



Viva Goals Office Hours

**OKR Retrospectives: Showcasing
Learnings and Achievements Using
Storytelling**

March 29th

8am PST / 11am EST

Agenda

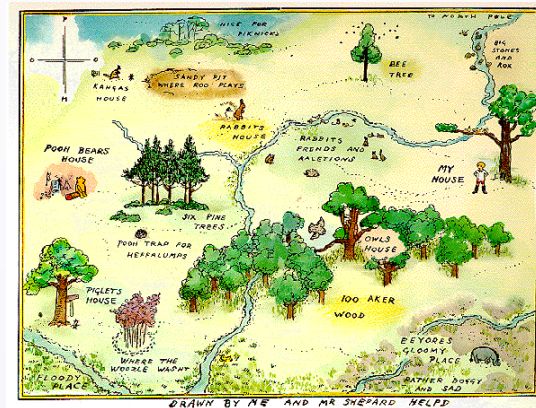
- Welcome and Icebreaker (5 min)
- OKR Retrospectives: Showcasing Learnings and Achievements Using Storytelling – featuring OKR expert Vivian Ajetunmobi (15 min)
- Breakout rooms (10 min)
- Viva Goals Product Deep Dive: Improvements in the Viva Goals Review Dashboards (10 min)
- AMA (15 min)

Icebreaker

Icebreaker

What fictional world or place would you like to visit?

Type it out or share a GIF that represents it in the chat! We'll go first!



Forrester 2023 State of Goal Setting Report

Key Findings

- Practitioners need better goal clarity at the company level
- Goal management processes lack visibility and progress updates
- Effective goal-setting and management requires organizational support
- Better goal-setting and management process, better employee experience

