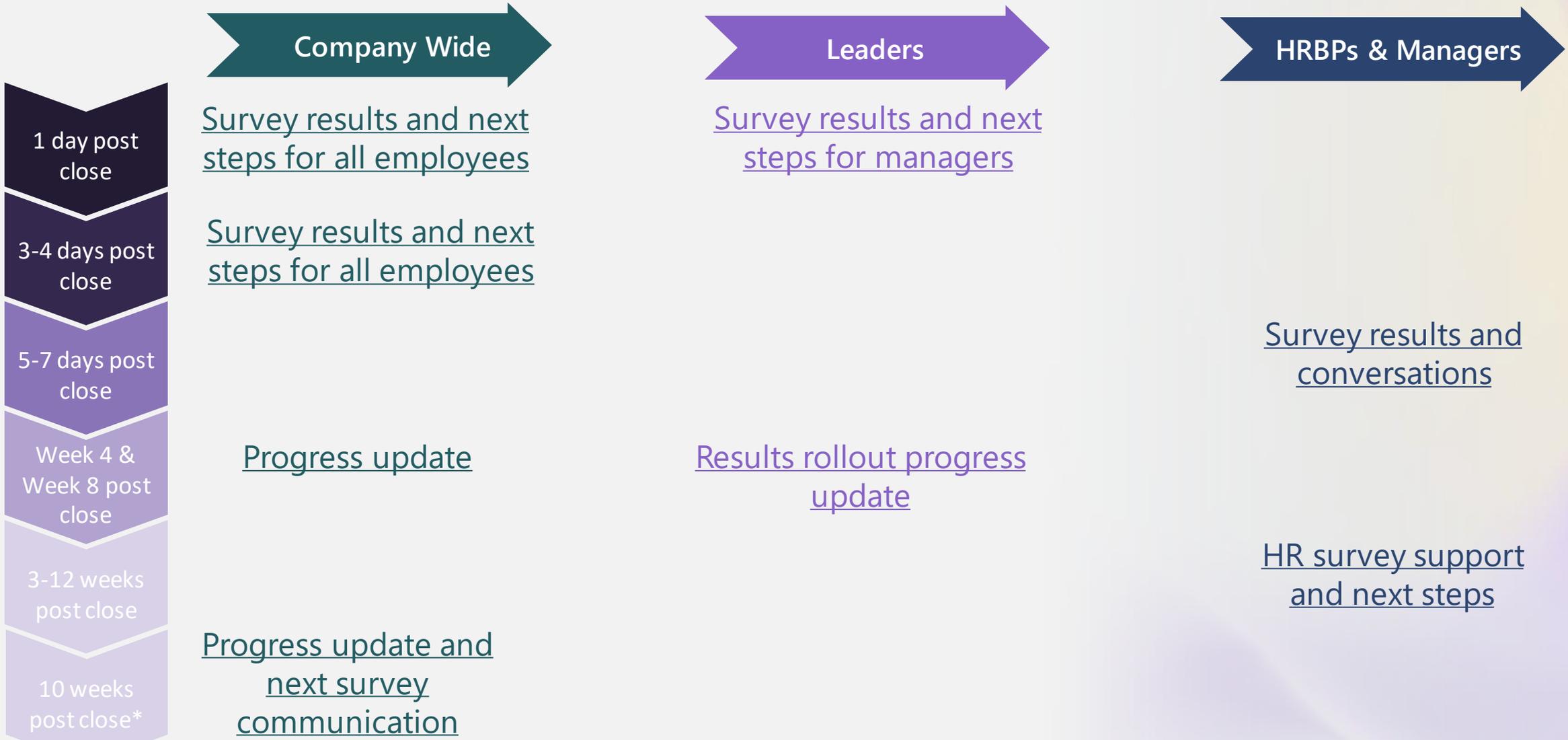
Communicate with Viva Glint users based on time zone

Customize Viva Glint survey email content

(includes optional sending domains and themes/logos, email sections, email macros, manage translations, Survey End Results Notification email, and preview emails)

