



Viva Glint: Ask the Expert series

September 10, 2024

Agenda

- Welcome & Introductions
- Identifying insights via reports
 - Research perspective
 - Practitioner perspective
 - Platform perspective
- Q&A

Today's hosts:



Megan Benzing

Viva People Science Researcher
Washington, USA



Katie Troxell

Senior People Scientist
California, USA



Stephanie Smith

Sr. Customer Experience
Program Manager
Nebraska, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts



Megan Benzing

Viva People Science Researcher
Washington, USA

Researcher Perspective on identifying insights via reports

Most people managers are inexperienced in going from results to insights to actions

41%

Of people managers report collaborating with their team to identify ideas for improvement

32%

Of people managers report breaking down their goals into achievable actions

Operational manager activities are considered most critical to have the right data and insights for

Top activities that are *most critical* to have the right data and insights

Operational

1. Managing my team's performance (46%)
2. Prioritizing my team's work (38%)
3. Making decisions that affect my team (36%)

4. Being effective at my day-to-day job (34%)

5. Managing org changes that impact my team (33%)

6. Supporting my team in moments that matter (32%)

Relational

7. Advocating for my team (27%)

8. Providing recognition (24%)

9. Influencing others (16%)

Manager Action Taking Research was conducted by the Microsoft Viva People Science team in July & August 2024 utilizing an Online Panel Vendor, commissioned by Microsoft, with 703 full-time people managers based in the US with at least 5 direct reports.

For data to drive action, managers emphasize the need for relevance and organizational alignment

Top characteristics of data and insights to make them *actionable*

1. They are relevant to me or my team (49%)

Purpose

T2. They are aligned with our organizational values (40%)

T2. They are connected to our overarching business priorities (40%)

4. They reveal an opportunity that is within my control to address (38%)

Proactive

T5. They show me something I wouldn't have come up with on my own (29%)

T5. They are delivered to me in the flow of work (29%)

T5. They are paired with a recommendation (29%)

8. They surface gaps in experiences between groups of employees (26%)

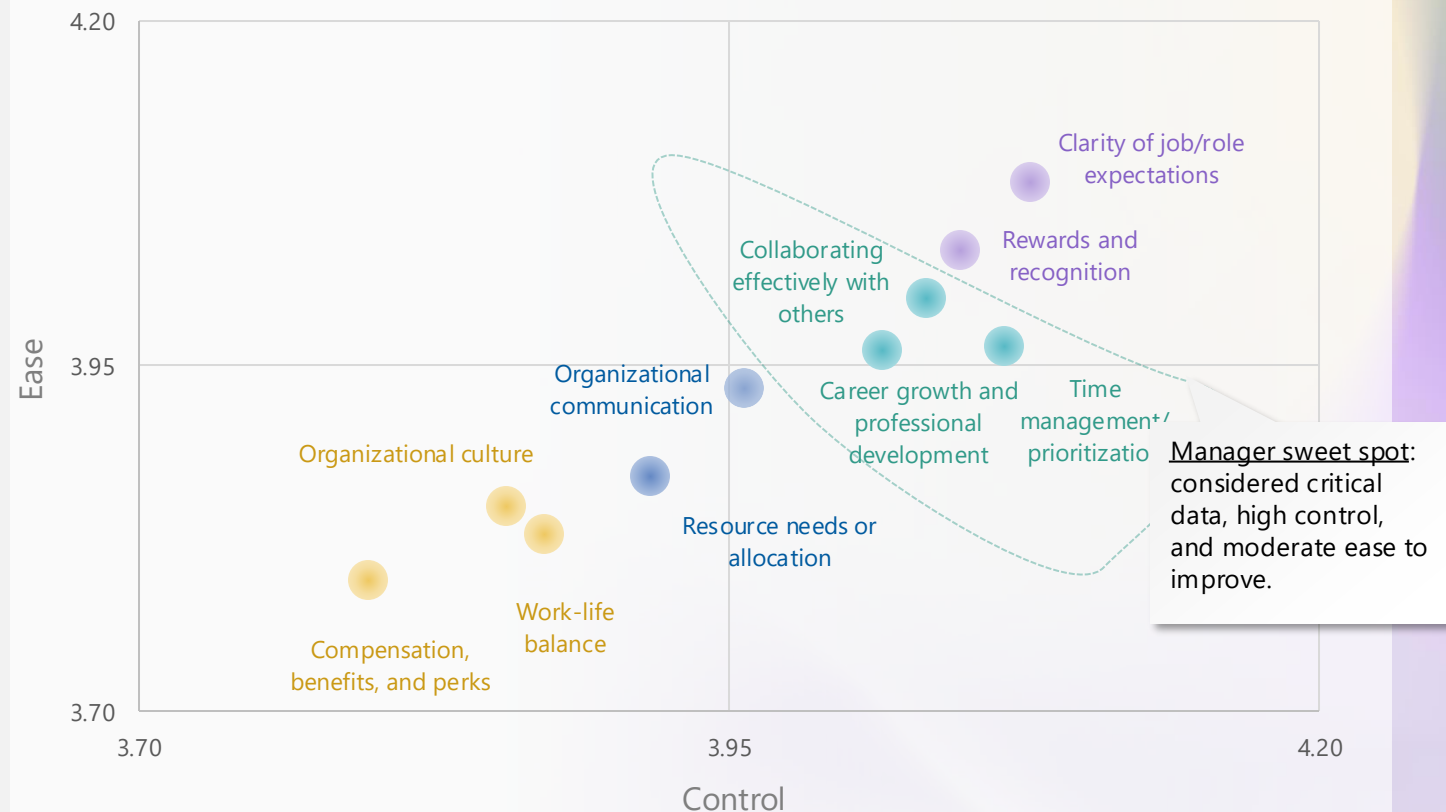
For people managers, survey themes vary in perceived actionability

