



Viva Glint: Ask the Expert series

October 15, 2024

Agenda

- Welcome & Introductions
- Maximizing survey participation
 - Practitioner perspective
 - Platform perspective
- Q&A

Today's hosts:



Jennifer Stoll

Principal People Scientist
Missouri, USA



Luz Lorenz

Sr. Customer Experience
Program Manager
Texas, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts

Question of the day:

What has been a main challenge in encouraging employees to participate in a survey?



Jennifer Stoll

Principal People Scientist
Missouri, USA

Practitioner Perspective on maximizing survey participation

Start with the basics – a well-crafted survey



Cover all of the People Success elements



Measure both strengths and opportunities



Actionable at various levels



Relevant content



Appropriate length

Build a robust communication strategy



Proactively communicate your measurement strategy to the company about what is measured, why, and when



Survey communication from the CEO and other key executives – in advance, while the survey is live, and post-survey



Email reminders during the survey administration period

Get creative!



Brand your survey program



Posters, table tents, digital screens,
closed circuit television promotions



Email, voicemail, text message
communications from various levels
of leadership in the organization
encouraging employees to share
their feedback



Banner/advertisement/promotion
on intranet

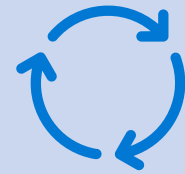
Take action



The best way to drive up response rates on future surveys is to take action on the survey results.



Clearly and regularly communicate the actions that are being taken as a result of employees' feedback.



Employees who believe action will be taken are more likely to respond to future surveys.

Why not aim for 100% ?



Risk of inappropriate or unethical behavior



Difficult to interpret the results and take appropriate action



No one should feel pressured to participate or feel like their participation is mandatory

Incentives may...



Suggest that the survey is not anonymous/confidential



Distract from the survey's true purpose - that employees should share their voice to positively shape the organization



Imply that leadership is buying participation or positive responses

If you are going to use incentives...

- The type of incentives really matters
- Consider nominal incentives provided to everyone in advance of the survey
- Or, encourage divisions/functions to compete for their charity of choice

Tips for exit surveys



Capture feedback as soon as possible after receiving notice of leaving



Encourage exiting employees to complete the survey



Provide clear communications on how exit survey responses are used, protected, and reported



