



# 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

- Infrequent, siloed feedback opportunities
- Complex actions plans create burdensome work
- HR-driven compliance-focused activities; insights mainly held at the executive level



## Viva Glint People Success

- Frequent feedback opportunities aligned to business decisions and employee experiences
- Strong emphasis on feedback to fuel conversations, growth, improvement and people goals
- 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.

The screenshot shows the Microsoft Viva Glint Learning Paths and modules page. The page has a top navigation bar with the Microsoft logo and 'Learn' followed by dropdown menus for 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this is a secondary navigation bar with 'Microsoft Viva' and various Viva Glint categories like 'Viva Amplify', 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', 'Viva Pulse', and 'Topics'. A left sidebar contains a 'Filter by title' search box and a list of navigation items, with 'Learning paths and modules' highlighted. The main content area features the breadcrumb 'Learn / Microsoft Viva / Viva Glint /', the title 'Viva Glint learning paths and modules', and the article metadata 'Article • 02/12/2024 • 1 contributor'. A 'Feedback' link is visible. The 'In this article' section lists links for 'Earn badges', 'Courses for admins', and 'Courses for managers'. The main text begins with 'Discover the power of Microsoft Viva Glint with step-by-step guidance. Recommended trainings for admins and managers using Viva Glint are hosted within Microsoft Learn.' and continues with 'Viva Glint learning paths and the modules contained within them have been carefully created by our Subject Matter Experts to provide a thorough self-paced and self-teachable learning experience. Learning paths are comprised of building blocks, referred to as modules. All trainings are recommended prior to setting up and launching your first Viva Glint program.' The text concludes with 'As an HR and/or an IT professional, you may find both the admin and manager trainings useful in using Viva Glint.'

The screenshot shows the Viva Glint Badging page. The navigation and secondary navigation bars are identical to the previous page. The left sidebar is also identical, but 'Badge certifications' is highlighted instead of 'Learning paths and modules'. The main content area features the breadcrumb 'Learn / Microsoft Viva / Viva Glint /', the title 'Viva Glint badging', and the article metadata 'Article • 02/12/2024 • 1 contributor'. A 'Feedback' link is visible. The 'In this article' section lists links for 'Microsoft Viva Glint Foundations badge' and 'Microsoft Viva Glint Manager badge'. The main text begins with 'Microsoft Viva Glint badging is an exciting opportunity for Viva Glint customers to share their knowledge and expertise of Viva Glint engagement programming with their social network. Through recommended learning paths and modules, customers increase their confidence and drive efficiency using self-paced learning experiences. Upon completion of the recommended online learning courses, customers are eligible to earn a Viva Glint/Credly certification badge, to post on your LinkedIn profile.' The text concludes with 'Credly - a Microsoft third-party vendor - empowers organizations to officially recognize individuals for demonstrated competencies and skills.'

## Microsoft Viva Glint Foundations badge



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

The screenshot shows the Microsoft Learn documentation page for 'Introduction to Microsoft Viva Glint'. The page features a navigation menu on the left with a search filter, a main content area with a video introduction, and a right-hand sidebar with additional resources.

