Microsoft Viva

Viva Glint: Ask the Expert series

March 12, 2024

Agenda

- Welcome & Introductions
- Roles & Permissions
  - Practitioner perspective
  - Platform perspective
- Q&A

Today's hosts:

Beth Demko
Senior People Scientist
Georgia, USA

Stephanie Smith
Principal Customer Experience Program Manager
Nebraska, USA

Jordan King
Solutions Architect
Nebraska, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts

Question of the day

Who are your critical stakeholders as you think about survey deployment?

Beth Demko

Senior People Scientist
Georgia, USA

Practitioner Perspective

on Stakeholder Roles

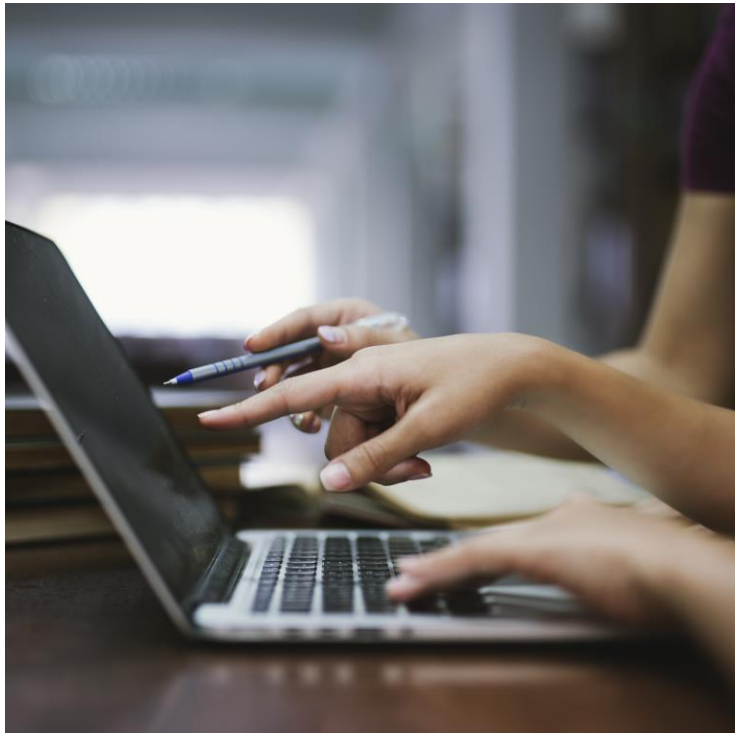
People Success is…

people bringing their **best selves** to work—in order to do their **best work**.

Microsoft Viva and Viva Glint can help you achieve People Success

The path to People Success

Viva Glint helps leaders and teams…



…get **immediate and focused insights**

…use results to fuel **ongoing conversations**

…continuously **improve and grow the employee experience**

Viva Glint helps organizations get to actionable conversations more quickly

Traditional Human Capital Management	Viva Glint People Success
• Infrequent, siloed feedback opportunities	• Frequent feedback opportunities aligned to business decisions and employee experiences
• Complex actions plans create burdensome work	• Strong emphasis on feedback to fuel conversations, growth, improvement and people goals
• HR-driven compliance-focused activities; insights mainly held at the executive level	• Managers and teams enabled with insights to own continuous conversations and actions

Real change happens when everyone is empowered to play their part

Senior leaders

become role models through transparency and tangible commitment to action

Managers

own meaningful ongoing conversations with their teams and bring a continuous improvement mindset to change

HR

use insights to build capability in others and drive behavior change, not simply initiatives

Employees

are accountable to be active participants in taking action and driving change

How does the *Senior Leader's* role evolve in the path to People Success?

Senior Leaders drive accountability and confidence by empowering Leaders to drive action

- May **not recognize the importance** of employee engagement for business success
- Does **not prioritize** reviewing results or action taking

- **Recognize importance** of employee engagement, but **does not consistently role model** key behaviors
- **Thank employees** for feedback; **share** high-level strengths, opportunities, and focus areas with organization

- **Regularly reinforce** why employee feedback is critical to the organization
- **Link insights to action** and how feedback is being used to drive actions / initiatives
- **Review engagement metrics** side by side with productivity, financial, or other key metrics that determine success

How does the *Manager's* role evolve in the path to People Success?

