Microsoft Viva

Viva Goals Office Hours

How to Build and Coach a Healthy Team with Viva Goals

Wednesday, October 18th
8am PST / 11am EST

Agenda

- Welcome (5 min)

- How to Build and Coach a Healthy Team with Viva Goals – featuring Vivian Ajetunmobi and Wendy Pat Fong (30 min)

- AMA (20 min)

How to Build and Coach a Healthy Team with Viva Goals

Factors Needed for Goal Attainment

01

Writing goals down with accompanying action items

02

Sharing of goals with friends

03

Providing weekly updates

"Employees who report to managers who coach effectively are 40% more engaged, exhibit 38% more discretionary effort and are 20% more likely to stay at their organizations than those who report to ineffective coaches."

Building Connector Managers

Gartner Research

Why coach?

01
Talent Development
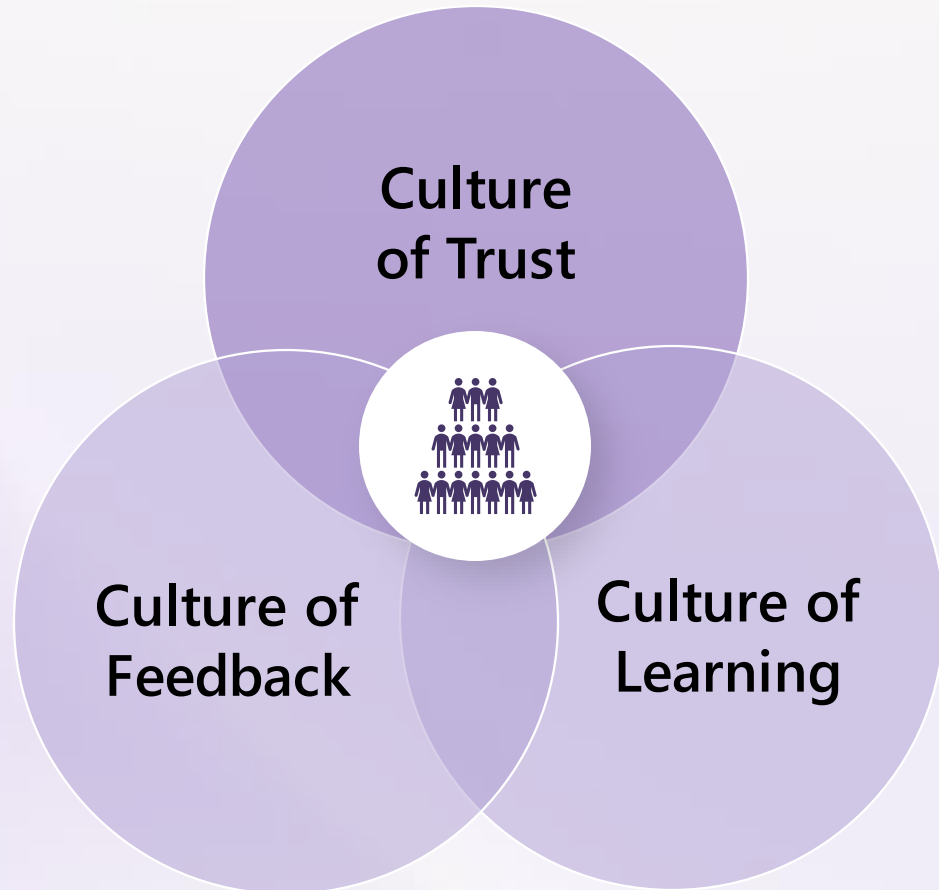Unlocking potential to maximize performance

02
Drive Business Results
Outcome mindset is a new way of thinking

03
Better Leadership
Practice curiosity and growth mindset

The Three Cultures

Culture
of Trust

Culture of
Feedback

Culture of
Learning
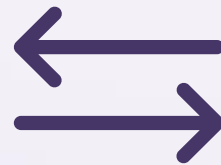
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Goal and OKR Management Solution

Culture of Trust – Psychological Safety

"**Psychological safety** is the belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes. Team members believing that they can take risks without being shamed by other team members."