# Post Survey Communications: Results Rollout Plans

Communications at this stage that come from the organization



\*or 2 weeks prior to the next survey

# Post Survey Communications to support Managers

Communications at this stage come from the platform\*

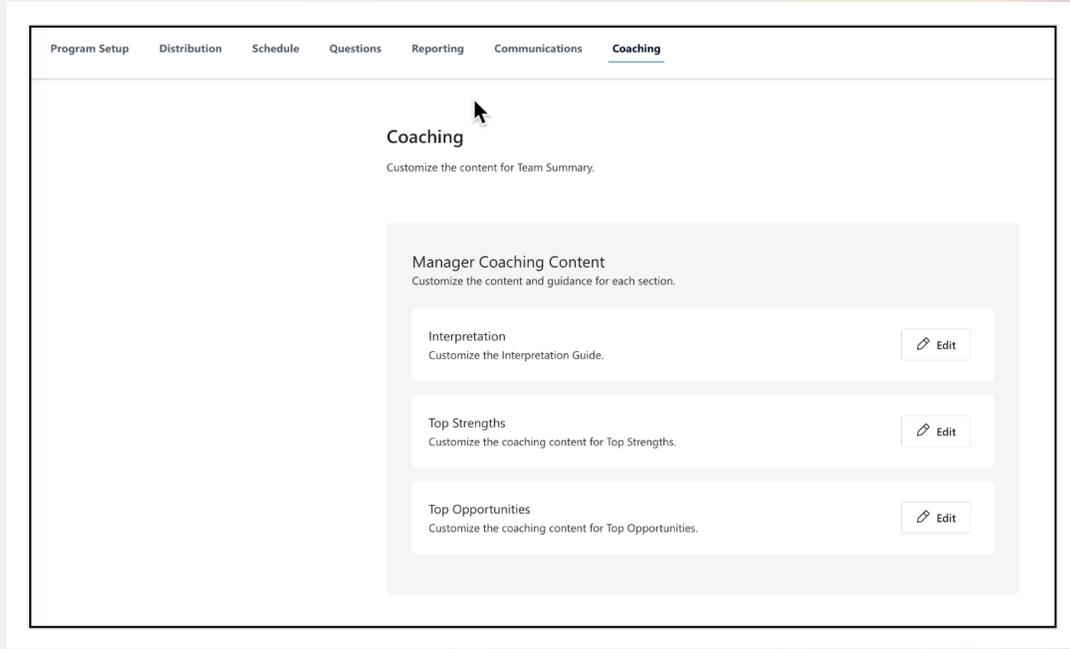


Organization  
-specific

Coaching setup in Program Summary →

Organization  
-specific

Setting up Team Conversations



\* Requires additional configuration

# Additional Post Survey Communications to support Managers

(If your organization has these Viva products)



[Viva Amplify](#)

## Amplify\*

Supports effective communications at scale

- Simplify communications: Stay focused by managing the lifecycle of various campaigns from a single view.
- Schedule posts: Schedule communications to deliver messages at the most impactful moments.
- Manage approvals: Seamlessly manage approvals, see who's reviewing each campaign, and address comments.



[Viva Engage](#)

