Microsoft Viva

Viva Glint: Ask the Expert series

November 12, 2024

Agenda

- Welcome & Introductions

- Benchmarks
  o Practitioner perspective
  o Platform perspective

- Q&A

Today's hosts:

Adriana Duque-Hughes
Principal People Scientist
California, USA

Shawna Baker
Sr. Customer Experience
Program Manager
Nebraska, USA

Alessandra Follesa
Solution Architect
London, UK

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts

Practitioner Perspective
on benchmarks

Adriana Duque-Hughes
Principal People Scientist
California, USA

The Why and What of Benchmarks

Why use Benchmarks

To contextualize results and compare with external standards.

To measure your performance against company strategy and goals.

What to look for in Benchmarks

Key Metrics: Identify the most important metrics for your organization.

High Quality Benchmarks: Ensure that the benchmark data is reliable and comes from credible sources.

How to choose a comparison group

Start with external benchmarks: Include talent competitors beyond your industry, company size or geography.

Incorporate internal Benchmarks: Use your own historical data to spot differences across groups and track progress over time.

Benchmarks are one tool in your toolkit: Use them to guide discussions and decisions along with other factors and insights.

Using external and internal benchmarks

Start

External benchmarks help understand where your organization stands in the market and identify areas for improvement.

Continue

Incorporate internal benchmarks to your analysis to track progress.

- Team vs company scores
- Current vs previous surveys
- Trends by team

Track

Keep monitoring both internal and external benchmarks to track discrepancies between external groups and your company's scores.

Shawna Baker

Sr. Customer Experience Program Manager
Nebraska, USA

Platform Perspective
on benchmarks

Viva Glint Benchmarks

✓ **Consent for Benchmark use in Viva Glint**

✓ **How to add and update benchmarks in General Settings**

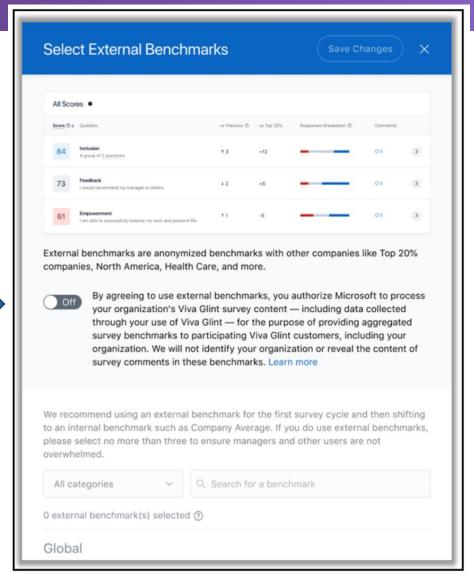✓ **Review the reporting comparison options under Settings**

✓ **Learn Resources**

Opt into Glint External Benchmarks

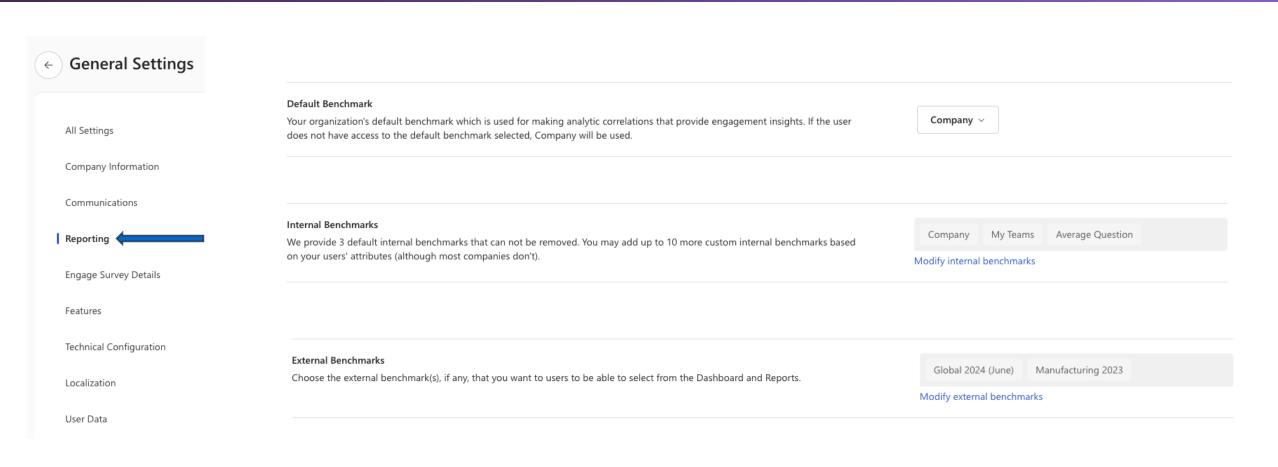## Under Configuration>General Settings>Reporting:

· Viva Glint admins can opt into - give consent to use - external benchmarks.

· After completing the opt in step, an admin can then select one or more Glint benchmarks for report users to use when viewing reports.

Tip:

If consent is **Off**, external benchmark selection is not possible. If consent is **On**, there needs to be at least one external benchmark selected to be able to save the setting.

