Microsoft Viva

Viva Goals
Office Hours

How to Build a High-Performing Team with Viva Goals

Wednesday, September 20th
8am PST / 11am EST

Agenda

- Welcome (5 min)

- How to Build a High-Performing Team with Viva Goals – featuring Lucy Hitz (20 min)

- Viva Goals Product Deep Dive: Newest Admin Dashboard Enhancements and Review Dashboard Demo – featuring Aarushi Arora (15 min)

- AMA (15 min)

How to Build a High-Performing Team with Viva Goals

At Microsoft, we believe that **energized, empowered employees** are the key to durable competitive advantage for every organization

The rising
work tension

Organizations are
trying to balance...

Engagement
&
Productivity

to fuel sustained
business performance

Employee engagement vs productivity?

TIME

No More Mr. Nice Boss:
Flexible Employers
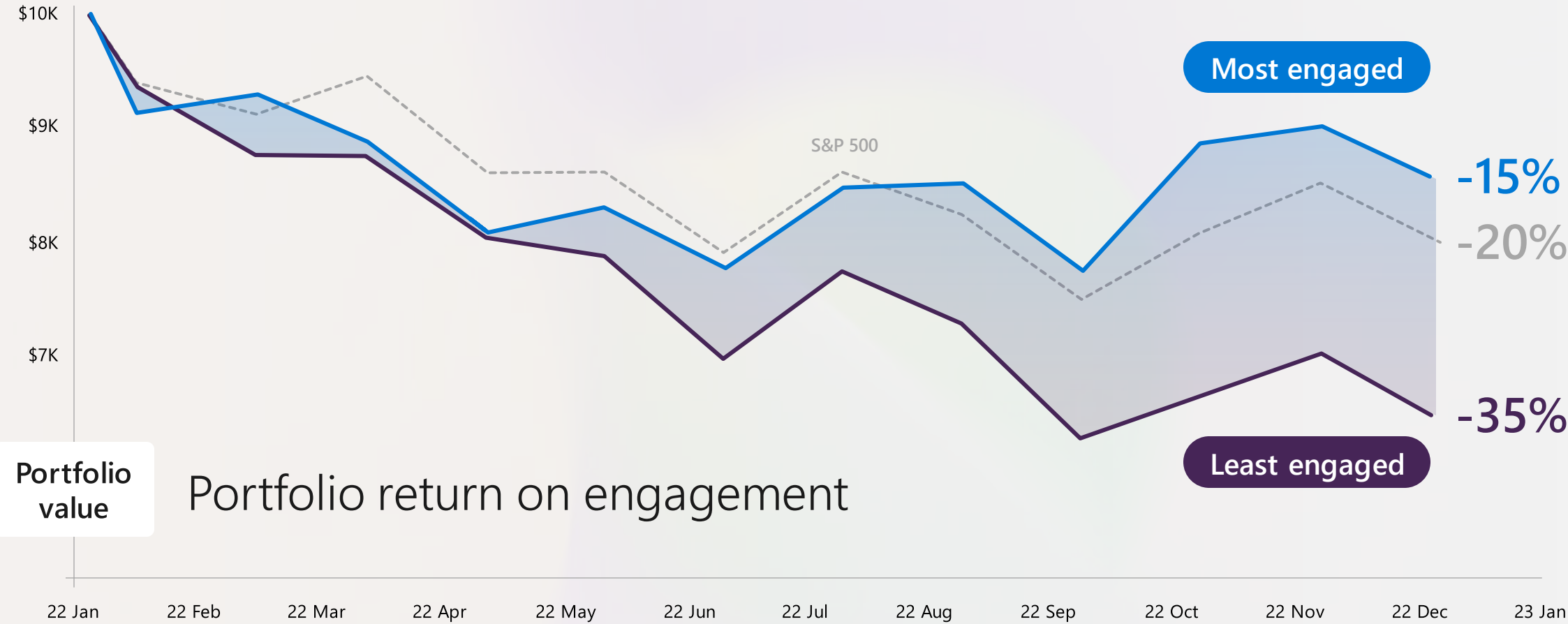Were a Pandemic Blip

WiRED

Tech's Productivity
Obsession Is Toxic

Linked in

How do you balance wellbeing
and productivity in a fast-paced
and competitive environment?