**Navigation:** 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

**Article:** Learn / Microsoft Viva / **Introduction to Microsoft Viva Glint**  
Article • 09/29/2023 • 3 contributors

**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:

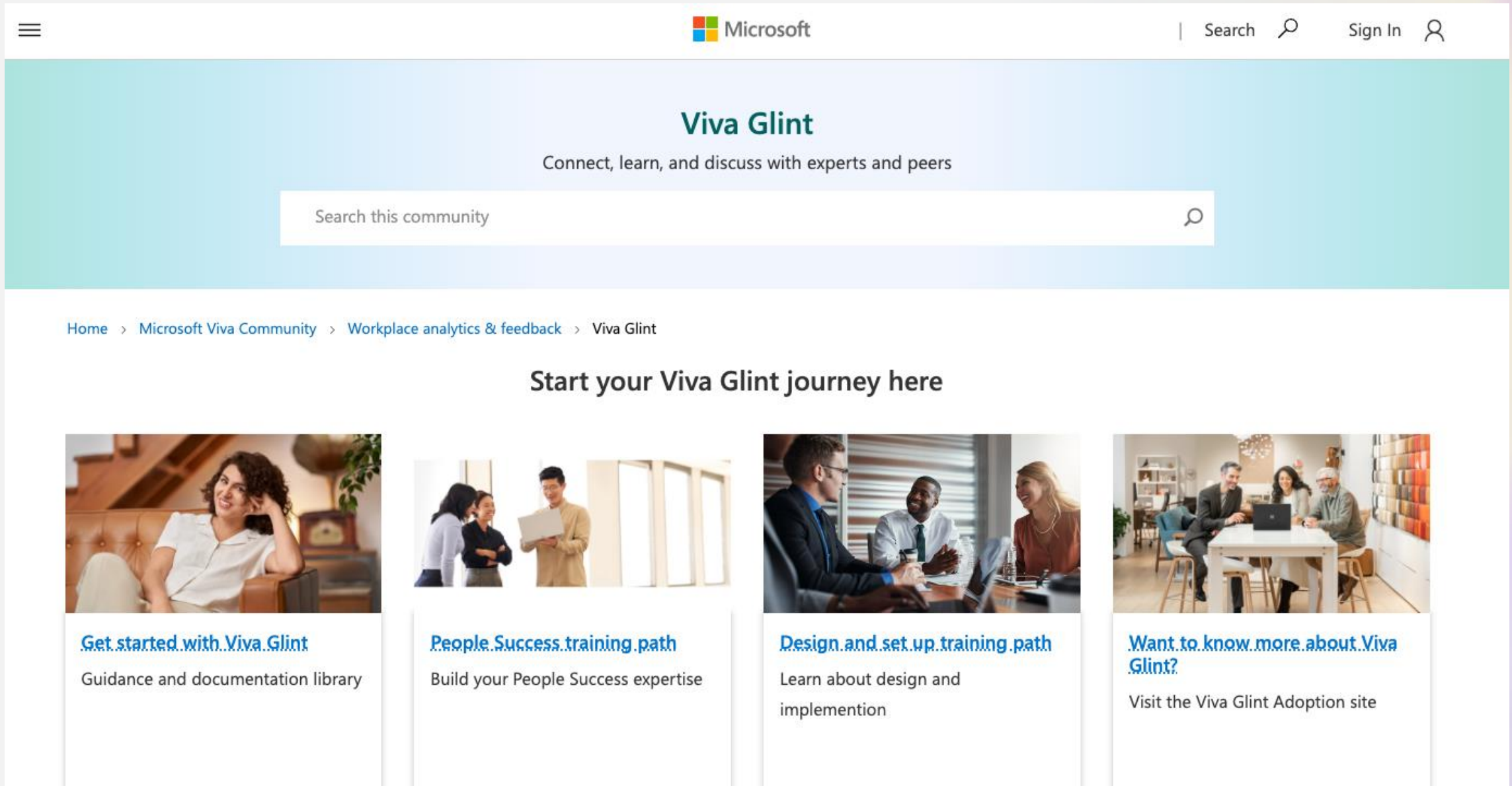
**Video:** An introduction to Microsoft Viva Glint and people success

**Additional resources:**

- Training**
  - Module: Get to Know Viva Glint's Approach Training
  - This module will explain how Viva Glint provides visibility into the total employee experience through wide surveys and recommended actions.
- Documentation**
  - Four stages of Viva Glint program: A strong feedback program incorporates...
  - Viva Glint program types and associated templates: Viva Glint offers Engagement, specialty, and 360 feedback programs to support and improve businesses.
  - Set up a Microsoft Viva Glint tenancy: When a new customer purchases and is entitled to the Viva Glint product, the tenancy 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.



The screenshot shows the Viva Glint community page. At the top, there is a Microsoft logo and navigation links for Search and Sign In. The main heading is "Viva Glint" with the tagline "Connect, learn, and discuss with experts and peers". Below this is a search bar labeled "Search this community". A breadcrumb trail reads: Home > Microsoft Viva Community > Workplace analytics & feedback > Viva Glint. The main content area is titled "Start your Viva Glint journey here" and features four cards with images and text:

- Get started with Viva Glint**: Guidance and documentation library. Image: A woman sitting on a couch.
- People Success training path**: Build your People Success expertise. Image: Three people in a meeting.
- Design and set up training path**: Learn about design and implementation. Image: Three people in a meeting.
- Want to know more about Viva Glint?**: Visit the Viva Glint Adoption site. Image: Three people in a meeting.