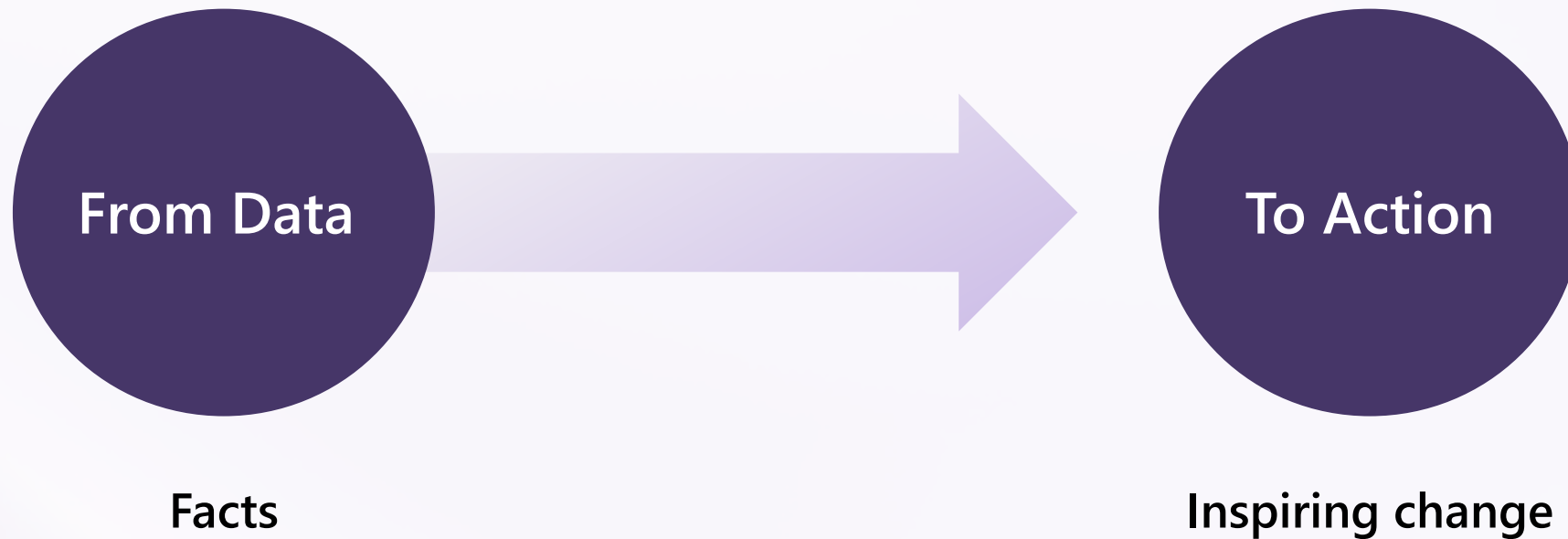


[Resource: Forrester 2023 State Of Goal Setting Report](#)

OKR Retrospectives: Showcasing Learnings and Achievements Using Storytelling

The Story Behind The Data

Organizations process huge amounts of data every day but are we communicating the key insights effectively to inspire action?