Managers own the ongoing conversations to drive action

- **Long lapse of time** until they receive their team's results, if at all
- **No accountability** for sharing results or action taking

- Receive results for their teams in a **timely** manner
- **Held accountable** for reviewing results with their teams and taking action

- Have **collaborative conversations** with their teams to identify targeted actions
- Regularly **use 1:1s and team meetings to provide updates** and **monitor progress** of actions (without a survey to prompt them)

How does *HR's* role evolve in the path to People Success?

HR serves as a coach and thought partner to enable Leaders to have ownership

- **Pulls reports and leads communication** of engagement efforts to the organization
- **Leads discussions** to review results with teams and efforts to **take action**

- **Supports leaders** in reviewing results and taking action; **follows up** with leaders to monitor progress with their teams
- **Links engagement data with other people data** (e.g., turnover) to understand the full employee lifecycle

- Integrates engagement data with other data to **influence organizational decision-making and communications**
- **Gathers action taking stories** from their parts of the organization and shares them with the broader organization
- **Shares best practices** and makes connection

The ACT Framework

Acknowledge where we are

Collaborate on where we want to go

Take one step forward

Key Resources:

- Viva Glint Manager Quick Guide
- Viva Glint eBook: Propel Action Taking Through Conversations

What does this look like after a survey?

Senior Leaders

- Thank employees for feedback and transparently share high level results of the survey.
- Role model action taking by having an ACT conversation with your team of direct reports.
- Connect employee feedback and the survey (by name) at regular town halls sharing the feedback, action, and progress.
- Hold your leaders accountable for conversation and action.

Managers

- Schedule 15-20 minutes at your next team meeting to review team results together.
- Facilitate a discussion using the ACT framework.
- Collaborate with your team to choose 1 action to take.
- Check-in with team regularly to discuss and monitor progress.

Human Resources

- Coach managers on having conversations.
- Empower managers to use the Glint platform and to focus on 1 action at a time.
- Collect stories to share with the organization.
- Continue linking actions with employee feedback.