Strategic challenges are themes combine controllability, ease of impact, and criticality, providing a sweet spot for action taking.

Manager Action Taking Research was conducted by the Microsoft Viva People Science team in July & August 2024 utilizing an Online Panel Vendor, commissioned by Microsoft, with 703 full-time people managers based in the US with at least 5 direct reports.

Insight Actionability Survey themes by ease to improve and control to act on

- Manager low hanging fruit:** Considered easier to improve and well within the control of the manager can help get quick wins and keep momentum.
- Strategic challenges:** Still within the control of the manager but considered more difficult to move the needle on, might challenge momentum.
- Collective efforts:** Sits in the middle of ease and control, topics that require coordination, and often rely on more business level leadership.
- Organizational undertakings:** Themes considered outside of the control of the manager and hard to improve; often considered more org wide initiatives.





Katie Troxell

Senior People Scientist
California, USA

Practitioner Perspective

on identifying insights via reports

Top Strengths

Recognize and celebrate the team's efforts and progress. [Learn more](#)

Score	Question	vs Company	Comments	
81	Feedback My manager provides me with feedback that helps me improve my performance.	+ 14	4 comments	>
73	Decision Making Overall, I am satisfied with how decisions are made at Thrive Unified.	+ 4	0 comments	>
85	Prospects I am excited about Thrive Unified's future.	+ 3	1 comments	>

Recognize your team's strengths

What helps your team stay motivated and successful? Recognize and celebrate your team's effort and progress, and discuss what is going well and what you all can continue doing to be successful.



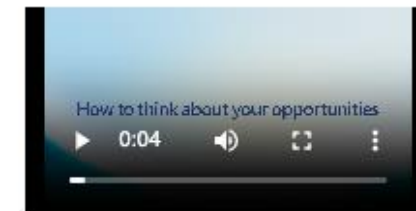
Top Opportunities

Reflect and work with your team to discover ideas for improvement. [Learn more](#)

Score	Question	vs Company	Comments	
48	Belonging I feel a sense of belonging at Thrive Unified.	- 24	5 comments	>
74	Work Life Balance I am able to successfully balance my work and personal life.	- 8	0 comments	>
66	Resources I have the resources I need to do my job well.	- 7	0 comments	>

Collaborate on opportunities

How might you better understand how these areas are going for your team? Collaborate with your team to choose a focus area and invite everyone to share ideas and suggestions.



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 are carefully 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", "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" (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 it 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 "Credly" section states 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", "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".

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 /', the article title 'Introduction to Microsoft Viva Glint', and metadata 'Article • 09/29/2023 • 3 contributors'. A 'Feedback' button is visible. The 'In this article' section lists '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 is a video player with the title 'An introduction to Microsoft Viva Glint and people success' and a play button. The video thumbnail shows a Viva Glint dashboard with 'Apr 2023 Engagement' at 71. The right sidebar contains 'Additional resources' with sections for 'Training' (including 'Get to Know Viva Glint's Approach Training') and 'Documentation' (including '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 a variety of survey types and 360 feedback programs to support and improve businesses.