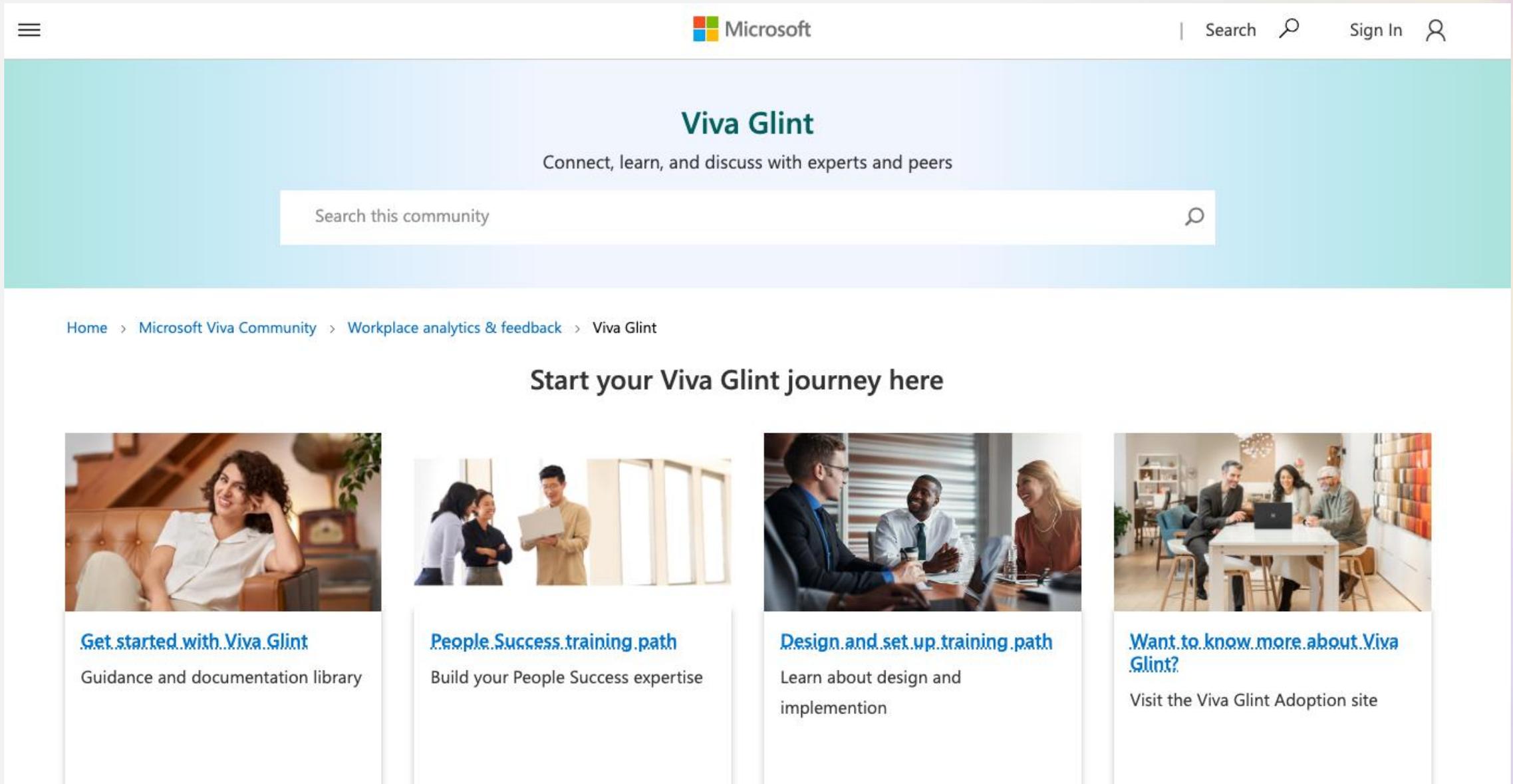
## Engage

Empowers leaders to connect with employees, and address employee questions

- Connect people across the business to strengthen professional relationships and build social capital.
- Build communities that support diversity, shared interests, and business initiatives.
- Spark engagement between leaders and employees to amplify vision and shape culture.
- Exchange knowledge, find answers, and crowdsource ideas.
- Activate people to contribute their experience and expertise

\* Check out [this demo](#)!

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 Microsoft Viva Glint community page. At the top, there is a navigation bar with the Microsoft logo, a search icon, and a sign-in icon. Below the navigation bar, the page title "Viva Glint" is displayed in a large, bold font, followed by the subtitle "Connect, learn, and discuss with experts and peers". A search bar is positioned below the subtitle, containing the text "Search this community".

Below the search bar, there is a breadcrumb trail: "Home > Microsoft Viva Community > Workplace analytics & feedback > Viva Glint".

The main heading is "Start your Viva Glint journey here". Below this heading, there are four cards, each with an image and a title:

- Get started with Viva Glint**: Guidance and documentation library. The image shows a woman sitting on a couch, smiling.
- People Success training path**: Build your People Success expertise. The image shows three people in a meeting, one holding a laptop.
- Design and set up training path**: Learn about design and implementation. The image shows three people in a meeting, one holding a laptop.
- Want to know more about Viva Glint?**: Visit the Viva Glint Adoption site. The image shows four people in a meeting, one holding a laptop.