Stephanie Smith
Principal Customer Experience Program Manager
Nebraska, USA

Platform Perspective
on User Roles & Permissions

Q&A

Resources to take advantage of at Viva Glint

Learning Paths & Modules

Badging

Documentation

Viva Community

Live Events

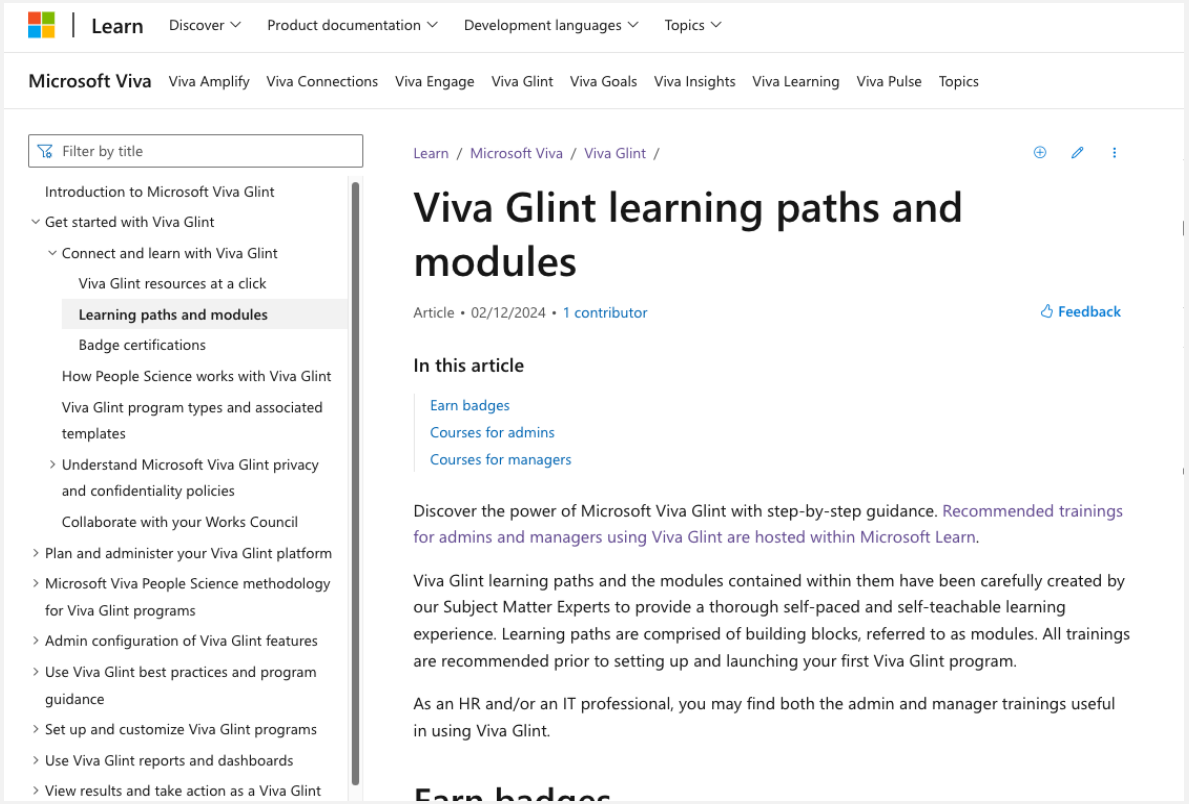
Newsletter

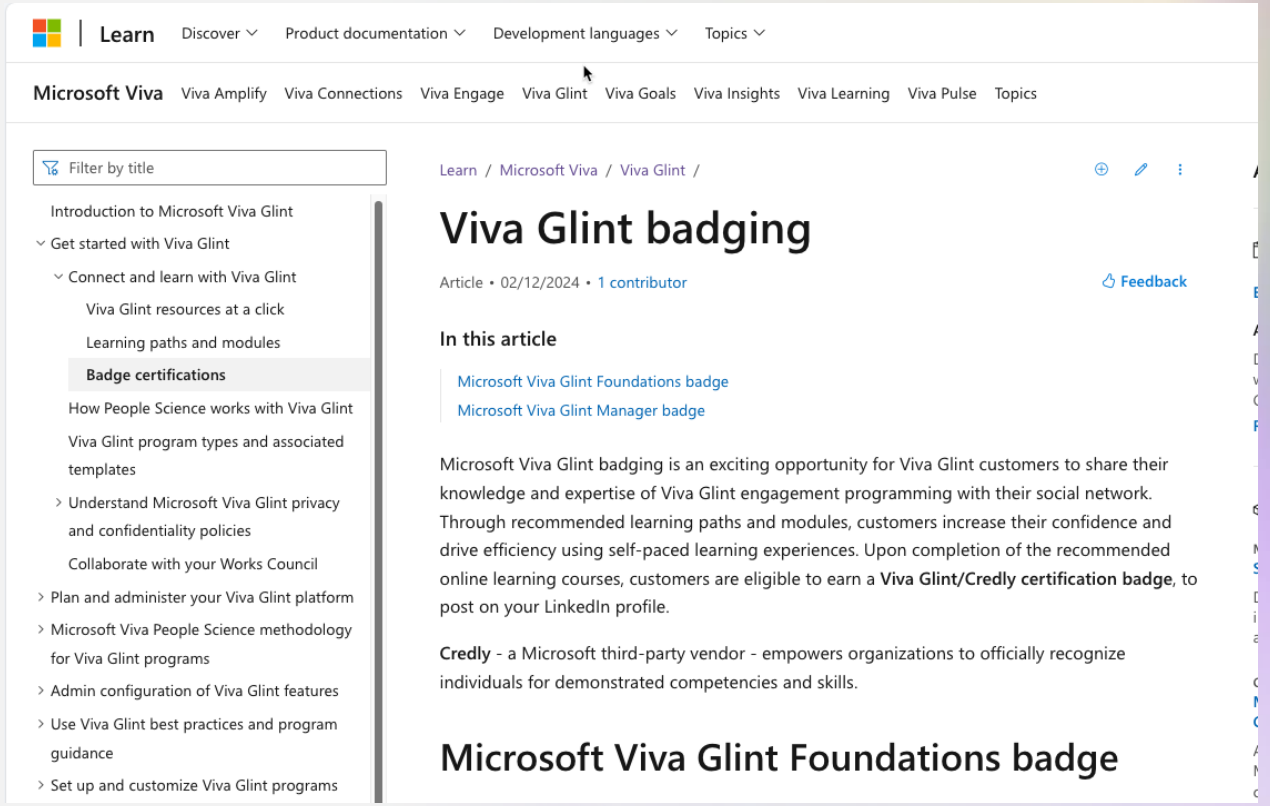
Viva Glint Blog

Customer Groups

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.





To access our full documentation library,
see [Introduction to Microsoft Viva Glint | Microsoft Learn](#).

Learn | Discover | Product documentation | Development languages | Topics

Microsoft Viva | Viva Amplify | Viva Connections | Viva Engage | Viva Glint | Viva Goals | Viva Insights | Viva Learning | Viva Pulse | Topics

Filter by title

- Introduction to Microsoft Viva Glint
- Get started with Viva Glint
  - Four stages of a Viva Glint program
  - Viva Glint program types and associated templates
  - How People Science works with Viva Glint
  - Learning path and modules
  - Microsoft Viva Glint privacy