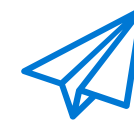
Consider your minimum threshold



Keep exit surveys very short - measure need to know, not nice to know



Provide exiting employees with multiple avenues for sharing feedback



Send exit surveys to both corporate and personal email addresses



Luz Lorenz

Sr. Customer Experience Program
Manager
Texas, USA

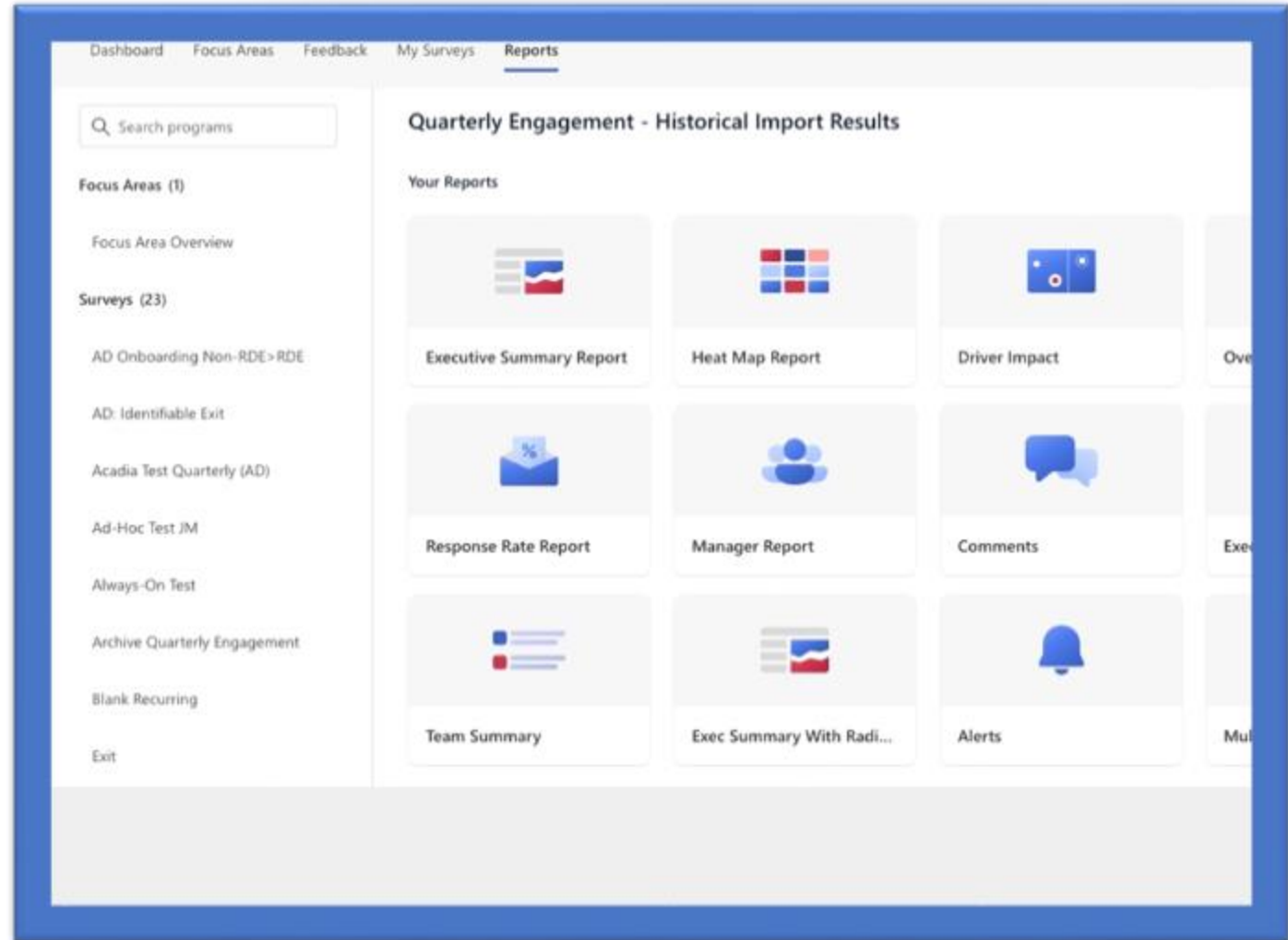
Platform Perspective

on maximizing survey participation

How to Access your Response Rate Report

To access the Response Rate report in Viva Glint, follow these steps:

- 1. Log in to Viva Glint:** Start by logging into your Viva Glint account.
- 2. Navigate to the Reports Tab:** Once logged in, go to the Reports tab on the Viva Glint dashboard. This is where you can find various reports, including the Response Rate report
- 3. Select the Response Rate Report:** In the Reports tab, look for the Response Rate report. This report provides a deep dive into survey response rate trends and comparisons across hierarchies and key demographics.
- 4. Customize Your Report Settings:** You can customize the report settings to filter the data based on your needs. This includes selecting different comparators and adding sections to encompass various views.