During a year of economic instability, the most engaged orgs performed twice as well financially than those with low engaged employees

Most engaged

S&P 500

-15%

-20%

-35%

Least engaged

Portfolio value

Portfolio return on engagement

$10K
$9K
$8K
$7K

22 Jan 22 Feb 22 Mar 22 Apr 22 May 22 Jun 22 Jul 22 Aug 22 Sep 22 Oct 22 Nov 22 Dec 23 Jan

The new performance equation

Engagement
energized, empowered, invested

$\times$

Productivity
getting work done

Performance
achieving sustainable business outcomes

What high-performing organizations do well

Comparing the difference in favorable employee score responses among the most- and least-engaged orgs[1]

Engaged employees	**Productive teams**	**Resilient business**
Leadership connection Organization communicates well with employees **+23%**	**Team collaboration** Teams collaborate effectively **+18%**	**Agility to change** Organization continually improves how work gets done **+25%**
Focus and alignment People embody company values **+22%**	**Skilling and onboarding** Opportunities to learn and grow **+16%**	**Efficient processes** People have the resources they need **+21%**
Culture and wellbeing Feel a sense of belonging **+17%**	**Creativity and innovation** Feel empowered to make decisions **+14%**	**Flexible workplace** Feel supported by the organization **+14%**

How do you become a
high-performance organization?

Assess

Capture direct and
indirect signals to
identify opportunities

Take Action

Take data-driven actions
that improve engagement
and performance

Measure Impact

Measure impact to desired
business outcomes
and continuously improve

Increase leadership connection with Viva Goals

Assess

What % of employees know your organization's top-level goals?

What is the current cadence for sharing goal progress and results in your organization?

How challenging or easy is it for leaders to gather data on goal progress to share with the organization?

+

Take Action

Give all employees access to Viva Goals so they can see the organization's top-level goals, understand progress, and see how their team contributes

Leverage features like review dashboards, Goal Broadcast (entering private preview in October 2023) and share to PPT, and rituals like town halls, to give regular goal updates

+

Measure Impact

Use Viva Glint or Viva Pulse to understand the before/after of employee understanding and satisfaction with goal progress updates

Gather leadership feedback on ROB/biz improvement

Measure product usage, goal achievement, alignment, and level of collaboration around goals across teams in Viva Goals

