

Microsoft Viva Glint adoption guide



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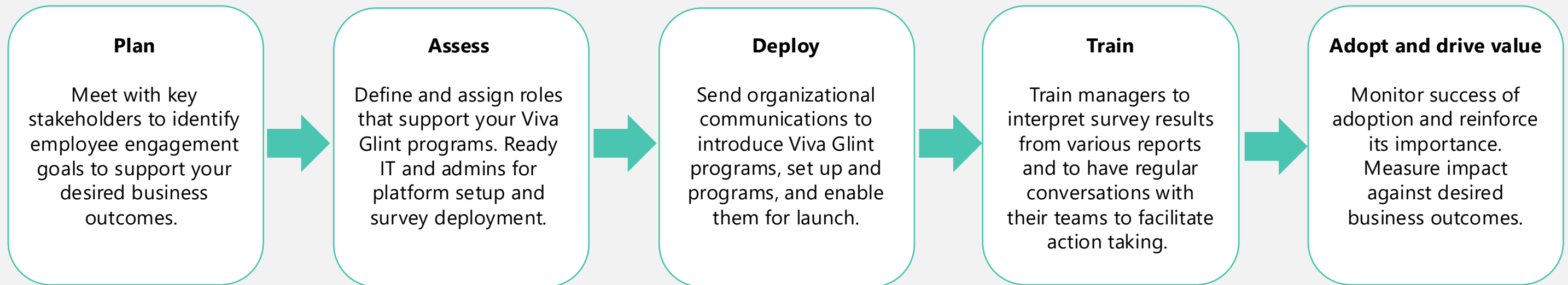
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Overview

Adoption guide overview

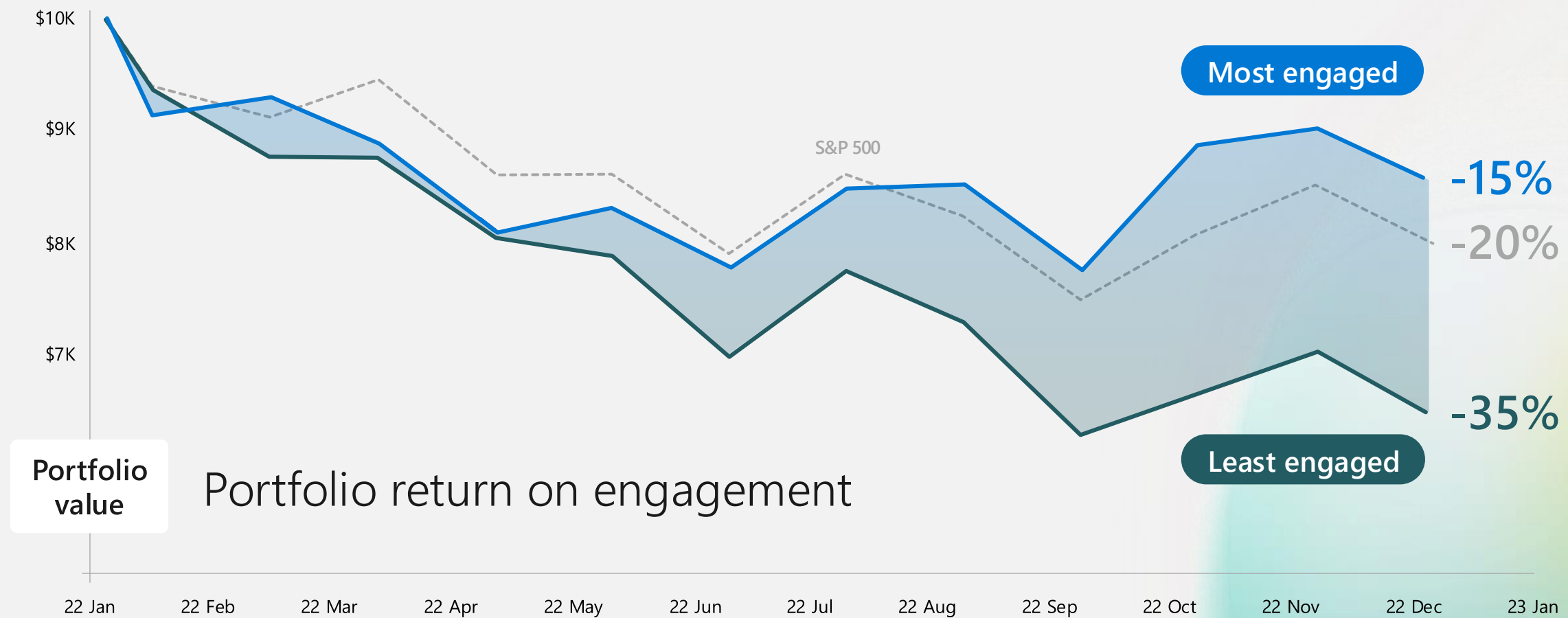
This guide walks you, the Viva Glint admin, through implementing Viva Glint in your organization and provides tips to drive adoption and value.

Adoption steps



Why should your organization make employee engagement a priority?

During times of economic instability, organizations with the **most engaged** employees performed **twice as well financially** than those with low engagement.



What does it look like when organizations are transformed?



Senior leadership

Transparently share feedback results and commit to actions

Become role models



Managers

Share team results and own ongoing conversations

Become coaches to their employees



HR

Build organizational capability to use insights to drive behavior change

Become change enablers



Employees

Feel empowered to actively voice their perspective and participate in change efforts

Become owners of their development and success





Key resource for leaders, managers, and HR

Learn more about [propelling action-taking through conversations](#) that lead to transformation.