Bookmark our [live events](#) page to stay updated on our events schedule.

The screenshot shows the Microsoft Tech Community website's 'Viva Glint Events' page. The navigation bar includes 'Microsoft', 'Tech Community', 'Community Hubs', 'Blogs', 'Events', 'Microsoft Learn', and 'Lounge'. The breadcrumb trail is 'Home > Viva Glint > Viva Glint'. The main heading is 'Viva Glint Events'. Below this, there are filters for 'View as:' (List View and Calendar View), 'Status' (Select Status), 'Labels' (Select Label), and 'Date Range' (two empty input boxes). The 'Upcoming Events' section features a card for an event titled 'Think like a People Scientist: Understanding and interpreting your survey data' on Feb 20 2024, 08:00 AM - 09:00 AM (PST), via Microsoft Teams. The card includes a registration link, a thumbnail image, and a footer showing 0 attendees, 0 likes, and 0 comments. The event description begins with 'Join us for this series of webinars on how to 'think like a People Scientist.' Based on your feedback, we have introduced this series to help dive deeper into key topics where a People Science per'.

Microsoft | Tech Community | Community Hubs | Blogs | Events | Microsoft Learn | Lounge | Search | Sign In

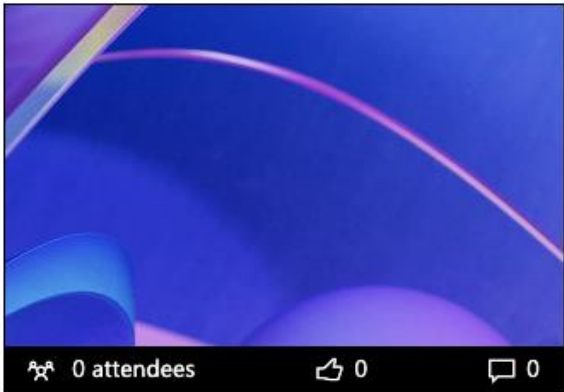
Home > Viva Glint > Viva Glint

## Viva Glint Events

View as: **List View** | Calendar View

Status: Select Status | Labels: Select Label | Date Range: [ ] [ ]

### Upcoming Events



**Think like a People Scientist: Understanding and interpreting your survey data**  
Feb 20 2024, 08:00 AM - 09:00 AM (PST)  
Microsoft Teams  
Register here: [Microsoft Virtual Events Powered by Teams](#)

0 attendees | 0 likes | 0 comments

Join us for this series of webinars on how to 'think like a People Scientist.' Based on your feedback, we have introduced this series to help dive deeper into key topics where a People Science per

...

[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 adopted. Deploying the Copilot Impact Survey template in Viva Glint organizations can



Check out our [Viva Glint blog](#) for our monthly newsletters and other updates.

The screenshot shows the Viva Glint Blog page on the Microsoft Tech Community website. The page features a blue header with the Microsoft logo and navigation links for Tech Community, Community Hubs, Blogs, Events, Microsoft Learn, and Lounge. A search bar and a Sign In link are also present. The main heading is "Viva Glint Blog". Below the heading, there are filters for "Filter by label", "Follow", and "RSS". The breadcrumb trail is "Home > Viva Glint > Viva Glint Blog". The page displays three blog posts:

- Late January 2024 Viva Glint newsletter** by [JudyWeiner1](#) on Jan 26 2024 07:51 AM. The post has 596 views. The image shows three people in a meeting, with the text "Viva Glint Monthly Newsletter" overlaid.
- Introducing Viva Glint: Ask the Experts series** by [KathrynBowen](#) on Jan 23 2024 10:36 AM. The post has 549 views. The image shows a group of people in a meeting, with a woman standing and presenting to a seated audience.
- January 2024 Viva Glint newsletter** by [JudyWeiner1](#) on Jan 08 2024 09:39 AM. The post has 610 views. The image shows two women sitting at a table, smiling and talking.



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!

# 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