The Power Of Storytelling

We are all story tellers.

Neuroscience research has shown that multiple parts of the brain are engaged when we see or hear a story.

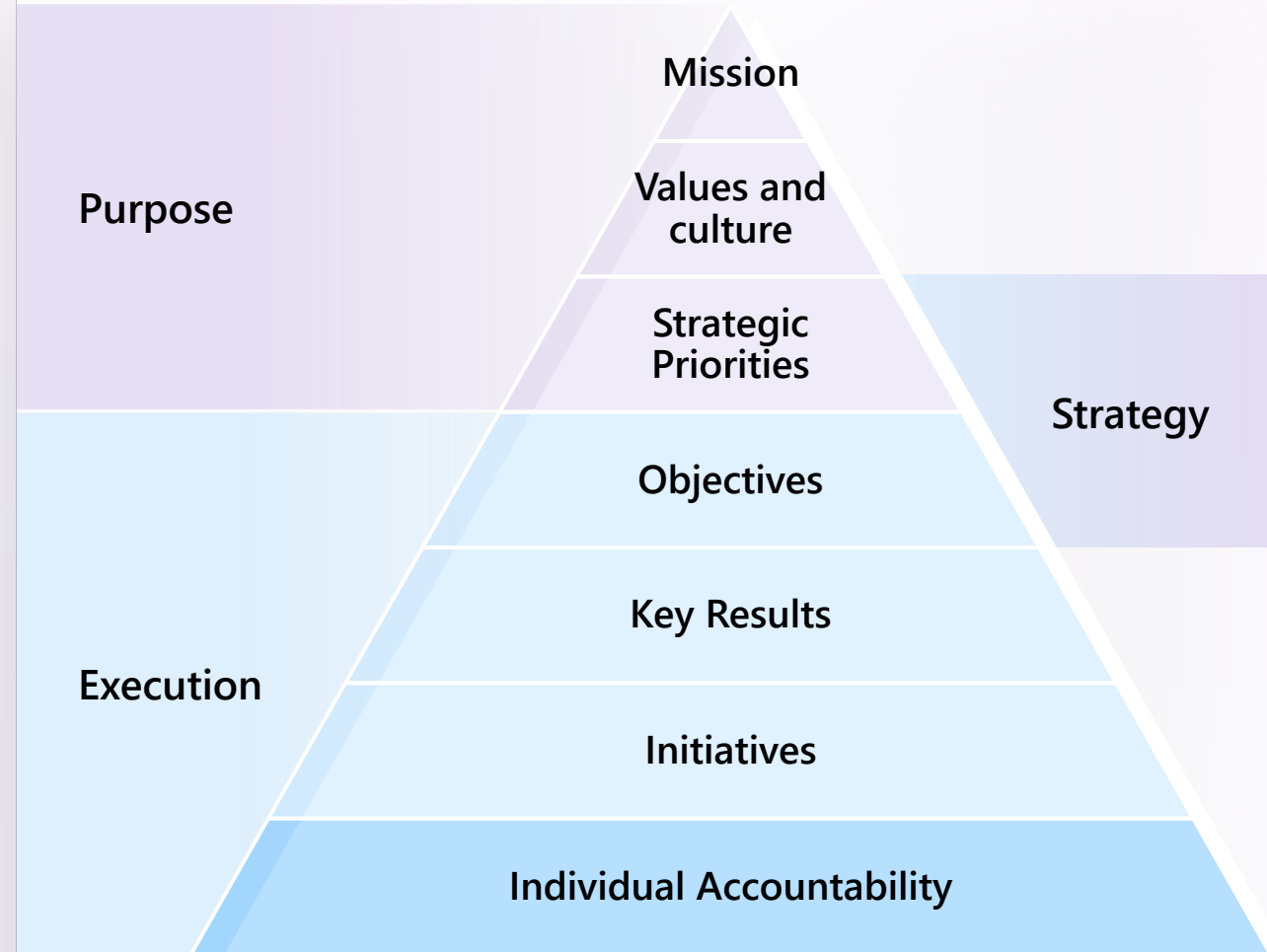
The listener's brain activity mirrors that of the storyteller (Neural Coupling).