Prof Amy Edmondson
Google's Project Aristotle

Fear	
	• Represses innovation
	• Stifles creativity
	• Creates an environment of compliance

The 4 Stages of Psychological Safety –Timothy Clark

Inclusion Safety

Being part of a team doesn't mean automatic inclusion.

Inclusion is a choice.

Include teams in the goal setting process

Learner Safety

An environment where people can ask questions, experiment, make mistakes and even fail.

Using Check-Ins, Dashboard for Reflections

Contributor Safety

Autonomy to execute and innovate to drive business outcomes

Use initiatives feature in Viva Goals to drive team/individual contributions

Challenger Safety

An environment where people can challenge the status quo without personal and professional risk.

Setting stretch and experimental goals

Viva Goals Application: Check Ins

Viva Goals Application: Dashboards

Culture of Feedback

Benefits

- Enables ongoing development
- Helps identify and remove blockers
- Strengthens relationships
- Make employees feel supported in their role

Outcomes

- Employee retention
- Employee satisfaction
- Manager confidence
- Employee morale

But why is feedback so hard?

Challenges with Feedback: Gaps in two-way dialogue

97%
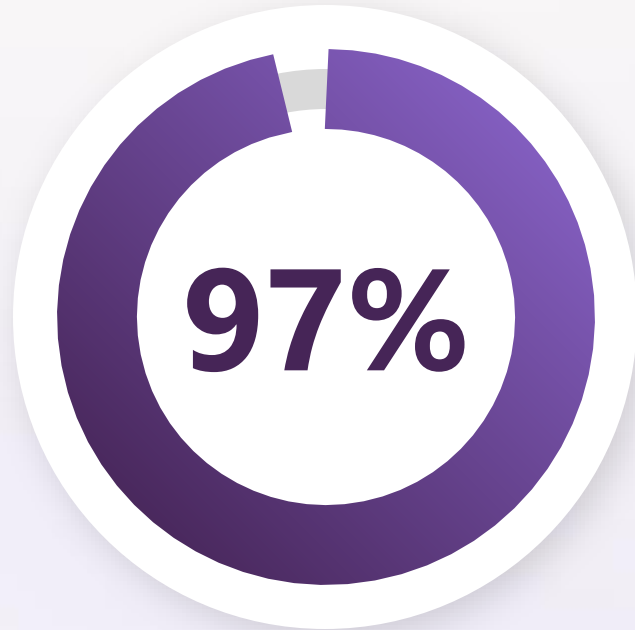
of managers say that *frequently* asking for employee perspectives is important

84%
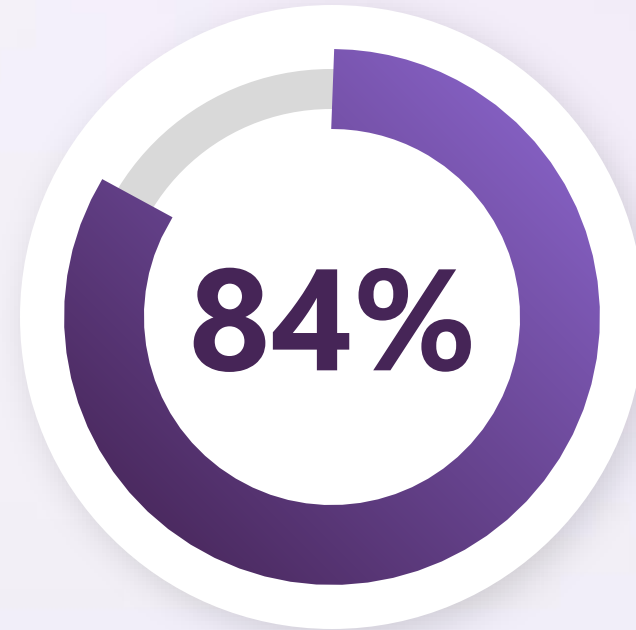
of managers say there are some challenges with two-way feedback between them and their teams

Source: Work Trends Index (n=20,006)

Challenges with Feedback

1 Trust and confidentiality

2 Feedback doesn't always result in action

3 Not knowing how to give or receive constructive feedback

4 Not timely

5 Time-consuming

6 Tying feedback to impact

Using Goals to Drive Feedback

Trust and Confidentiality

Goals should be set collaboratively. Managers help employees to measure the impact their work has with the higher-level strategies while showcasing skills and competencies

Do not how to give feedback

Managers should use goals as an anchor to provide feedback. By making it contextual, feedback is not taken personally.