Product & Engineering 📌

OKRs   Initiatives   Dashboards   **Analytics**   Updates 5

✓ Following ⌄   ⋯
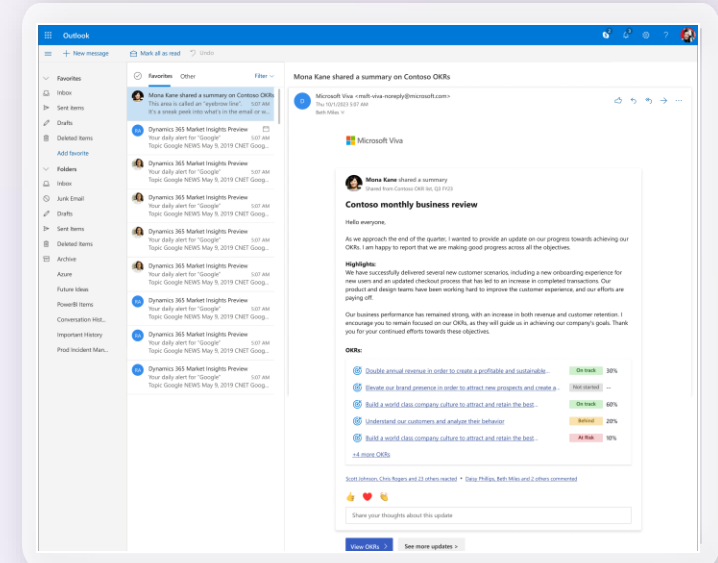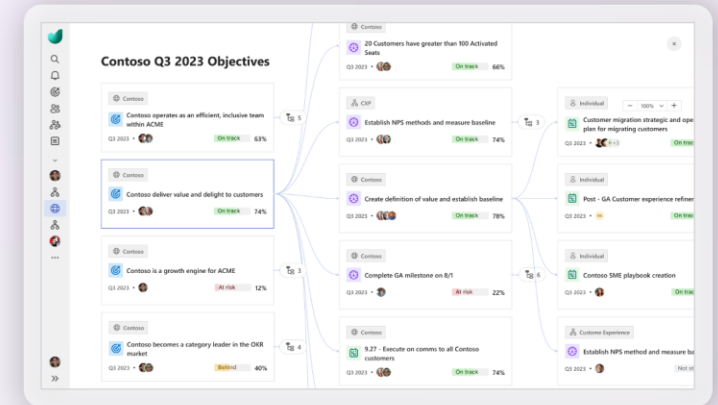
Time range: Last 30 days Till Sep 19, 2023 ⌄   **Tag:** None ⌄   ☑ Include subteam data ⓘ   ☐ Include archived teams ⓘ   Drilldown ⬤
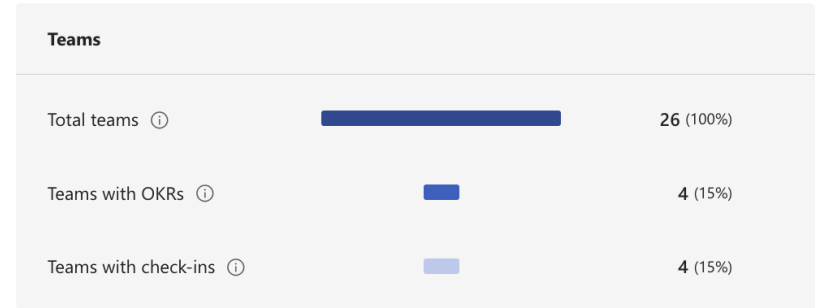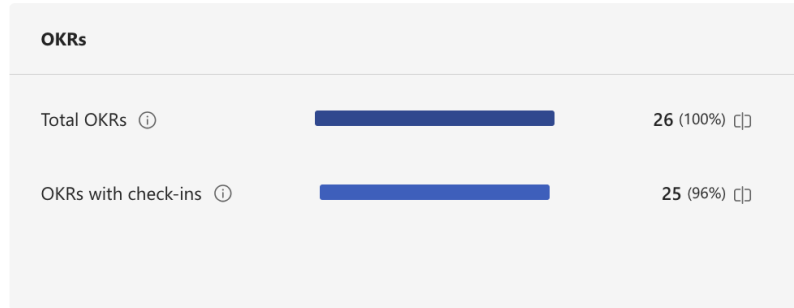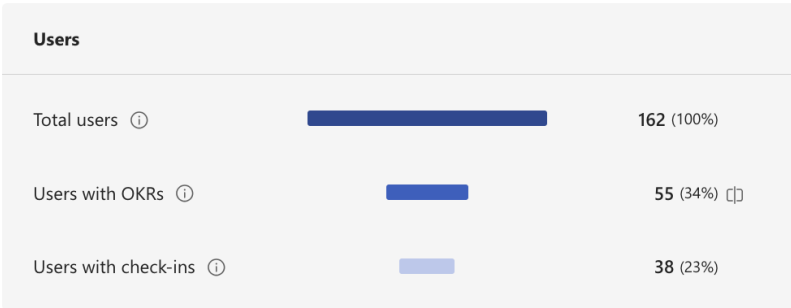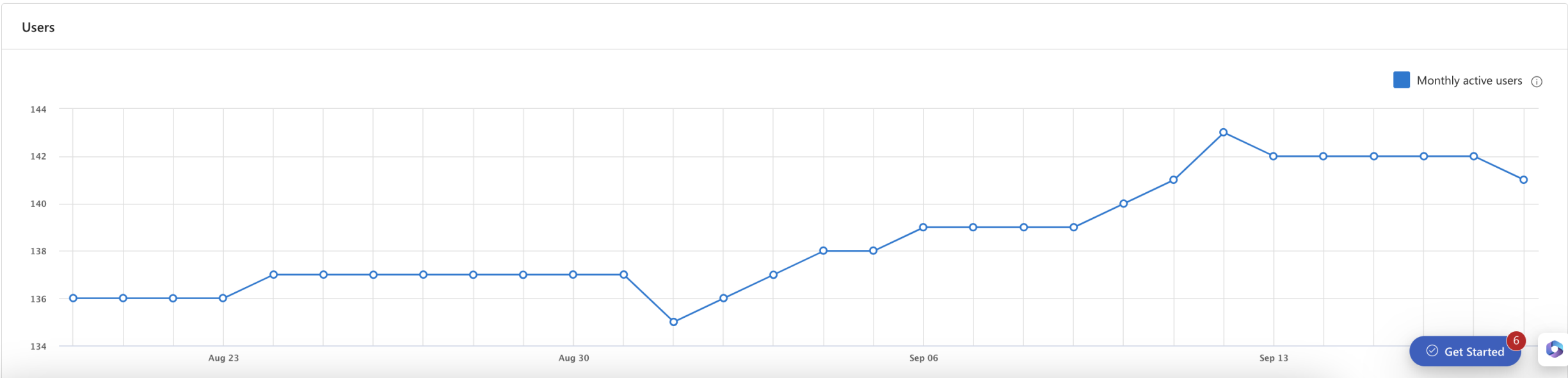
⌄ Adoption