  - Privacy policies in Microsoft Viva Glint
- Plan and administer your Viva Glint platform
  - Deploy Microsoft Viva Glint as an M365 Global Admin
  - Deploy Microsoft Viva Glint as a Viva Glint Admin
  - Prepare and upload employee data
  - Manage features and settings
  - Share Manager Quick Guides
  - Use Viva Glint Best Practices and program guidance
- Set up and customize Viva Glint programs
  - Set up Program Summary for Viva Glint Engagement-type surveys
  - Set up and customize Viva Glint survey item templates
  - Setting up Employee Lifecycle surveys
  - Tailor users' survey experience with Viva Glint Display Logic
  - Deleting survey data from Viva Glint

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Introduction to Microsoft Viva Glint

Article • 09/29/2023 • 3 contributors

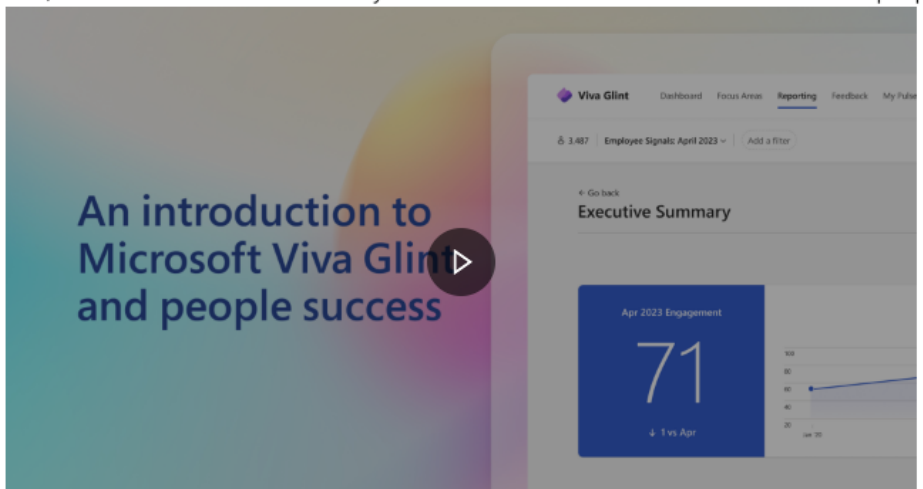
Feedback

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:



Additional resources

Training

Module
Get to Know Viva Glint's Approa
Training

This module will explain how Viva
visibility into the total employee
wide surveys and recommended