Time Consuming

Use goals for your weekly team and 1-on-1 meetings to drive the conversations. Feedback will be easily integrated as managers talk about updates and blockers

Does not Result in Action

Managers provide feedback and translate them into behaviours through action items to drive outcomes

Not Timeline

For goals to be successful, weekly updates must be done. This cadence gives the managers the opportunity to provide feedback, positive and constructive

Trying to Impact

As goals were set collaboratively, both managers and employees have skin in the game to drive impact. Therefore, the feedback around goals are in the pursuit of achieving great results.

Pre-Mortem and Post-Mortem: Dashboards

Culture of Learning

Summary

Culture of Trust

Culture of Feedback

Culture of Learning
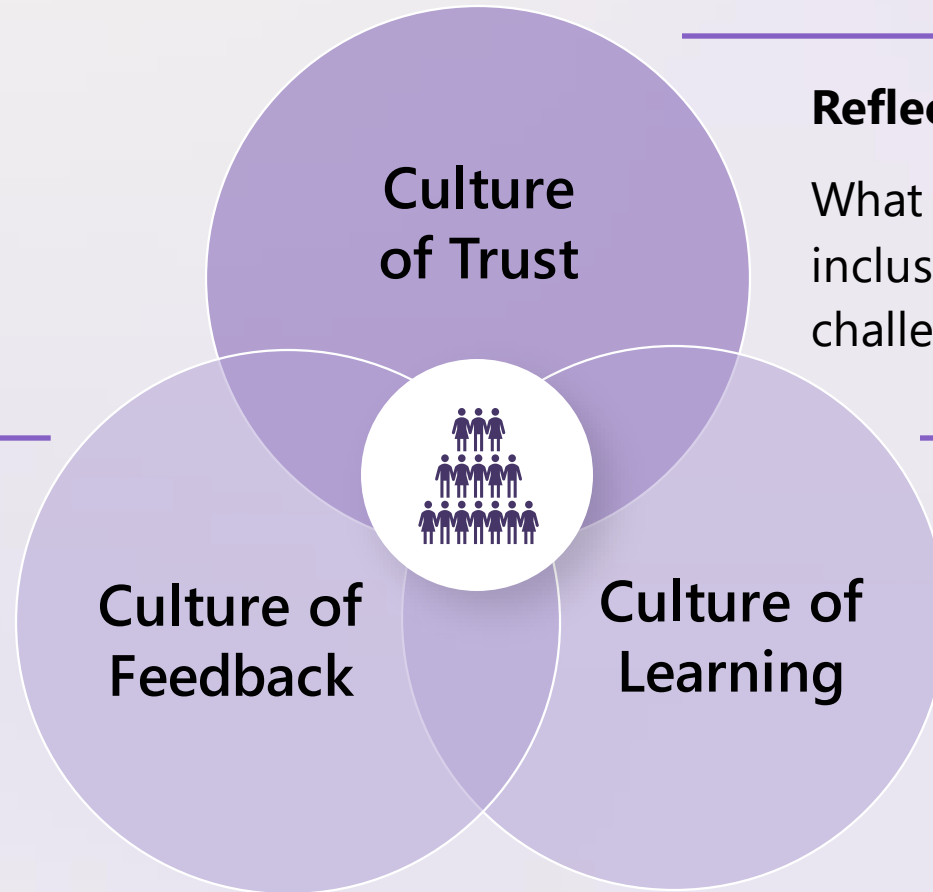
Reflective Question:

What small steps can I take to improve inclusion, learner, contributor and challenger safety in my team?

Reflective Question:

How can I adapt 1-on-1 meetings to provide timely feedback to my team?

Reflective Question:

What is one thing that I can do to prioritise learning for my team?