How well has your team adopted the OKR program. Learn more

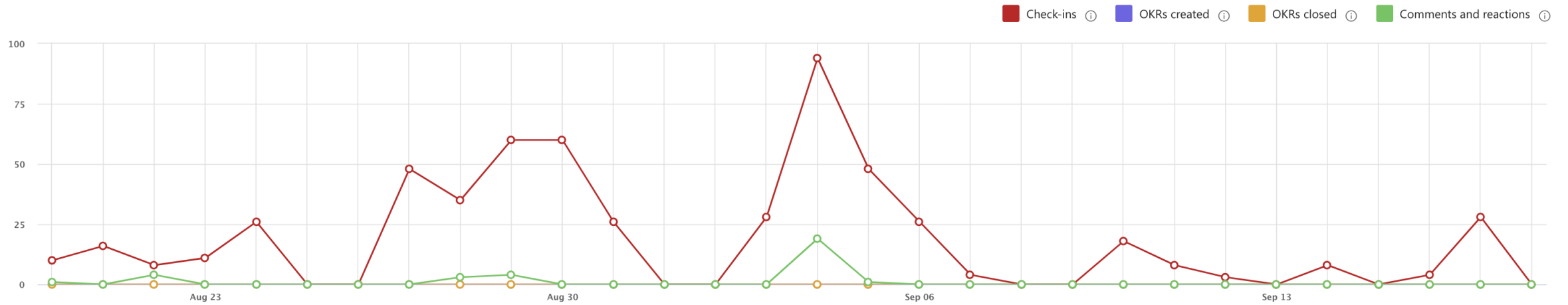| Users			OKRs			Teams		
Total users ⓘ	�█████	**162** (100%)	Total OKRs ⓘ	�█████	**26** (100%) ⧉	Total teams ⓘ	�█████	**26** (100%)
Users with OKRs ⓘ	██	**55** (34%) ⧉	OKRs with check-ins ⓘ	████	**25** (96%) ⧉	Teams with OKRs ⓘ	█	**4** (15%)
Users with check-ins ⓘ	█	**38** (23%)				Teams with check-ins ⓘ	█	**4** (15%)

⌄ Engagement

How well your team has engaged with the OKRs over time. Learn more

Users

■ Monthly active users ⓘ

144
142
140
138
136
134

Aug 23   Aug 30   Sep 06   Sep 13

✓ Get Started 6

Activities

Legend: ● Check-ins ● OKRs created ● OKRs closed ● Comments and reactions

⌄ OKR practice
How well OKRs are setup in your team. Learn more

Transparency

96% (25)
Public OKRs ⓘ

Alignment

68% (17)
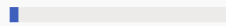OKRs aligned up ⓘ
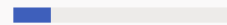
17% (1)
OKRs cascaded down ⓘ
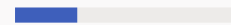
28% (7)
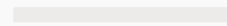Shared OKRs ⓘ

