



# How to Communicate the Value of Viva Goals to your Organization

**Spencer Paisley & Wendy Pat Fong**  
Viva Goals Senior Program Managers

# Agenda

- Review the Value of Viva Goals
- Demonstrating Value of Viva Goals
- Showcasing that Value Across your Organization
  - Problems Viva Goals Solves for across Multiple Groups
  - Templates from Microsoft
- New Team Onboarding
- Creating Community

# Benefits of organizational goal-setting with Viva Goals



## Visibility

Line of sight into what teams are working on and what progress is being made, surfacing dependencies / roadblocks and reducing silos.



## Focus

Defined prioritization of team's goals with clear ownership of those goals across the team, often 3 to 5 objectives or missions per team.



## Alignment

Ensuring that leaders and teams are aligned to the right purposes and workstreams and communicating on shared or connected goals.



## Adaptability

Faster and better decision-making based on dynamic real-time data and updates from integrated tools.



## Growth

Striving for ambitious outcomes and stretch goals, with a supportive culture and growth mind-set.

The screenshot displays the Viva Goals interface for a user named Aadi Kapoor. The main view is a dashboard for 'Customer Experience' for the period of Q2 2022. The dashboard shows a hierarchy of OKRs (Objectives and Key Results) with their current status and progress. The top-level objective is 'Deliver the best customer experience in our industry', which is currently 'Behind' at 50% progress. Below it, there are several key results, some of which are 'On track' and others 'At risk'. The interface includes a search bar, notifications, and a sidebar with navigation options like 'My OKRs', 'Customer Experience...', 'Relecloud OKRs', 'Marketing OKRs', 'Reta Taylor's OKRs', 'OKRs & Projects', 'Users', and 'Teams'. The bottom of the interface shows an 'Invite users' button and the user's name 'Aadi Kapoor'.

OKR Title	Status and progress	Owner	Due date
Deliver the best customer experience in our industry	Behind 50%	[Avatar]	Jun 30
Provide delightful customer support	On track 60%	[Avatar]	Jun 30
Decrease support ticket resolution time to 43hrs (from 55hrs)	Behind 60%	[Avatar]	Jun 30
Increase 'positive experience' survey score to 95 (from 90)	At risk 40%	[Avatar]	Jun 30
Decrease response time to 5hrs (from 6hrs)	On track 80%	[Avatar]	Jun 30
Every customer quickly and easily sees ROI from using our products and services	Behind 50%	[Avatar]	Jun 30
Our customer success teams are empowered with best-in-class tools to ensure customers are successful	On track 72%	[Avatar]	Jun 30
Share critical insights with our product and service delivery teams to keep our offers best in class	At risk 34%	[Avatar]	Jun 30
Recruit and develop the best customer experience talent so we can better support our customers!	On track 60%	[Avatar]	Jun 30

# Demonstrating Viva Goals Value

When evaluating the efficacy of Viva Goals in our organization, we recommend measuring across three areas:

1

**Viva Goals Product Data**

2

**Survey Results on Viva Goals**

3

**Verbatim feedback on Viva Goals**

# Viva Goals Product Data

## Adoption

How well has your team adopted the OKR program. [Learn more](#)

### Users

Total users ⓘ	<div style="width: 100%;"><div style="width: 100%;"></div></div>	22 (100%)
Users with OKRs ⓘ	<div style="width: 41%;"><div style="width: 41%;"></div></div>	9 (41%) ⓘ
Users with check-ins ⓘ	<div style="width: 41%;"><div style="width: 41%;"></div></div>	9 (41%)

### OKRs

Total OKRs ⓘ	<div style="width: 100%;"><div style="width: 100%;"></div></div>	19 (100%) ⓘ
OKRs with check-ins ⓘ	<div style="width: 84%;"><div style="width: 84%;"></div></div>	16 (84%) ⓘ