Storytelling creates a connection between the speaker and the audience. It improves comprehension, increases empathy and triggers the imagination.



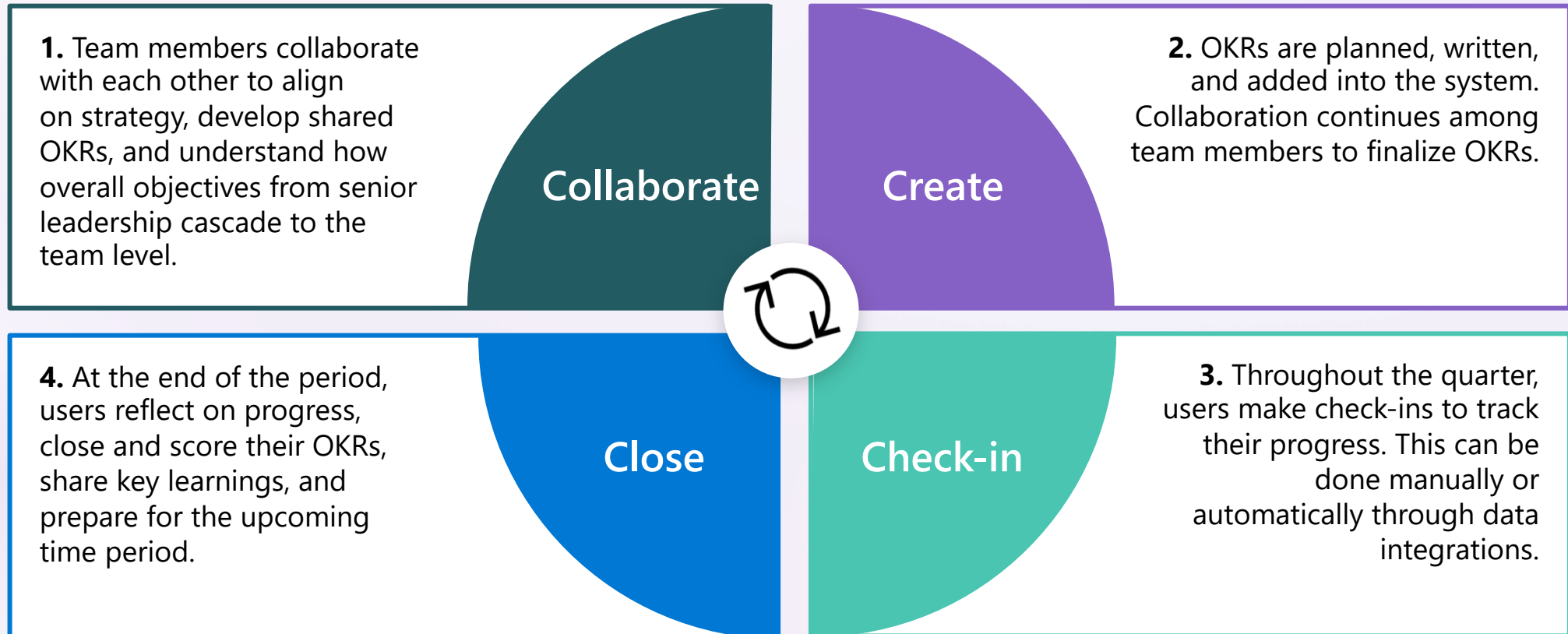
OKRs + Storytelling

Leverage OKRs to align teams on a common business goal-setting and management methodology



OKR Rhythm Of Business

OKRs follow a rhythm of business over a certain time period, generally recommended to be quarterly, with the following 4 steps:



Closing The OKR Cycle – Review

A critical activity to mark the end of an OKR cycle.

OKR Review – Close and score your OKRs in Viva Goals

Questions to ask:

- What is the final score for this key result?
- What is the business impact of this key result?
- What percentage of our working time contributed to this key result?
- What projects/initiatives had the highest priority but did not contribute to the key results?
- Thinking about the upcoming period, should we keep, modify, or remove this key result? Why?

The screenshot shows the 'Closing' interface for an OKR in Viva Goals. At the top, there is a progress bar showing '60%' and a status dropdown menu set to 'Closed'. Below this, the current performance is summarized as 'Current: 60% (Target: 100% | Expected: 80%)'. A 'Score' dropdown menu is set to '0.60', with a note below it stating 'We recommend a score of 0.60 because you reached 60% of the target.' There are two radio buttons for 'Continue working on this in another time period?': 'Yes' (unselected) and 'No' (selected). A 'Closing Note' text area contains the text 'We made progress but the scale of inflation and macro-economic factors has affected our customer', with a rich text editor toolbar below it. At the bottom, there is a checkbox for 'Continue check-in on remaining 5 OKRs' which is currently unchecked. The interface concludes with 'Cancel' and 'Close' buttons.

Closing The OKR Cycle – Retrospective

“We do not learn from experience... we learn from reflecting on experience.” — **John Dewey**