Documentation

Four stages of Viva Glint progra

A strong feedback program incor

Viva Glint program types and as

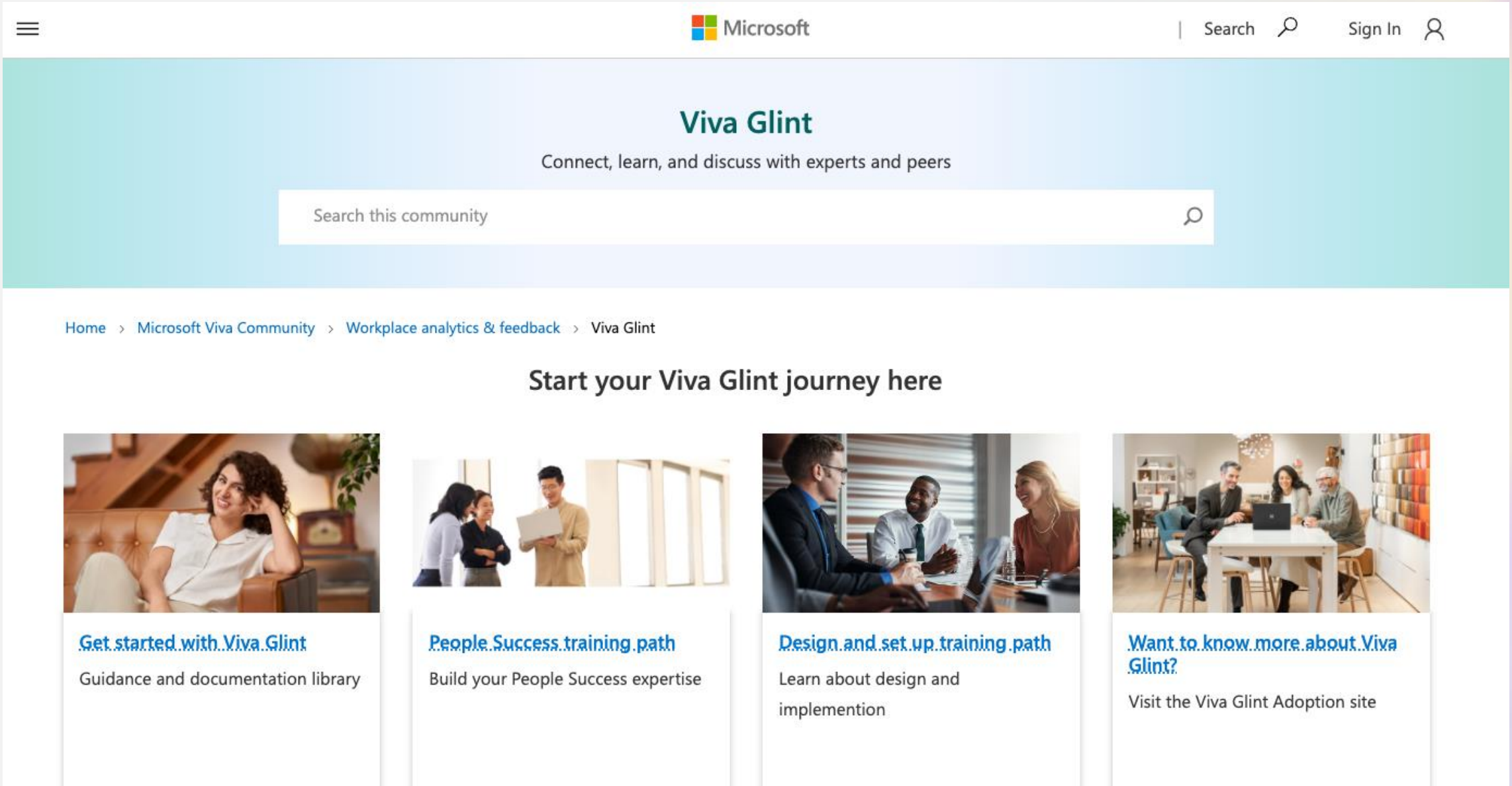
Viva Glint offers Engagement, spe
and 360 feedback programs to su
improve businesses.