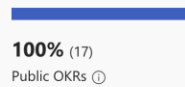
### Teams

Total teams ⓘ	<div style="width: 100%;"><div style="width: 100%;"></div></div>	2 (100%)
Teams with OKRs ⓘ	<div style="width: 50%;"><div style="width: 50%;"></div></div>	1 (50%)
Teams with check-ins ⓘ	<div style="width: 50%;"><div style="width: 50%;"></div></div>	1 (50%)

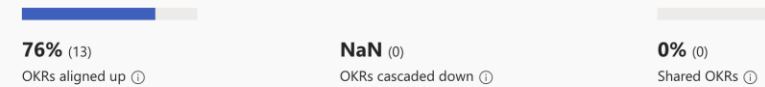
## OKR practice

How well OKRs are setup in your team. [Learn more](#)

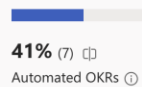
### Transparency



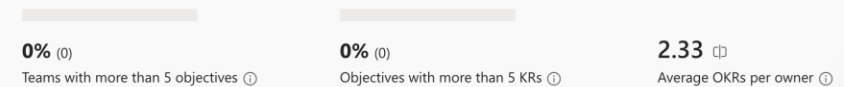
### Alignment



### Efficiency



### Focus



[Get Started](#) <sup>6</sup>

# Viva Goals Fiscal Year in Review (E+D at Microsoft)

## Leadership Goal Program

Total Org  
level Goals:  
**150**

Goals with  
Check-ins  
**99%**

**84%** of leadership  
Goals are public

**Over 26K E+D  
users** in Viva  
Goals

Over **900  
Teams** created  
Goals

More than  
**32K Total  
Goals in FY23**

**99%** of full  
organization  
Goals  
are public

**85+% of Goals**  
are aligned up

## Full organization including sub-team Goal programs

# Survey Results on Viva Goals

## Participant Personas to include:

### Personas

Business Leaders

Planning Managers

Goal Owners

Stakeholders

## Survey Questions/ Categories:

- Satisfaction Score
- Frequency of Use
- Help in achieving Goals
- Notification usefulness
- Use of Integrations
- Use of Dashboards
- Productivity Impact
- Recommendation

## Examples:

**8.3**/<sub>10</sub>

*Satisfaction Score*

**70%**

*Use Viva Goals Daily or Weekly*

**74%**

*Found Viva Goals helping in achieving Goals*



# Verbatim feedback on Viva Goals

"I've noticed a positive change in my work-life balance. Viva Goals helps me **prioritize tasks and avoid overworking.**"

"The Viva Goals features that allow us to see what's important to leadership has been incredibly insightful. It provides **transparency** into top goals, aligning our objectives with the organization's vision. **It elevates our goal-setting and energizes our team's purpose.**"



"Viva Goals has **positively transformed how I approach goals.** I'm more organized, focused, and confident in reaching them."

"**Real-time data discussions are game-changing.** Informed decisions, quick strategy shifts, and enhanced collaboration – thanks to Viva Goals."

# Showcasing Value across your Organization

# Problems Viva Goals solves for:

## Leadership:

- **Defining and assigning ownership to outcomes across an organization**
- **Ensuring updates happen with check-in notifications organization-wide**
  - Properly communicating on progress and accountability to the whole org (communication and accountability)
  - Create a common language on strategy to wider audience (communication and purpose)
  - "Source of truth" for all things goals (efficiency)
  - Driving towards the same direction (alignment and efficiency/not waste time and resources)

## Managers:

- **Updating leadership with outcome progress**
  - Identifying blockers hindering progress of team goals (manager skill)
- **Integrating data for real-time updates**
  - Quicker and easier reporting of progress (efficiency)
  - Clear accountability for cross-functional goals (accountability on shared goals)

## Individual Contributors

- **Task & Work Prioritization**
  - Stronger sense of purpose when goals are aligned to bigger picture (purpose)
  - "Portfolio of achievement" – can show a manager what they have accomplished and how it is linked to the bigger picture (performance)

# Common refutations to using Viva Goals

1. *"We're going to spend too much time updating goals and preparing reporting"*

**Our integrations allow for check-ins in seconds and dashboards make reporting consistent and ready to go.**

2. *"We're not quite ready to use a dedicated goal system"*

**Viva Goals will help you improve your goal-setting as a byproduct of using with Viva Goals Copilot.**

3. *"We need more flexibility than a 'pure OKR' system since we aren't using OKRs"*