Q&A

# 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](mailto: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](#)

# 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



# Appendix

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 top navigation bar with the Microsoft logo and 'Learn' followed by dropdown menus for 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this is a secondary navigation bar with 'Microsoft Viva' and various Viva Glint categories like 'Viva Amplify', 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', 'Viva Pulse', and 'Topics'. A search box on the left is labeled 'Filter by title'. The main content area features a breadcrumb trail 'Learn / Microsoft Viva / Viva Glint /', a title 'Viva Glint learning paths and modules', and a sub-header 'Article • 02/12/2024 • 1 contributor'. A 'Feedback' link is visible. The 'In this article' section lists links for 'Earn badges', 'Courses for admins', and 'Courses for managers'. The main text begins with '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.' and continues with '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 page ends with '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 top navigation bar with the Microsoft logo and 'Learn' followed by dropdown menus for 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this is a secondary navigation bar with 'Microsoft Viva' and various Viva Glint categories like 'Viva Amplify', 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', 'Viva Pulse', and 'Topics'. A search box on the left is labeled 'Filter by title'. The main content area features a breadcrumb trail 'Learn / Microsoft Viva / Viva Glint /', a title 'Viva Glint badging', and a sub-header 'Article • 02/12/2024 • 1 contributor'. A 'Feedback' link is visible. The 'In this article' section lists links for 'Microsoft Viva Glint Foundations badge' and 'Microsoft Viva Glint Manager badge'. The main text begins with '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.' The page ends with '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 website interface. At the top, there is 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'. The main content area features a search filter 'Filter by title' and a list of articles under the heading 'Introduction to Microsoft Viva Glint'. The selected article is 'Introduction to Microsoft Viva Glint', dated 09/29/2023, with 3 contributors. It includes a 'Feedback' button and a list of 'In this article' topics: 'Get started with Viva Glint' and 'How does Viva Glint improve the overall health of your organization?'. The article text states: 'This article helps you to understand how Microsoft Viva Glint makes people in your organization happier and more successful at work.' It also mentions a 4:30 video introduction. A large video player thumbnail is shown with the text 'An introduction to Microsoft Viva Glint and people success' and a play button. The video player interface includes a 'Viva Glint' logo, navigation tabs for 'Dashboard', 'Focus Areas', 'Reporting', 'Feedback', and 'My Pulse', and a data visualization showing 'Apr 2023 Engagement' with a score of 71. On the right side, there are 'Additional resources' sections for 'Training' (with a 'Get to Know Viva Glint's Approach Training' module) and 'Documentation' (with a 'Four stages of Viva Glint program' document). A 'Show 5 more' link is at the bottom of the documentation section.

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 Focus Areas 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 data analysis tools to improve businesses.

