



# Viva Glint: Ask the Expert series

November 12, 2024

# Agenda

- Welcome & Introductions
- Benchmarks
  - Practitioner perspective
  - 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



**Adriana Duque-Hughes**

Principal People Scientist  
California, USA

# Practitioner Perspective on benchmarks

# 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.

Select External Benchmarks Save Changes ×

All Scores •

Score	Question	vs Previous	vs Top 25%	Responses Breakdown	Comments
84	Inclusion A group of 2 questions	+3	+12		0/1
73	Feedback I would recommend my manager to others.	+2	+5		0/1
61	Empowerment I am able to successfully balance my work and personal life	-1	-5		0/1

External benchmarks are anonymized benchmarks with other companies like Top 20% companies, North America, Health Care, and more.

Off By agreeing to use external benchmarks, you authorize Microsoft to process your organization's Viva Glint survey content — including data collected through your use of Viva Glint — for the purpose of providing aggregated survey benchmarks to participating Viva Glint customers, including your organization. We will not identify your organization or reveal the content of survey comments in these benchmarks. [Learn more](#)

We recommend using an external benchmark for the first survey cycle and then shifting to an internal benchmark such as Company Average. If you do use external benchmarks, please select no more than three to ensure managers and other users are not overwhelmed.

All categories ▼

0 external benchmark(s) selected ⓘ

Global

# 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)

Global 2022 (May)

Global 2023 (Dec)

Global 2023 (June)

Global 2024 (June)

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

# 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](#)

## 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.

## 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.

# 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

Settings

Switch Program ▾

- **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

## Report Settings

Done

×

### Choose your benchmark

Choosing the right benchmark data helps users interpret survey results within the context of how others are doing. Glint provides several options for benchmark reporting. Note that your company may have substituted custom terms for the Glint terminology explained below.

#### Internal 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 if you are focused on the variance in scores within your own data, rather than comparing to another group.

#### External Benchmarks ⓘ

- Global 2024 (June)
- Manufacturing 2023

# Learn Resources



Opt in to External Benchmarks:

<https://learn.microsoft.com/en-us/viva/glnt/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/glnt/setup/benchmarks>



Selecting External Benchmarks:

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



Benchmark Collateral:

<https://learn.microsoft.com/en-us/viva/glnt/setup/benchmarks>

<https://learn.microsoft.com/en-us/viva/glnt/people-science/people-science-benchmark-philosophy>



Q&A

# 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](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](#)

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 title is "Viva Glint learning paths and modules". The article is dated 02/12/2024 and has 1 contributor. The page includes a "Feedback" button and a "Filter by title" search box. The left sidebar contains a navigation menu with the following items: Introduction to Microsoft Viva Glint, Get started with Viva Glint, Connect and learn with Viva Glint (with sub-items: Viva Glint resources at a click, Learning paths and modules, Badge certifications), How People Science works with Viva Glint, Viva Glint program types and associated templates, Understand Microsoft Viva Glint privacy and confidentiality policies, Collaborate with your Works Council, Plan and administer your Viva Glint platform, Microsoft Viva People Science methodology for Viva Glint programs, Admin configuration of Viva Glint features, Use Viva Glint best practices and program guidance, Set up and customize Viva Glint programs, Use Viva Glint reports and dashboards, and View results and take action as a Viva Glint. The main content area includes an "In this article" section with links to "Earn badges", "Courses for admins", and "Courses for managers". The article 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." and "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 title is "Viva Glint badging". The article is dated 02/12/2024 and has 1 contributor. The page includes a "Feedback" button and a "Filter by title" search box. The left sidebar contains a navigation menu with the following items: Introduction to Microsoft Viva Glint, Get started with Viva Glint, Connect and learn with Viva Glint (with sub-items: Viva Glint resources at a click, Learning paths and modules, Badge certifications), How People Science works with Viva Glint, Viva Glint program types and associated templates, Understand Microsoft Viva Glint privacy and confidentiality policies, Collaborate with your Works Council, Plan and administer your Viva Glint platform, Microsoft Viva People Science methodology for Viva Glint programs, Admin configuration of Viva Glint features, Use Viva Glint best practices and program guidance, and Set up and customize Viva Glint programs. The main content area includes an "In this article" section with links to "Microsoft Viva Glint Foundations badge" and "Microsoft Viva Glint Manager badge". The article 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." and "Credly - a Microsoft third-party vendor - empowers organizations to officially recognize individuals for demonstrated competencies and skills." The page also features a section titled "Microsoft Viva Glint Foundations badge".

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 a 'Feedback' button. A 'Filter by title' search box is located on the left. The left sidebar contains a tree view of the article's contents. The main text includes an 'In this article' section with a link to 'Get started with Viva Glint' and a paragraph explaining the article's purpose. A video player is embedded, showing a video titled 'An introduction to Microsoft Viva Glint and people success' with a play button overlay. The video content shows a Viva Glint dashboard with an 'Executive Summary' card displaying 'Apr 2023 Engagement' at 71. The right sidebar contains 'Additional resources' with sections for 'Training' (a module titled 'Get to Know Viva Glint's Approach Training') and 'Documentation' (a link to 'Four stages of Viva Glint program').

**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

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](#)

A strong feedback program incorporates a variety of survey types and frequencies to improve businesses.