Efficiency

52% (13)
Automated OKRs ⓘ

Focus

4% (1)
Teams with more than 5 objectives ⓘ

0% (0)
Objectives with more than 5 KRs ⓘ

1.39
Average OKRs per owner ⓘ

⊘ Get Started 6

OKRs Fiscal Year in Review

Leadership KR Program

Total Org
level OKRs:
150

OKRs with
Check-ins
99%

84% of leadership
KRs are public

**Over 26K E+D
users** logged
into Viva Goals

Over **900
Teams** created
OKRs

More than
**32K Total
OKRs in Fy23**

99% of full
organization
KRs
are public

85+% of OKRs
are aligned up

Full organization including sub-team KR programs

Improve focus and alignment with Viva Goals

Assess

+

Take Action

+

Measure Impact

Do employees feel like they have clarity on their goals and that their priorities "ladder up" to those of their team and organization?

What % of employee time is spent in meetings, and are those meetings focused on business outcomes?

Are team-level goals influenced by and connected to organization-level goals?

Move from PowerPoint and disparate spreadsheets to one source of truth (Viva Goals)

Attach goals and metrics to meetings scheduled, and keep goals at the heart of meetings on a regular basis, asking team members to check in prior to meetings.

Team managers: use Viva Goals to connect the dots for employees across and up in your organization.

Use Viva Insights to understand if focus and productivity change by having a stronger goal-focused culture and Viva Goals usage.

Track time saved and leadership/team manager satisfaction for business reviews by having an up-to-date source for goal progress at the team and organization level, connected to the data and PM integrations you are already using.
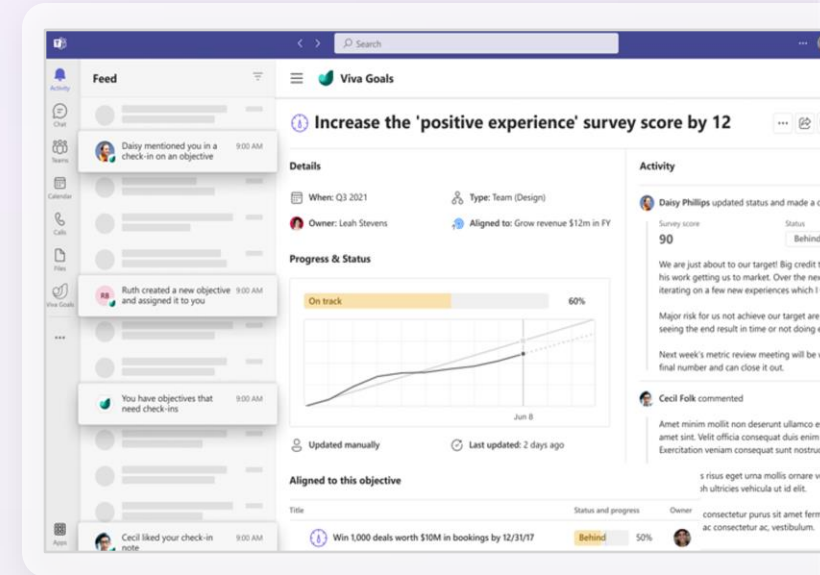
Enhance culture and wellbeing with Viva Goals

Assess + ## Take Action + ## Measure Impact

Assess

How are leaders and team managers across the organization disseminating strategic business objectives to teams today?

Do employees feel they have work-life balance based on a clear understanding of their goals?

Do you use your goal-setting process today to prioritize culture-focused goals and initiatives?

Take Action

Leaders: Use Viva Goals to share goals with your org, maintain accuracy, and promote a culture of learning and growth.

Encourage team and employee-level accountability and prioritization by assigning ownership of key goals and initiatives within Viva Goals.

Work with leadership to prioritize and share measurable goals around culture-based initiatives.