Set up a Microsoft Viva Glint ten

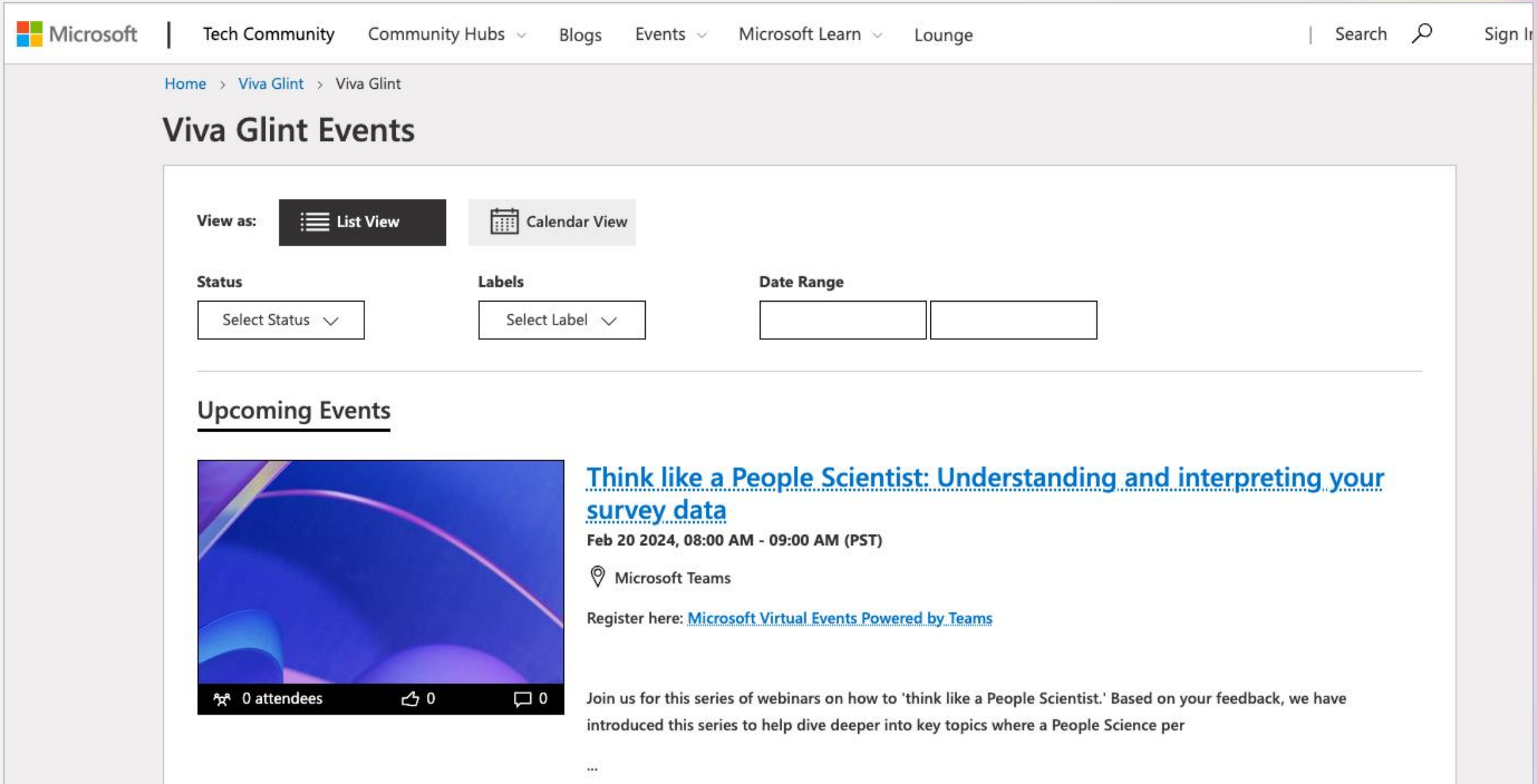
When a new customer purchases
entitled to the Viva Glint product
should occur within days.

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.



Bookmark our live events page to stay updated on our events schedule.



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.