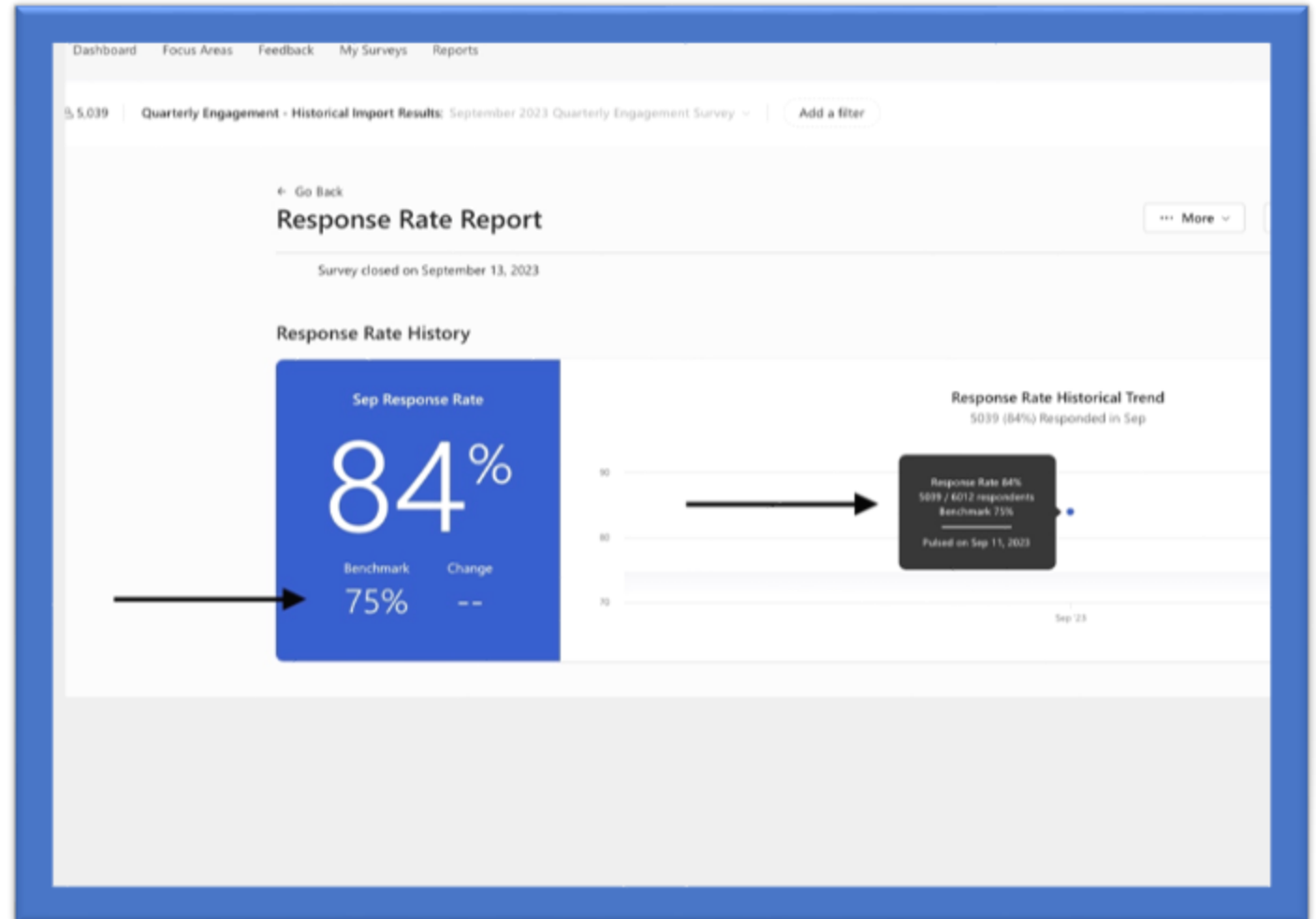


Response Rate Report

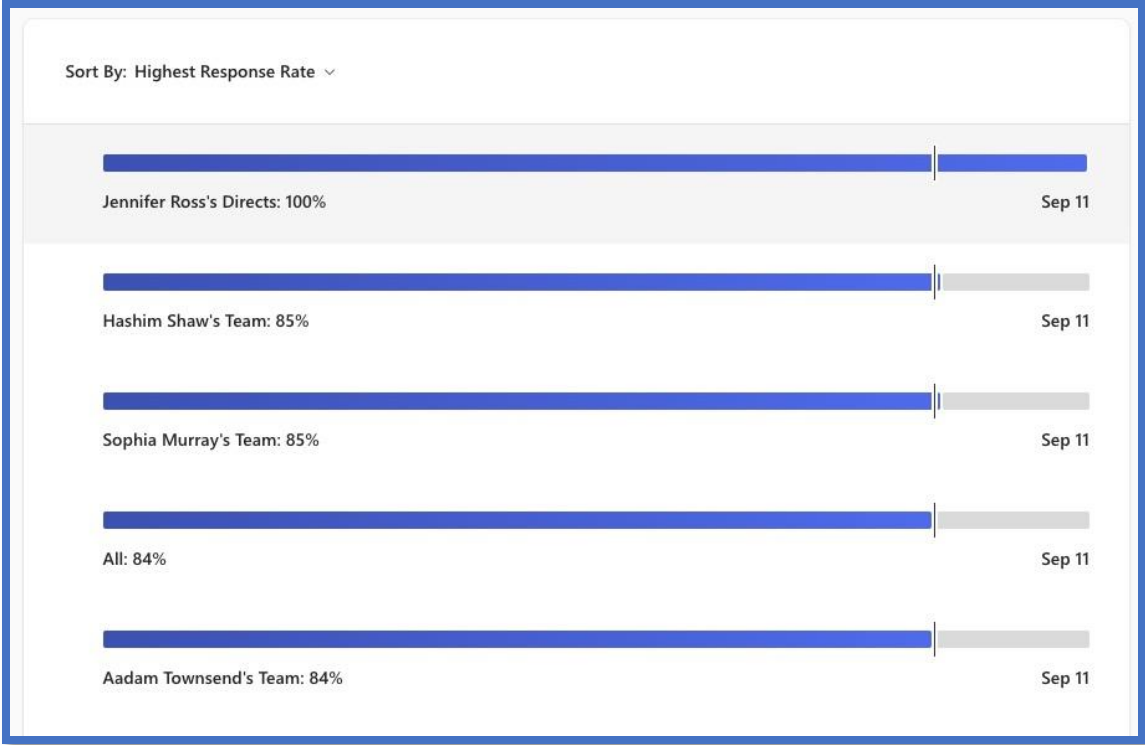
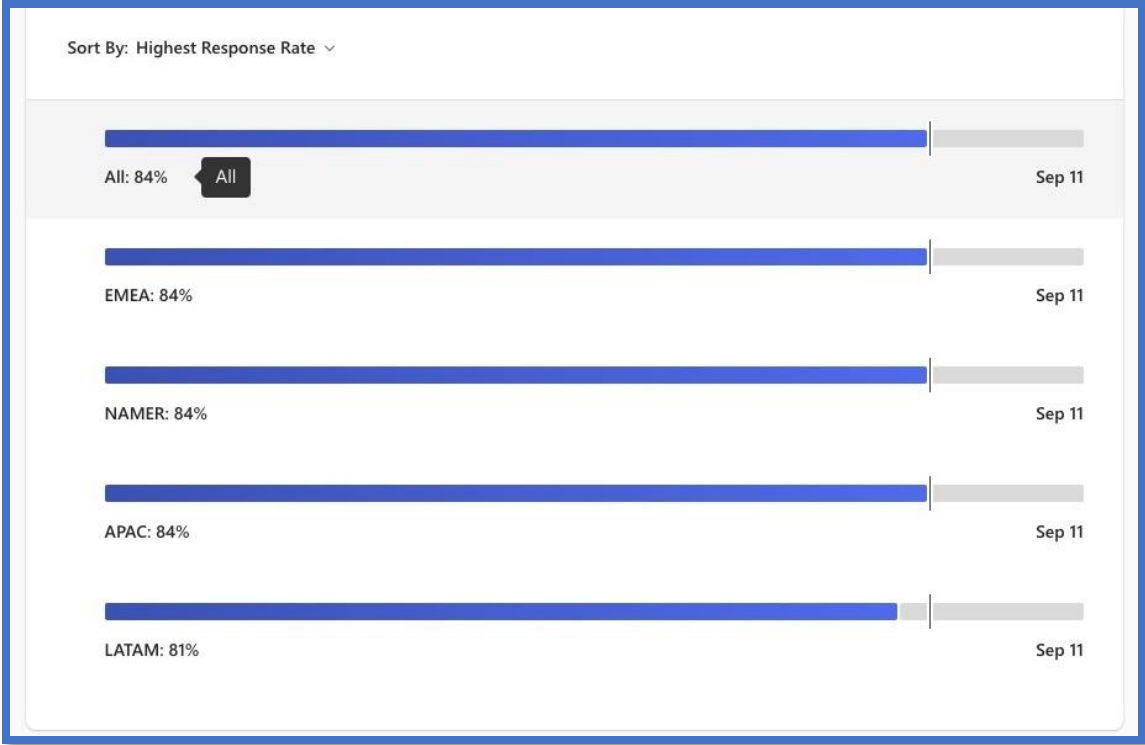
Provides a detailed analysis of survey response rate trends and comparisons across different hierarchies and key demographics. This report is accessible to anyone with Program Access and is viewable by admins after the survey launches.