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

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

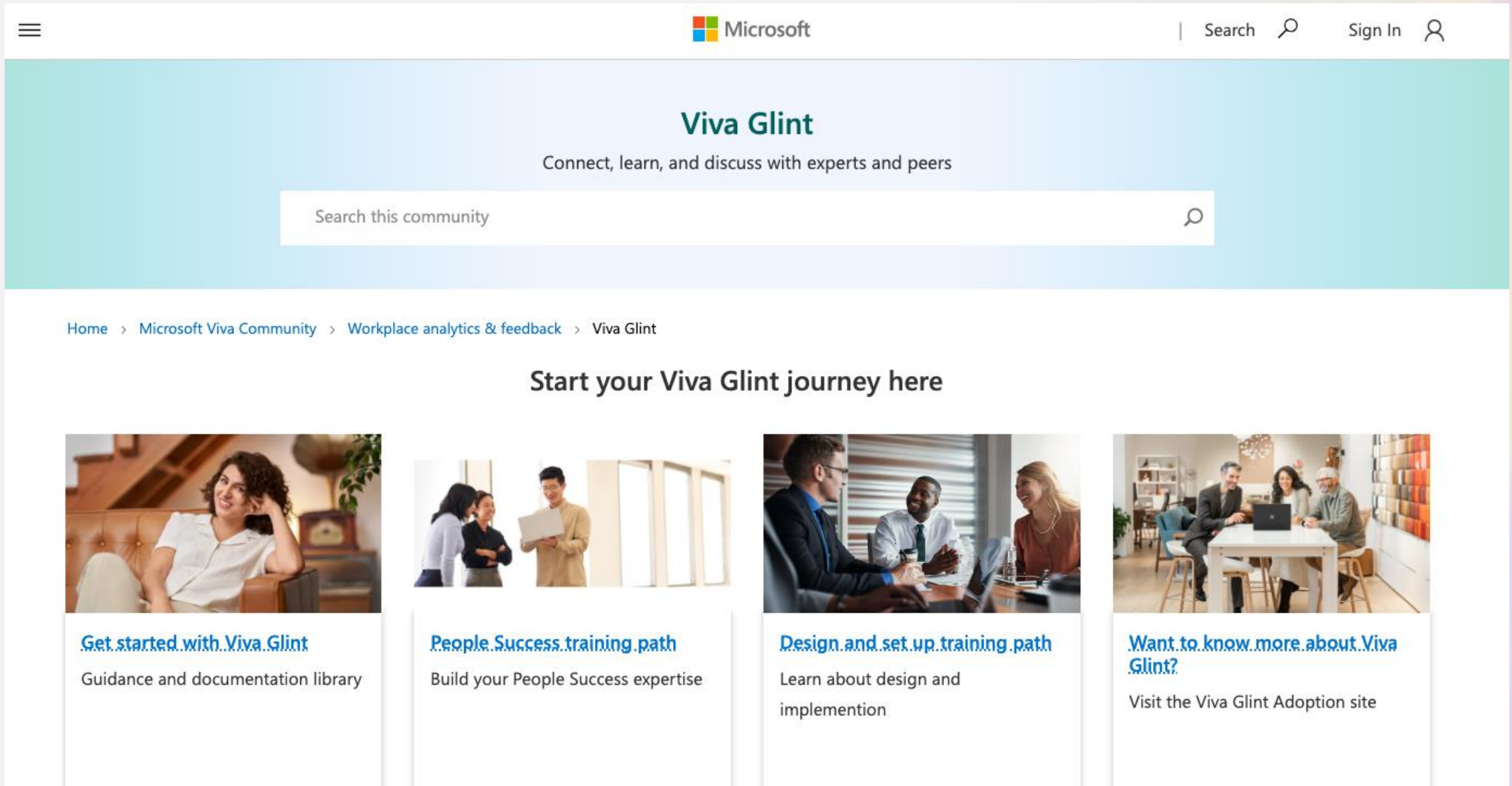
[Set up a Microsoft Viva Glint tenancy](#)

When a new customer purchases Viva Glint, 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 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 content area features a heading "Start your Viva Glint journey here" followed by four cards, each with an image and a link:

- 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 sitting around a table, looking at a laptop.



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 page title is "Viva Glint Events". Below the title, there are filters for "View as:" (List View and Calendar View), "Status" (Select Status), "Labels" (Select Label), and "Date Range". 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 and a thumbnail image with 0 attendees, 0 likes, and 0 comments.

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

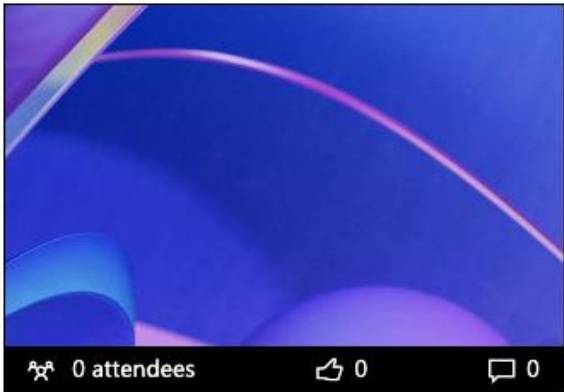
Home > Viva Glint > Viva Glint

## 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 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, engaged in a conversation.

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!