Measure Impact

Field Viva Pulse surveys on a regular basis to understand if you are improving culture and wellbeing with a goal-focused culture and learn how you can continue to improve

Measure % completion of culture-based initiatives in Viva Goals and correlate to Pulse scores to understand if your strategy is working
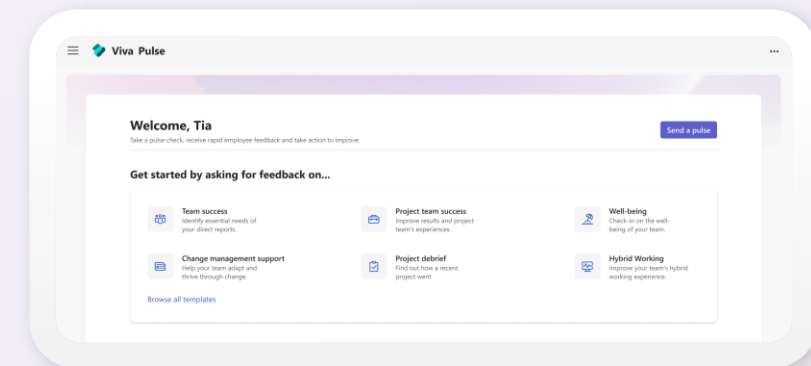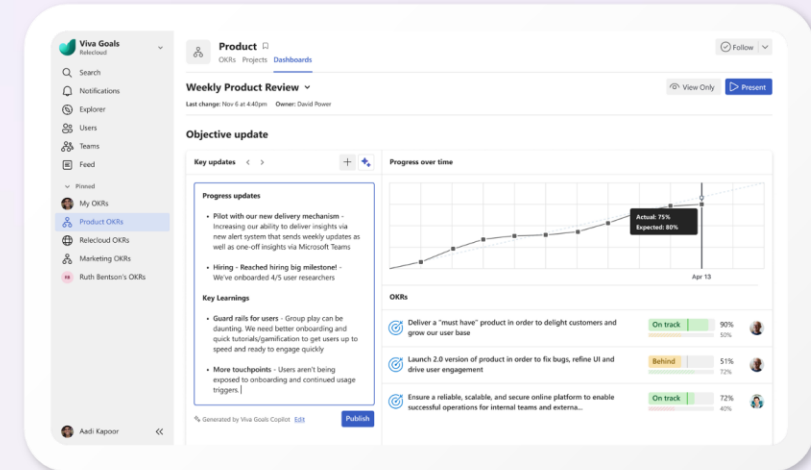
Key elements of a healthy OKR program with Viva Goals

1 **Leadership buy-in and engagement**

2 **OKR ownership & accountability**

3 **Culture of learning and growth**

4 **Publish OKR results in an appropriate public forum**

Improve team collaboration with Viva Goals

Assess

Where do your teams spend most of their time collaborating?

How do your teams talk about and collaborate around goals today?

Do employees want more input or insight into the goal-setting and management process at your organization?

Take Action

Work with team members to make sure they're bringing goals into Microsoft Teams: Pin top goals, toggle across departmental goals and get notified when goals need attention.

Make sure all the right integrations are set up in Viva Goals so that check-ins and collaboration around goals is accurate and efficient.

Measure Impact

View goal program analytics for your organization and teams with Viva Goals, and track how engagement, adoption and collaboration around goals continue to improve.