The report includes various sections such as:

- **Historical Trends:** Shows the average response rate, comparator, and any percentage change.
- **Comparators:** Provides comparison points from all Viva Glint customers, company-wide response rates, manager's team response rate, and available attributes



Different Response Rate Views



Tactical Suggestions

Start survey on Monday or Tuesday

Don't end survey on Sunday

Keep survey under 19 days

Monitor response rates while administering the survey

Consider Local challenges

- Local Holidays
- Competing Projects (conferences, important deliverables, etc.)

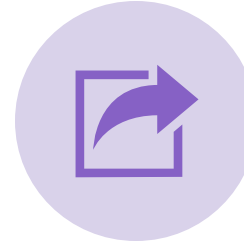
Survey Invitations and Reminders best practices

- User personalized templates:** Our Glint standard email templates contain macros that you can use to personalize your survey invitations (Participant name, Company Name, Division Name, etc.)
- Consider your audience:** For Global companies, consider sending survey invitations to local languages
- Clear and concise communications:** Ensure that survey invitations clearly state the purpose of the survey and why the recipients feedback is valuable.
- Follow up with Reminders:** Add additional survey reminders to Non-Responders as needed.

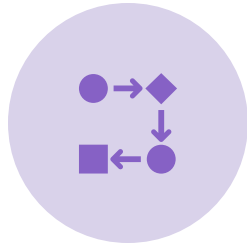
Conclusion



Take Action on Survey Results: The best way to drive up response rates on future pulses is to take action on the survey results and clearly and regularly communicate the actions that are being taken as a result of employees' feedback.



Survey Communication: Effective communication is key. This includes branding the survey program, sending survey communication from the CEO and other executives, and using email reminders during the survey administration period.



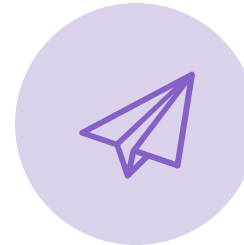
Encourage Participation in Action Planning: Employees should be encouraged to participate in action planning efforts, whether or not they participated in the survey. This helps build a culture of continuous improvement and shows that the organization values all feedback



Regular Updates and Reminders: Sending regular updates and reminders about the survey can help keep it top of mind for employees. This can include email, voicemail, and message communications from various levels of leadership in the organization



Confidentiality Assurance: Ensuring that employees' responses are kept confidential can increase their willingness to participate. When employees trust that their feedback is confidential, they are more likely to provide honest and constructive feedback



Utilize Multiple Channels: Using multiple communication channels to promote the survey can help reach a wider audience. This includes email, intranet, and even physical reminders like posters and table tent

Q&A

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

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.