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

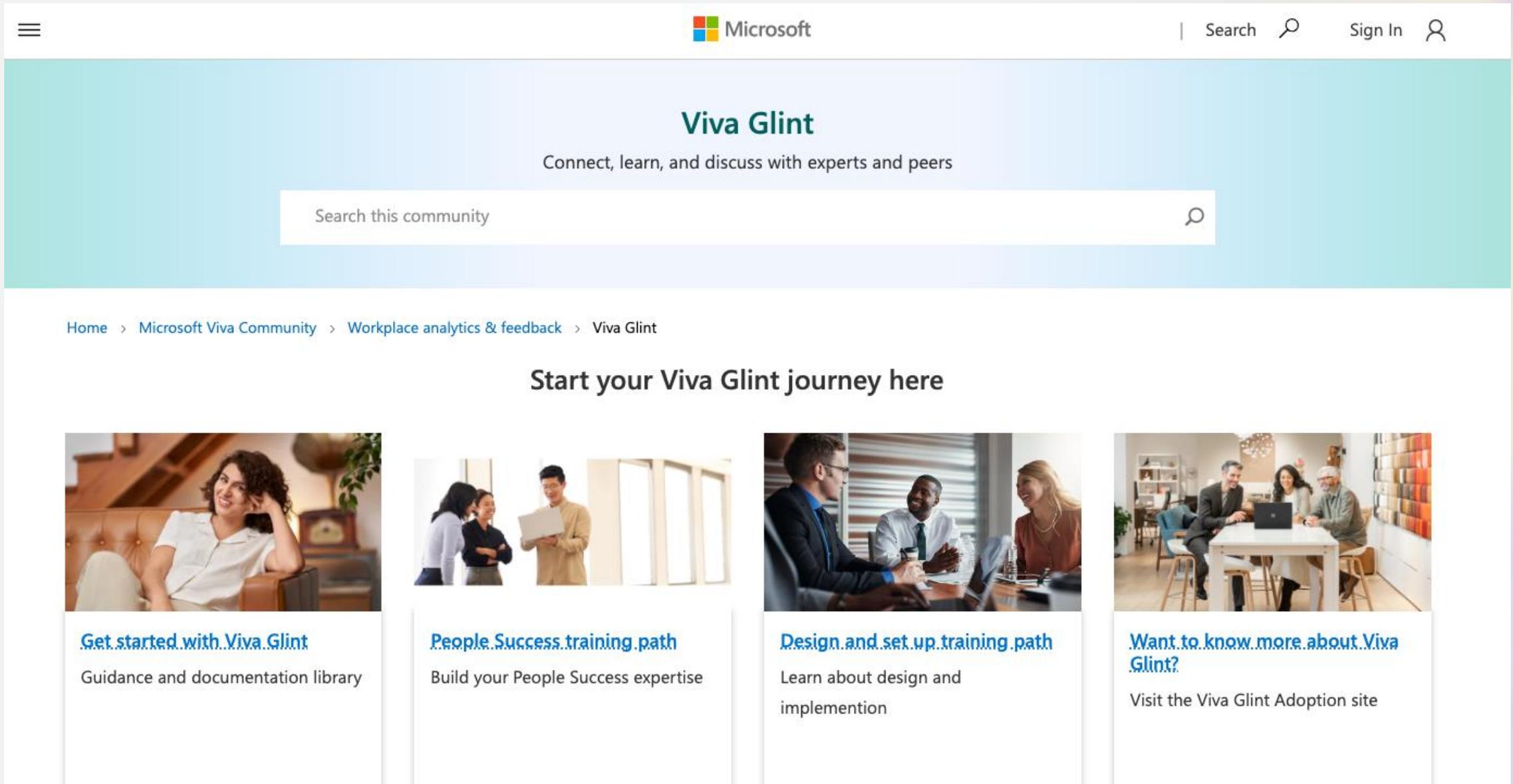
Viva Glint offers Engagement, specialty, and 360 feedback programs to support and improve businesses.

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

When a new customer purchases and is entitled to the Viva Glint product, 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.
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- 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.

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 the heading 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. The event description begins with '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'.

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

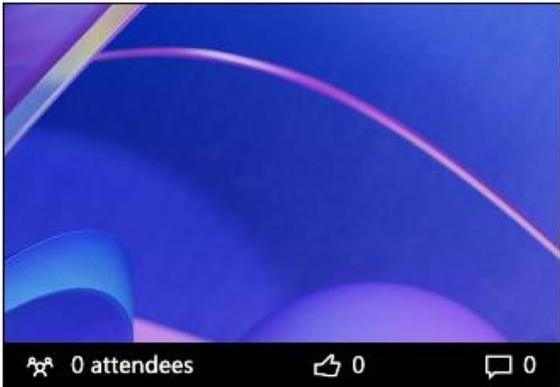
Home > Viva Glint > Viva Glint

## 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

...

[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 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 with a featured article. The first article is titled "Late January 2024 Viva Glint newsletter" by JudyWeiner1, dated Jan 26 2024 07:51 AM, with 596 views. The second article is "Introducing Viva Glint: Ask the Experts series" by KathrynBowen, dated Jan 23 2024 10:36 AM, with 549 views. The third article is "January 2024 Viva Glint newsletter" by JudyWeiner1, dated Jan 08 2024 09:39 AM, with 610 views. Each article includes a thumbnail image, a title, author information, and a brief description.

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



**Viva Glint Monthly Newsletter**

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

Explore what's new and upcoming with Viva Glint!



**Introducing Viva Glint: Ask the Experts series**  
[KathrynBowen](#) on Jan 23 2024 10:36 AM  
549 views

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



**January 2024 Viva Glint newsletter**  
[JudyWeiner1](#) on Jan 08 2024 09:39 AM  
610 views

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.

## 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!