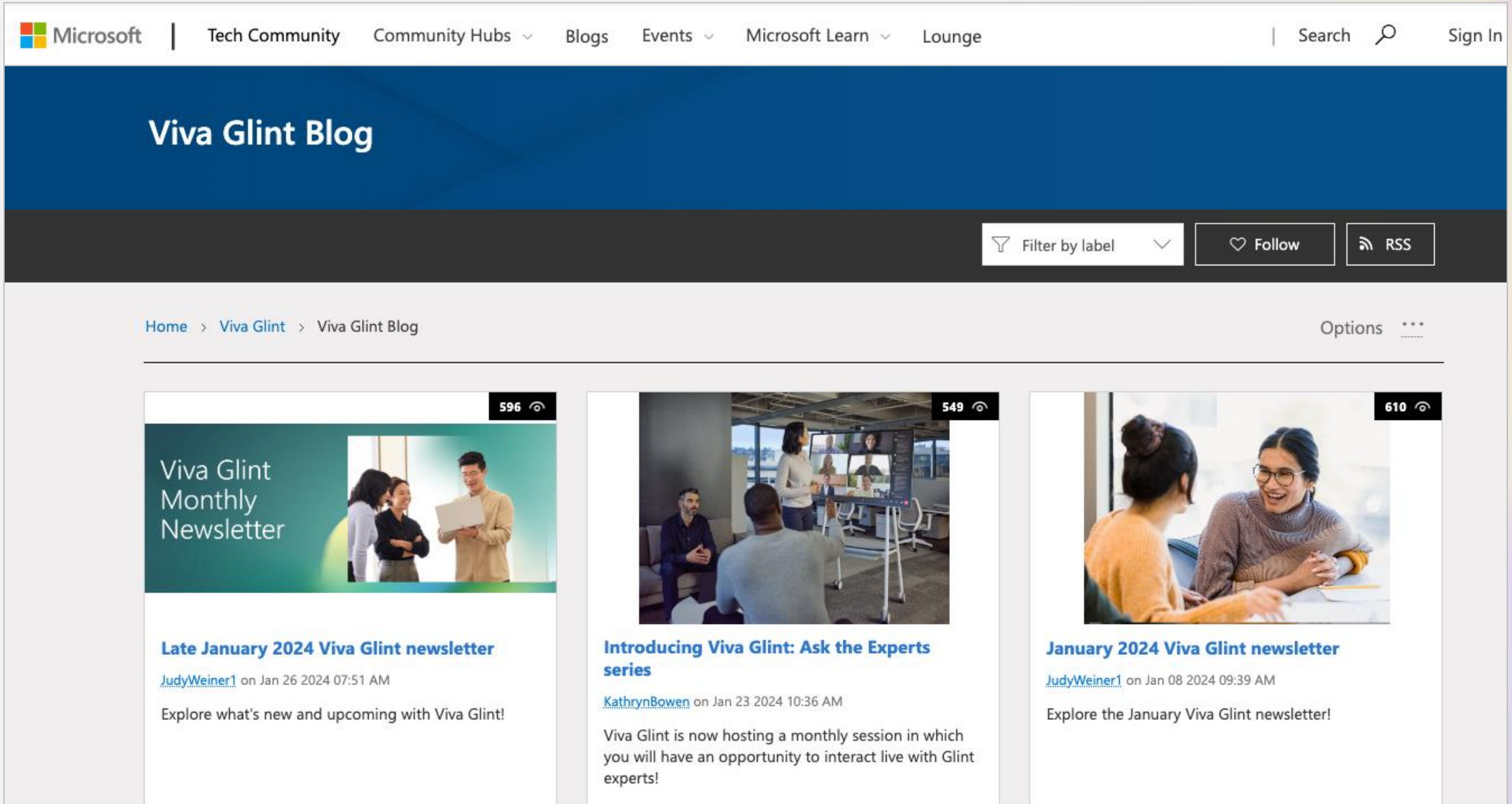
Our next features release date

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

Check out our Viva Glint blog for our monthly newsletters and other updates.



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

(coming soon!)

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!

Microsoft Viva

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