Work with team leaders to ensure all relevant integrations are set up for their teams.
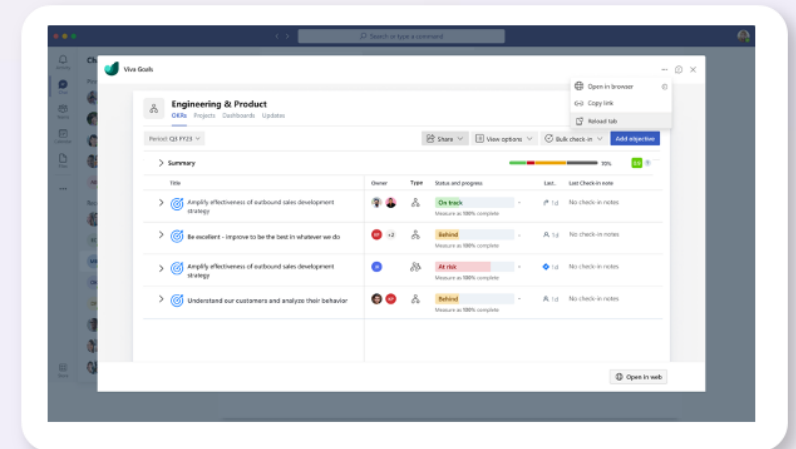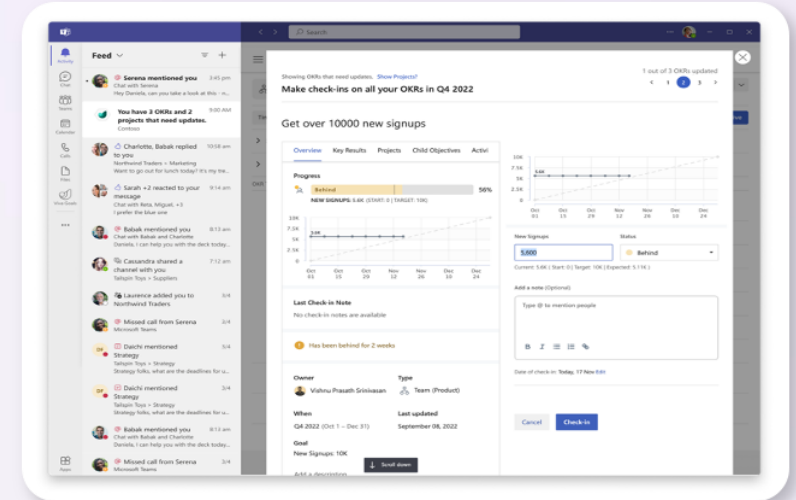
Improve creativity and innovation with Viva Goals

Assess

How does your organization balance committed goals and ambitious, push-the-envelope goals today? Where are those goals recorded and tracked?

What would help your organization become more creative and innovative? Reduced planning cycles? More accountability? Greater employee involvement and cross-functional alignment?

+

Take Action

Use tagging in Viva Goals to identify whether a goal is committed or an innovation big bet to clearly define both business as usual goals and moonshot goals.

Improve employee focus and productivity by increasing Viva Goals adoption and see how this correlates to committed goal completion and room for employees to take on creative and innovative work.

+

Measure Impact

Measure goal completion and engagement based on tagging structure in Viva Goals.

Use Viva Glint and Viva Pulse to understand employee sentiment around creativity and innovation in the organization, and how it is evolving.

From "The Total Economic Impact Of Microsoft Viva" (Forrester):

"Viva Goals enabled the launch of a product in eight new regions in fewer than four months, which would have taken nearly two years otherwise.

Not executing this launch would have left millions of dollars in deals on the table."

Special resources for you!

- **Tech Community YouTube Live:** Driving a Healthy OKR Program with Viva Goals: Leadership Buy-In and Markers of Success

- **2023 Forrester State of Goal-Setting Report:** Learn about the latest goal-setting challenges and trends from enterprise organizations around the globe