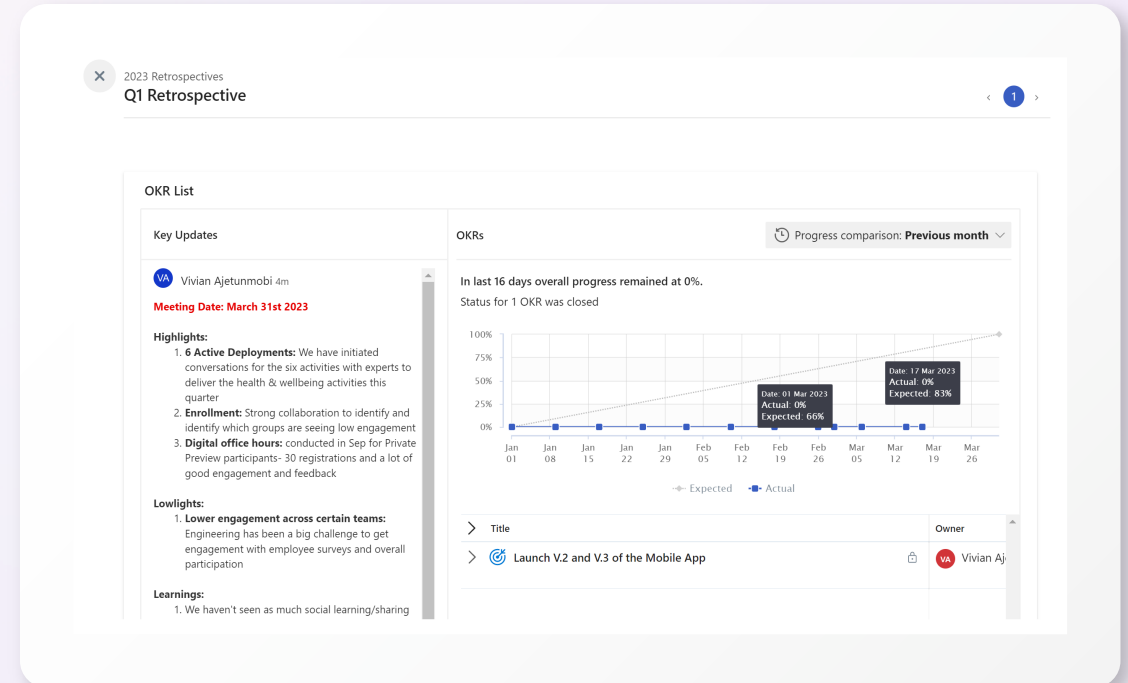
OKR Retrospective – Reflection time

Format: Highlights, Lowlights and Learnings

Start, Stop, Continue

Questions to ask:

- What did we learn about how to deal with dependencies or blockers?
- What did we learn that we did not foresee at the beginning of the quarter?
- How can we apply what we learned in the next cycle?
- Did our key results drive the right behaviour?
- What did we say no to because of our OKRs?



Communicating Learnings and Achievements

Audience: Team/Department

Familiar story structure

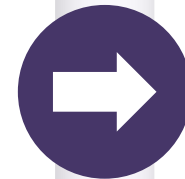
Beginning

Situation/problem
we tried to solve
using OKRs



Messy Middle

Complications/
Conflicting
Priorities



End

Resolution/Result

Communicating Learnings and Achievements

Audience: Companywide (QBRs, Townhalls)

A simple framework to use

Start with Why

- Why does our team exist?
- Who do we serve – internal customers or external customers?
- What problems do we solve for the company?
- Why did we decide to focus on these OKRs and the impact on the company's strategy?

What did we learn?

Using analogies to tell the story behind the numbers

End with an invitation to imagine.



Recap

- ➔ We are all natural storytellers. Continue to improve your skills.
- ➔ Schedule your OKR review and reflection sessions in advance.
- ➔ Think about how you want to share your learnings and achievements with different stakeholders as you execute throughout the quarter.

Resources

Books

- The Leader's Guide to Storytelling: Mastering the Art and Discipline of Business Narrative by **Stephen Denning**
- The Storyteller's Secret: From Ted Speakers to Business Legends, Why Some Ideas Catch on and Others Don't by **Carmine Gallo**
- DataStory: Explain Data and Inspire Action Through Story by **Nancy Duarte**
- OKRs for All: Making Objectives and Key Results Work for your Entire Organization by **Vetri Vellore**
- **To get a free copy of this book, add your contact details [here](#), and use code GOALS2 in the event code space.**

Breakout Rooms

Breakout Room Conversation Starters

1

How has retrospective sessions helped your organization?

Do you have any tips you'd like to share?

2

How do you currently showcase OKR achievements and learnings within your organization?

Do you have any tips you'd like to share?

Product Feature Deep Dive: Improvements in the Viva Goals Review Dashboards

Review Dashboards in Viva Goals

Why dashboards?

Spend less time preparing presentations, more time achieving goals.