General Settings: Configuring Benchmarks

General Settings

- All Settings
- Company Information
- Communications
- **Reporting** ←
- Engage Survey Details
- Features
- Technical Configuration
- Localization
- User Data

Default Benchmark

Your organization's default benchmark which is used for making analytic correlations that provide engagement insights. If the user does not have access to the default benchmark selected, Company will be used.

[Company ⌄]

Internal Benchmarks

We provide 3 default internal benchmarks that can not be removed. You may add up to 10 more custom internal benchmarks based on your users' attributes (although most companies don't).

[Company   My Teams   Average Question]

Modify internal benchmarks

External Benchmarks

Choose the external benchmark(s), if any, that you want to users to be able to select from the Dashboard and Reports.

[Global 2024 (June)   Manufacturing 2023]

Modify external benchmarks

External Benchmarks

External Benchmarks

Choose the external benchmark(s), if any, that you want to users to be able to select from the Dashboard and Reports.

| Global 2024 (June) | Manufacturing 2023 |

Modify external benchmarks

Recommendations:

- Viva Glint recommends selecting up to 3-5 External Benchmarks that are meaningful for report users to have for comparisons.
- The benchmark options will show for all report users.

Tips:

- Benchmark updates will automatically update in reporting after you "Save Changes" in General Settings.
- Keep in mind that updating a benchmark would also update the Driver Impact / Strengths and Opportunities reporting with the changed comparison.
- Review your benchmark settings prior to each enterprise engagement launch.

Browse Categories

All categories ⌄ | 🔍 Search for a benchmark

✓ All categories

Global

Industry

Regional

Country

Nursing Excellence (Magnet)

...ey question based on Glint's entire customer
...stries. The global benchmark is Glint's
...f they want to use an external benchmark.

☐ Global 2022 (May)

☐ Global 2023 (Dec)

☐ Global 2023 (June)

☑ Global 2024 (June)

Internal Benchmarks

Internal Benchmarks

We provide 3 default internal benchmarks that can not be removed. You may add up to 10 more custom internal benchmarks based on your users' attributes (although most companies don't).

Company	My Teams	Average Question

Modify internal benchmarks

Browse Categories

All categories ⌄   🔍 Search for a benchmark

3 internal benchmarks selected ⍰

Default Benchmarks

☑ **Company**
Displays your team's scores compared to your company's scores. This is the most commonly used comparison.

☑ **My Teams**
Compares a single team's score to an overall score based on all of the teams you have access to. Helpful if you have more than one area of responsibility.

☑ **Average Question**
Displays your team's scores compared to a single, overall score for all questions your team rated. Helpful for users focused on the variance in scores within their own data, rather than compared to another group.

Comparisons to Reporting User's Cohort Group

These are dynamic and based on the user. For example, if your company has "Title" as an attribute and you select it, then a reporting user who chooses "Title" as the comparison will see the average score from all respondents from their country.

Recommendation:

- Highlight the availability of Internal Benchmarks with your communication to report users.

Tips:

- Consider setting an additional Internal Benchmark option if there is a meaningful attribute for report users.
- Please keep in mind that an attribute that is used for an internal benchmark is dynamic and based on the user.

Default Benchmark

Default Benchmark

Your organization's default benchmark which is used for making analytic correlations that provide engagement insights. If the user does not have access to the default benchmark selected, Company will be used.

Company ∨

Recommendation:

· Viva Glint recommends using an External Benchmark for the first surveys and then to move to setting the default comparison to "Company".

Tips:

· Benchmark updates will automatically update in reporting after you "Save Changes" in General Settings.

· Keep in mind that updating a benchmark would also update the Driver Impact / Strengths and Opportunities reporting with the changed comparison.

· Review your benchmark settings prior to each enterprise engagement launch.

Company ∨

✓ Company

My Teams

Average Question

Global 2024 (June)

Manufacturing 2023

Comparison Options in Reporting

- **Company:** Compare your team's scores against the company's scores

- **My Teams:** Compare your direct reports' scores against your full team roll-up

- **Average Question:** Compare your team's scores to the overall score average for all questions your team rated

- **External Benchmark:** Compare your team's scores to a selected External Glint Benchmark

Learn Resources

🔒 **Opt in to External Benchmarks:**

https://learn.microsoft.com/en-us/viva/glint/setup/opting-into-external-benchmarks#give-consent-to-external-benchmarks-so-managers-can-use-them-to-view-reports

⚙️ **Configuring Benchmarks:**

https://learn.microsoft.com/en-us/viva/glint/setup/benchmarks

✓ **Selecting External Benchmarks:**

https://learn.microsoft.com/en-us/viva/glint/setup/opting-into-external-benchmarks#selecting-external-benchmarks-after-admin-consent

📚 **Benchmark Collateral:**

https://learn.microsoft.com/en-us/viva/glint/setup/benchmarks

https://learn.microsoft.com/en-us/viva/glint/people-science/people-science-benchmark-philosophy

Q&A

Microsoft Viva

Thanks for joining!

Check out our upcoming Psychological Safety webinar

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

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!

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

Product Council

Cohorts

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.

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!

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!