- **Microsoft Viva Glint:** See how you can bring research-back surveying into your organization to measure impact for your employees
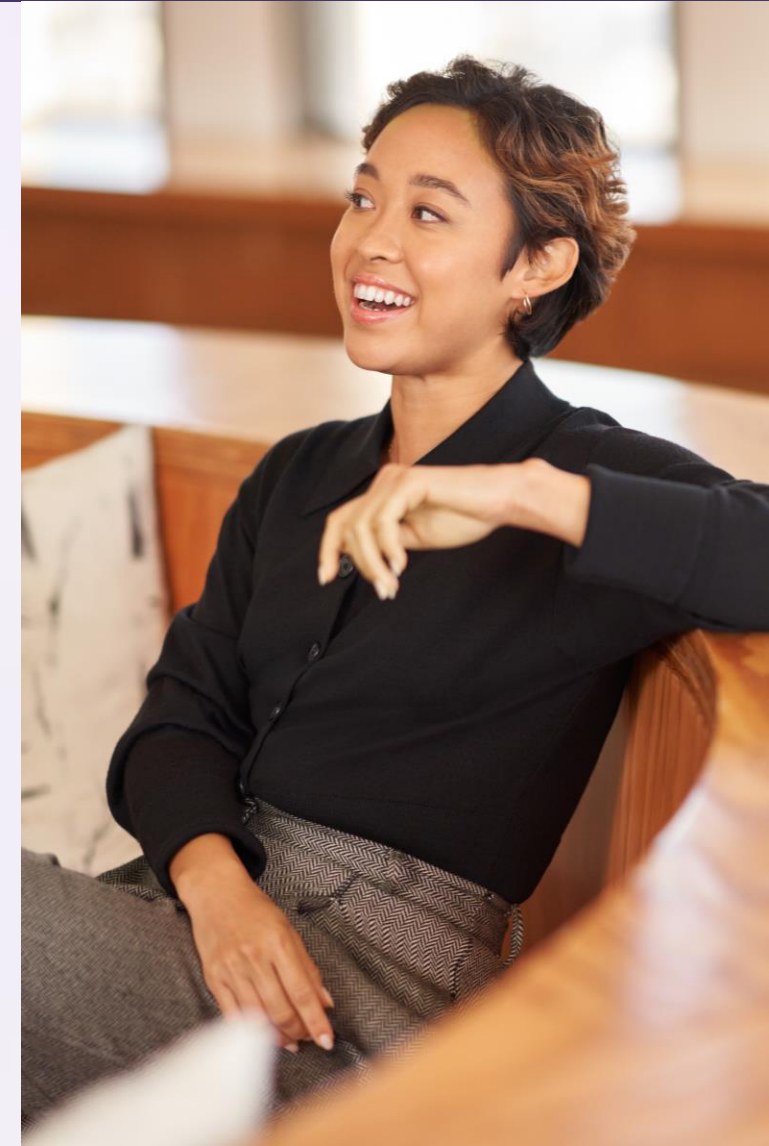
Viva Goals Product Deep Dive

Viva Goals Admin Role for seamless management

Old experience

- Only the Global Admin can manage the tenant and related settings for Viva Goals.

- Global Admins responsible for managing all products.

- High dependency from Champion lead on Global Admin, leading to delay in deployment related activities.

- Continued dependency on Global Admins for enabling/disabling new integrations in Viva Goals.

- Only Global Admin can raise support tickets via MAC and the Champion or end users need to follow up for updates/resolution.

New experience

- Viva Goals Admin can manage policy settings for Viva Goals for the tenant.

- Viva Goals Admins focused on deploying and administering Viva Goals.

- Configure who can create organizations within Viva Goals.

- Configure integrations available for all Viva Goals organizations in the tenant.

- Control the URLs that can be embedded in Viva Goals Dashboards.

- Raise Product support tickets via MAC to Microsoft's support team.

Resources

- [Viva Goals Setup and Administration Deployment Guide | Microsoft Learn](#)

- [Viva Goals Admin Portal | Microsoft Learn](#)

- [Navigate the admin dashboard | Microsoft Learn](#)

- [Review dashboard with Viva Goals – Microsoft Support](#)

Microsoft Viva Goals Community Events

Tech Community YouTube Live: Driving a Healthy OKR Program with Viva Goals

Leadership Buy-In and Markers of Success
- Featuring Mike Berg, Principal Analytics Manager, IDEAs
- September 14th at 9:00am PST / 12:00pm EST
- Watch the recording here

Tech Community YouTube Live: How to Improve Collaboration and Results with Viva Goals ADO

- Featuring Mark Myers, Senior Program Manager, Digital Security & Resilience and Johnny Jones Jr., Senior Security Technical Program Manager, Digital, Security & Resilience
- September 26th at 9:00 am PST / 12:00 pm EST
- RSVP here

Viva Goals October Office Hours

Coaching the People Behind the Metric: Building High-Performance Teams for Strategy Execution
- Featuring Vivian Ajetunmobi, Senior Program Manager, Viva Goals Growth, and Wendy Pat Fong, Senior Program Manager, Viva Goals Growth
- October 18th at 8:00 am PST / 11:00 am EST
- Register 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!

AMA

Microsoft Viva

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