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

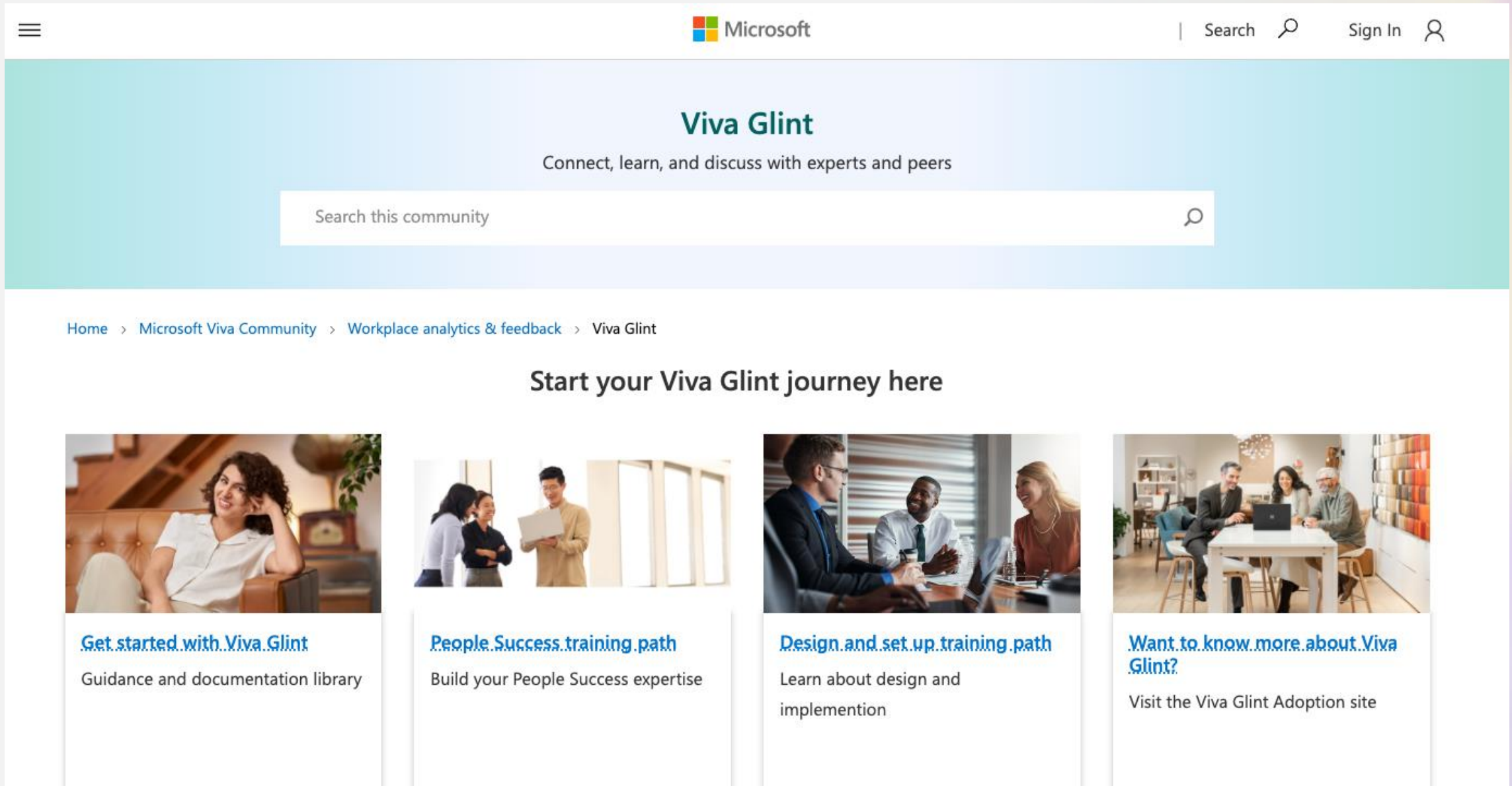
Viva Glint offers Engagement, specialty, and 360 feedback programs to support and improve businesses.

[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.
- 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.

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

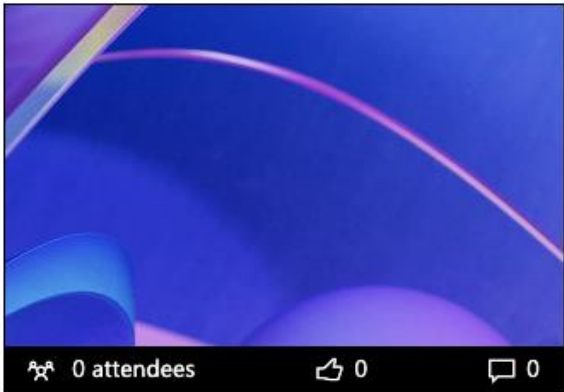
Home > Viva Glint > Viva Glint

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, 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!