The screenshot shows the Microsoft Viva Glint Learning Paths and modules page. The page title is "Viva Glint learning paths and modules". The breadcrumb trail is "Learn / Microsoft Viva / Viva Glint /". The article is dated 02/12/2024 and has 1 contributor. The "In this article" section lists three links: "Earn badges", "Courses for admins", and "Courses for managers". The main text describes the learning paths and modules, stating they were created by Subject Matter Experts and are self-paced and self-teachable. It also mentions that as an HR and/or an IT professional, one can find both admin and manager trainings useful in using Viva Glint. 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" and "Learning paths and modules" which is highlighted), "Badge certifications", "How People Science works with Viva Glint", "Viva Glint program types and associated templates", "Understand Microsoft Viva Glint privacy and confidentiality policies" (with sub-item "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 screenshot shows the Microsoft Viva Glint Badging page. The page title is "Viva Glint badging". The breadcrumb trail is "Learn / Microsoft Viva / Viva Glint /". The article is dated 02/12/2024 and has 1 contributor. The "In this article" section lists two links: "Microsoft Viva Glint Foundations badge" and "Microsoft Viva Glint Manager badge". The main text describes the badging opportunity, stating that 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 their LinkedIn profile. The text also mentions that Credly is a Microsoft third-party vendor that empowers organizations to officially recognize individuals for demonstrated competencies and skills. 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", and "Badge certifications" which is highlighted), "How People Science works with Viva Glint", "Viva Glint program types and associated templates", "Understand Microsoft Viva Glint privacy and confidentiality policies" (with sub-item "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", and "View results and take action as a Viva Glint".

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 'Viva Amplify', 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', 'Viva Pulse', and 'Topics'. The main content area features a breadcrumb trail 'Learn / Microsoft Viva /' and the article title 'Introduction to Microsoft Viva Glint'. Below the title, it indicates the article is from '09/29/2023' and has '3 contributors'. A 'Feedback' button is visible. The 'In this article' section lists two links: 'Get started with Viva Glint' and 'How does Viva Glint improve the overall health of your organization?'. A paragraph states: 'This article helps you to understand how Microsoft Viva Glint makes people in your organization happier and more successful at work.' Below this, a video player is shown with the title 'An introduction to Microsoft Viva Glint and people success' and a play button. The video thumbnail displays a Viva Glint dashboard with 'Apr 2023 Engagement' and a score of '71'. To the right of the main content is a sidebar with 'Additional resources' including 'Training' (with a link to 'Get to Know Viva Glint's Approach Training') and 'Documentation' (with a link to 'Four stages of Viva Glint program').

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

Apr 2023 Engagement: 71

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 the following elements:

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

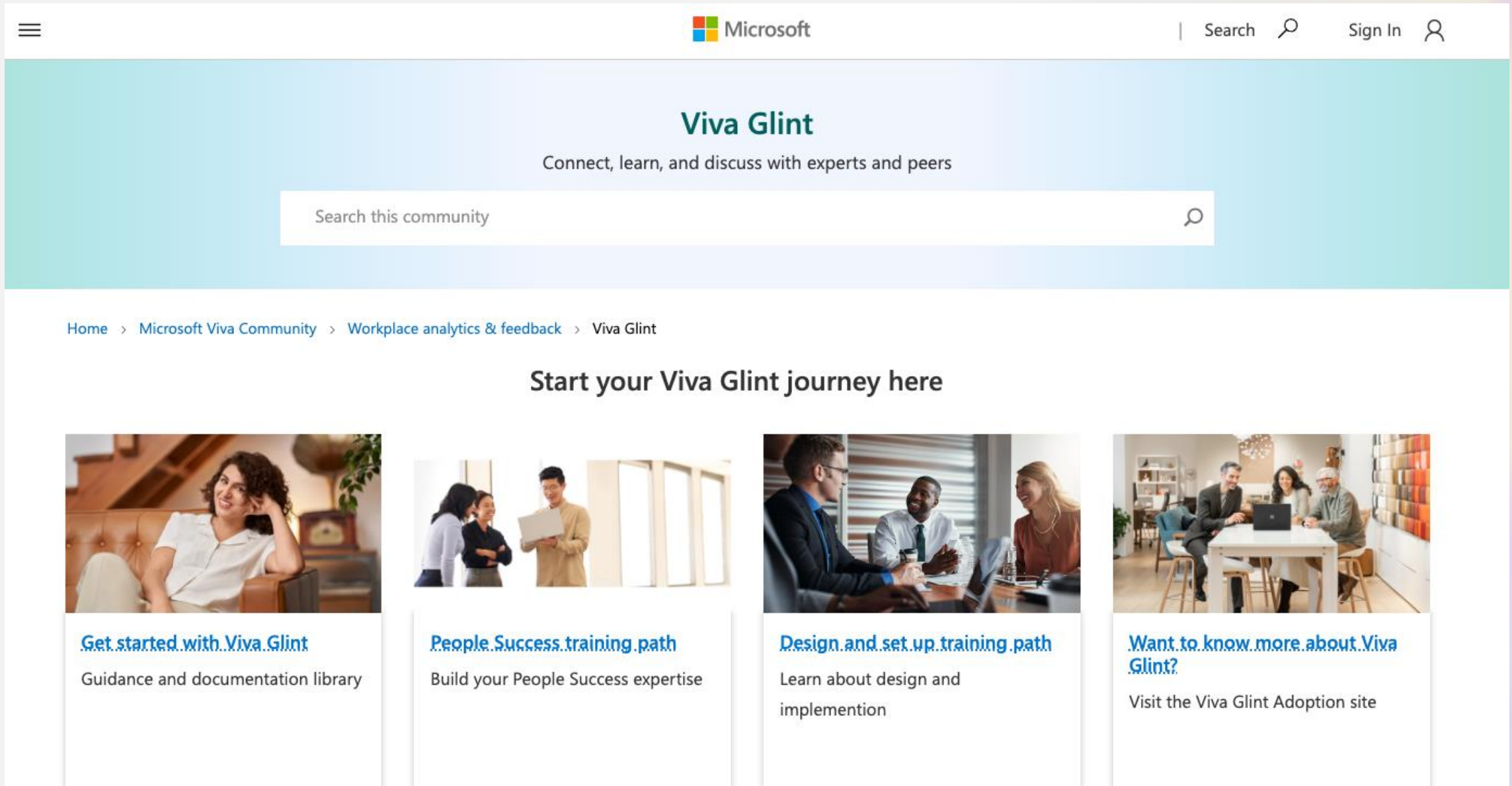
Viva Glint offers Engagement, pulse, and 360 feedback programs to support and improve businesses.

[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.
- People Success training path**: Build your People Success expertise. Image: Three people in a meeting.
- Design and set up training path**: Learn about design and implementation. Image: Three people in a meeting.
- 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 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

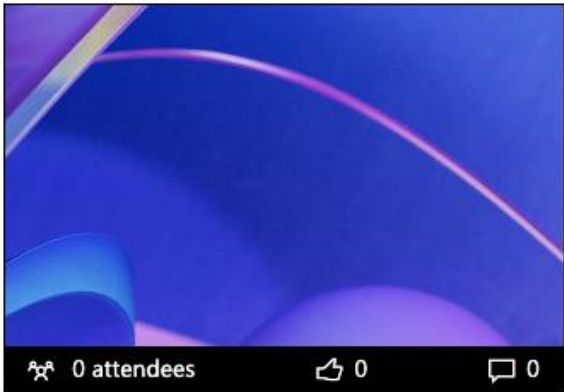
Home > Viva Glint > Viva Glint

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

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[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 group of people in a meeting, with a woman standing and presenting to a seated audience.
- 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, smiling and talking.

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!