Resources

AMA

Microsoft Viva Goals Community Events

Art of the Possible:

The future of goal-setting and management: Achieve more with Viva Goals

- Featuring Lucy Hitz, Senior Product Marketing Manager, Viva Goals and Jatone Wilson, Senior Program Manager, Viva Goals CXP
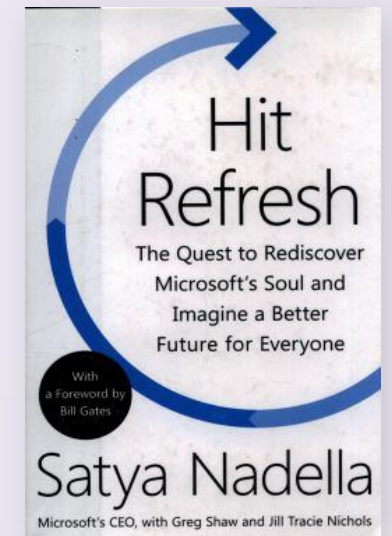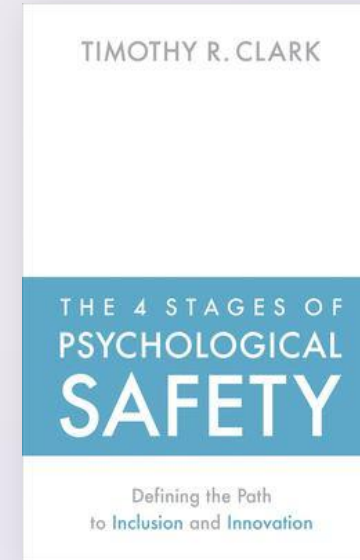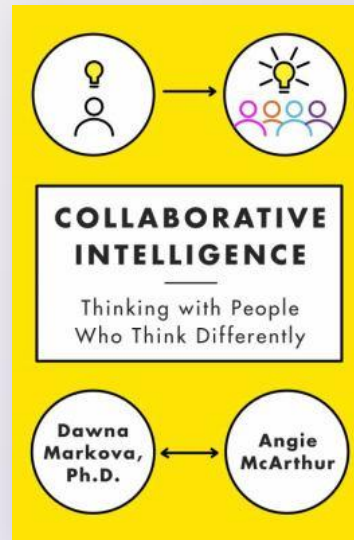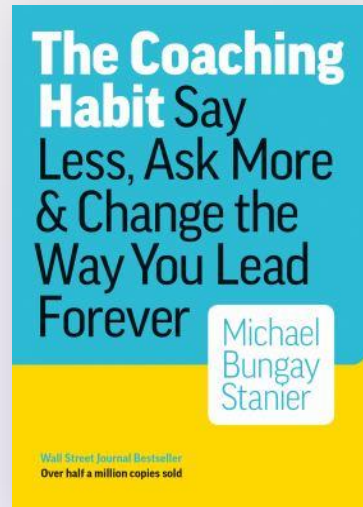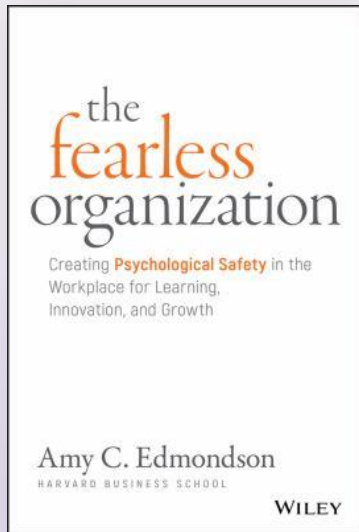- October 26th at 9:00 am PST / 12:00 pm EST
- [Register here](#)

Tech Community YouTube Live:

How to Drive Team Performance and Results with Viva Goals

- Featuring Jeff Kotz, Microsoft Partner, McChrystal Group, and Kevin Cole, Microsoft Partner, McChrystal Group
- November 8th at 9:00am PST / 12:00pm EST
- [RSVP here](#)

Tech Community YouTube Live:

How to Improve Collaboration and Results on Your Product Team with Viva Goals

- Featuring Mark Myers, Digital Security & Resilience, and Johnny Jones Jr., Microsoft Security Response Center.
- [Watch recording here](#)

Stay in the loop with Microsoft Viva Goals

Where to find upcoming live events:

- [Microsoft Viva Goals Community](#)

Join our newsletter:

- [Subscribe here](#), to stay informed on everything happening within Microsoft Viva Goals, including upcoming events like office hours, events happening in the Viva Community and more!

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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