**Viva Goals is launching term customization to allow for non-OKR use.**

# Microsoft's Experience + Devices: A Hero's Journey

## Challenge

- Different rhythms of business and goal targets across divisions meant internal alignment was tricky
- Slower decision making, partly due to lack of clarity around goals and dependencies
- More time spent in meetings due to lack of connectedness and clarity

## Solution

- Use Microsoft Viva Goals and adopting a more outcome-oriented approach to remove roadblocks and help employees work more efficiently

## Benefits

- **Alignment:** Teams are identifying joint priorities and opportunities for collaboration with better knowledge sharing and cross-functional visibility
- **Focus:** Leaders have a heightened sense of clarity and accountability, and they relay this to employees at company-wide meetings
- **Transparency:** Engineering leaders put semester and development priorities into Viva Goals for presenting and planning with E&D Leadership and present out in Roadmap and Semester calls.



“Viva Goals allows anyone in the organization to see what other people are working on. Individuals can see the importance of their contributions to their team. Leaders can see how their objectives are being implemented by teams throughout their organization and initiate discussions to keep the work on track.”

### Jennifer Perret

Principal Group Program Manager  
Microsoft



### Team

Experiences & Devices

### Organization size

45k+ employees, 1000+ teams, across 30+ countries

### Country

United States

### Microsoft Viva app

Viva Goals

### Key Benefits

Alignment, Focus, Transparency

# Viva Goals Fiscal Year in Review (E+D at Microsoft)

## Leadership Goal Program

Total Org  
level Goals:  
**150**

Goals with  
Check-ins  
**99%**

**84%** of leadership  
Goals are public

**Over 26K E+D  
users** in Viva  
Goals

Over **900  
Teams** created  
Goals

More than  
**32K Total  
Goals in FY23**

**99%** of full  
organization  
Goals  
are public

**85+% of Goals**  
are aligned up

## Full organization including sub-team Goal programs

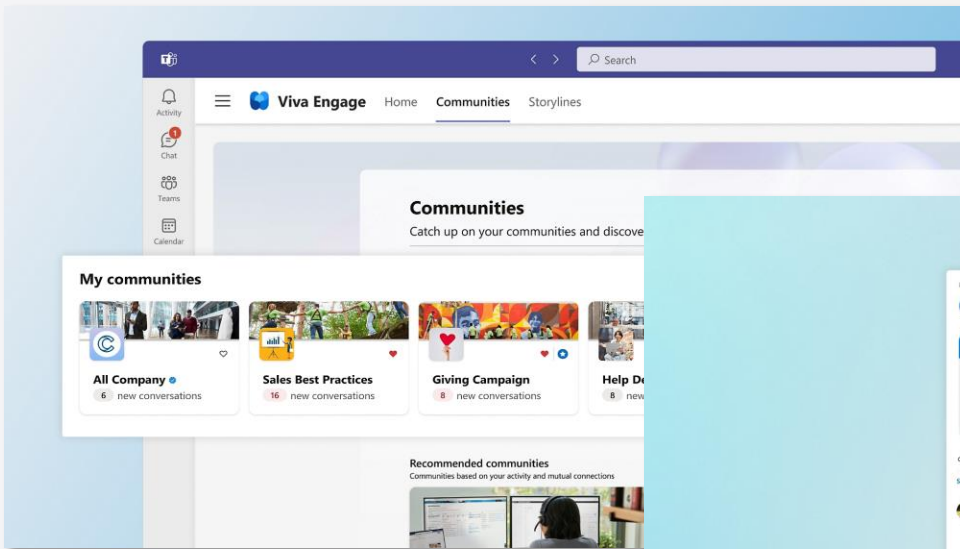
# Onboarding Overview for Future Teams

# Microsoft's "Typical" Timeline to Launch

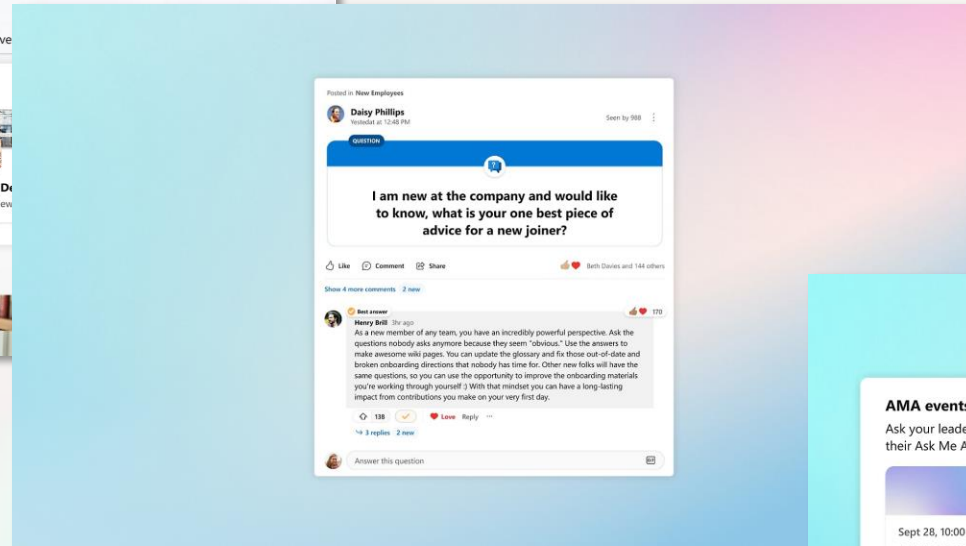




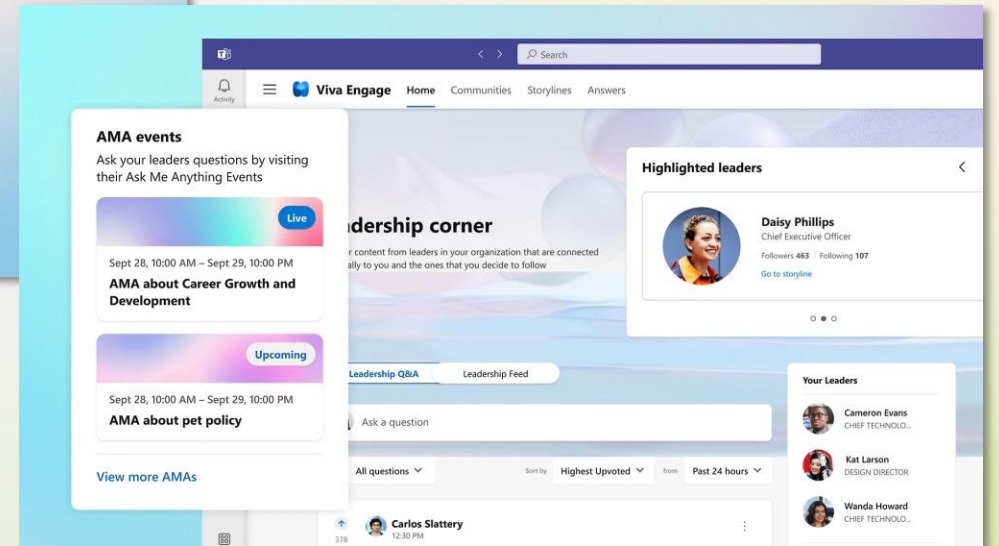
# Community Setup: Viva Engage



Community Discussion



Frequently Asked Questions



Leader & Champion AMAs

**Before  
you go....**

## Join our Private User Group (PUG)!

- Forum for you to ask questions and have ongoing engagement with Viva Goals' experts
- Early access to register for our monthly events
- Access to our library of articles and event recordings curated for customers

## How do I sign up for PUG?

1. Click on [this link](#)
2. Click "Sign in" (top right of page)
  - a. Sign in or create an account for Viva Community
3. Click "Request to join this Private User Group"