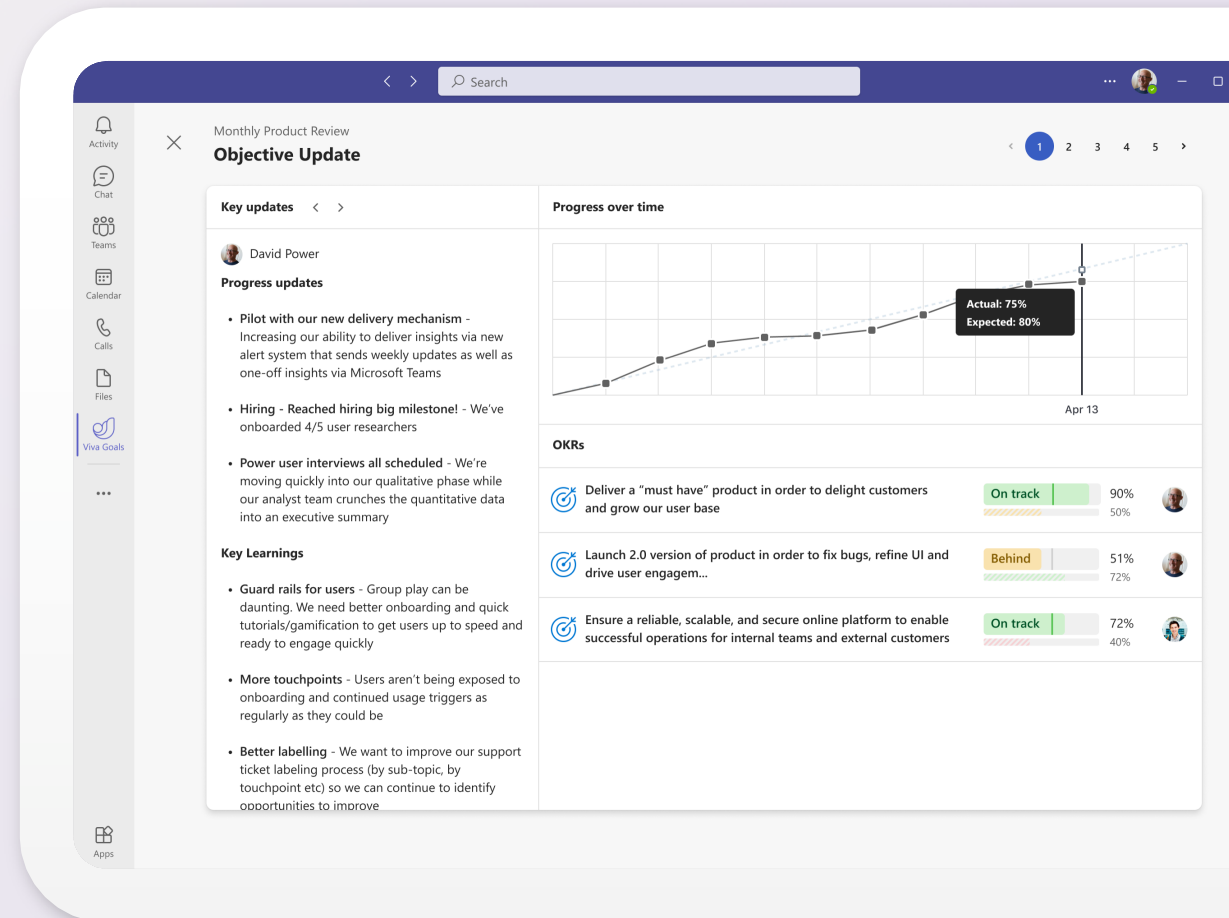
- Custom dashboards for each persona.
- Customizable widgets for presenting OKR information.
- Real time OKRs data with up-to-date progress.
- Interactive interface for deep dive discussions.

How does it work?

Create dashboards in Viva Goals to run your review meetings seamlessly. These can be used during variety of rhythms:

- Organization level – quarterly business reviews
- Department level – monthly business reviews
- Team level – weekly business reviews

** The rhythms to conduct review meetings will vary for each organization and department according to their business requirements. Above is only the representation of most practiced rhythms.*



Stay in the loop with Microsoft Viva Goals

Subscribe here, to stay informed on everything going on within Microsoft Viva Goals, including upcoming events like office hours, the launch of the Viva Community and more!

AMA

Thank you!

Please make sure to take our exit poll so we can better serve you next time!

Have questions? Reach out to GoalsOfficeHours@Microsoft.com