Plan

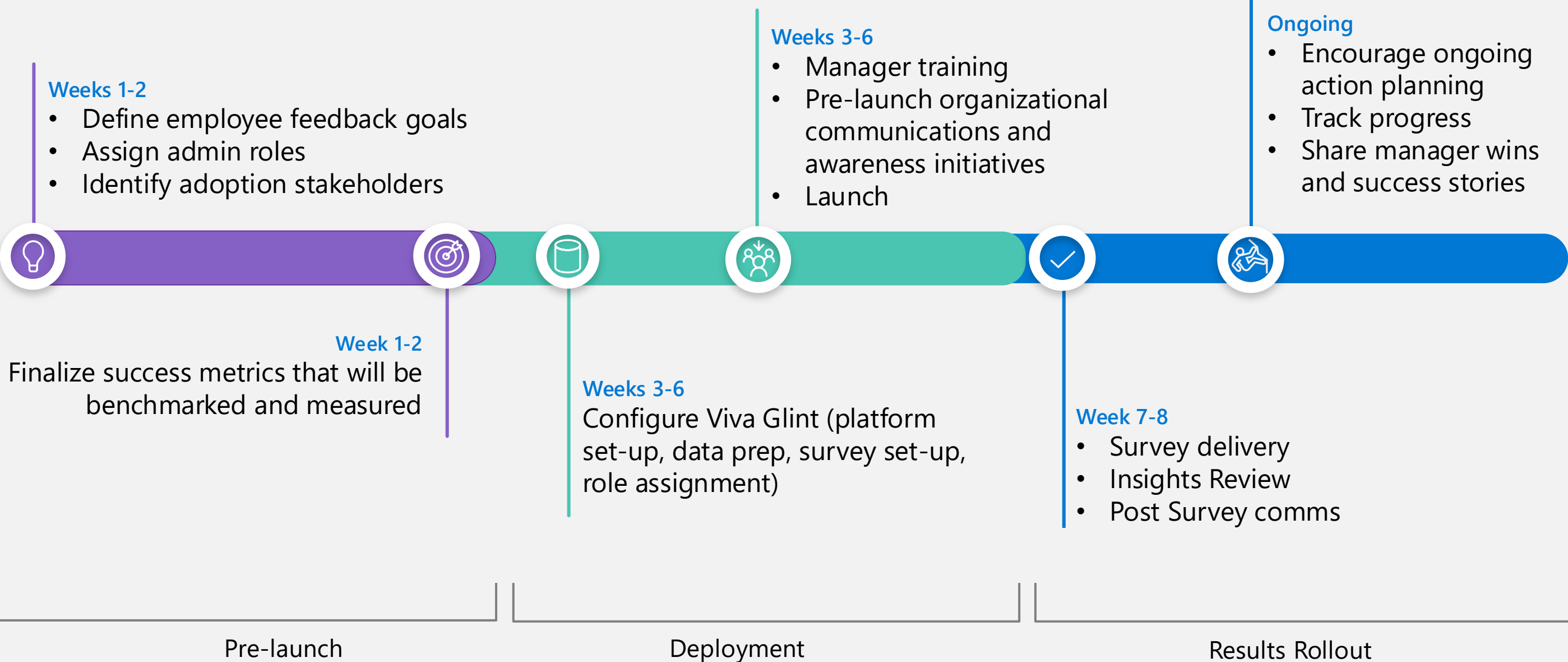
Time and resources for a successful deployment

Note: this guidance is an example and times may vary; hours / week is aligned to when a program is active

 Role	 Goals	 Launch	 Insight	 Transform
Microsoft 365 global admin	5 Hours/Initial instance setup Establish program goals and align with business outcomes			TBD Hours/Week depending on size of organization Assist with support tickets via MAC
Viva Glint admin	2-5 Hours Create leadership alignment and buy-in with key stakeholders	10–15 Hours/Week Design program, execute change management, and launch program	10–15 Hours/Week Share results and identify action	5 Hours/Week Assess progress, redirect action, and establish next steps
Technical Lead / IT	1 Hour/Week Align on program goals	5 Hours/Week Establish data feeds and SSO	1 Hour/Week Address any data or technical updates	1 Hour/Week Address any data or technical updates
Viva Glint Manager		3 Hours/Week Validate solution and participate in training	1–3 Hours/Week Share results and identify action	1–3 Hours/Week Assess progress, redirect action, and establish next steps

[For more information on key roles at Viva Glint, see this Microsoft Learn documentation.](#)

Sample timeline



Potential key roles for your team

The success of introducing new technology depends on widespread acceptance and support. In addition to the roles noted in the previous slides, here are some essential groups and team members that contribute to a successful implementation. As you're adding User Roles and creating Distribution Lists to your platform foundation, populate any of these roles you'll use so they're ready for

Potential roles	Consider who these people are within your organization*	Responsibilities
	Executive sponsor	Communicate high-level vision and values of Viva Glint. Help identify and prioritize top HR needs. Connect regularly with HR and IT leaders across the organization. Actively participate in and use Viva Glint capabilities to help drive and reinforce adoption.
	Success owner	Ensure the business goals are realized from adoption of Viva Glint
	Viva Glint manager	Oversee Viva Glint deployment process and logistics.
	Champions	Help evangelize Viva Glint and manage objection handling.
	Training lead	Help train the early adopters and oversee training content. Could also be a Champion.
	Department leads (Stakeholders)	Identify how different departments/roles (People Analytics, Data Analytics, Employee experience, Talent and retention, DE&I) will use Viva Glint and encourage engagement.
	IT specialists/Viva Glint admins	Oversee all technical aspects of the setup, deployment, and rollout. Partner with HR to develop plan for fitting Viva Glint into company technology stack. IT specialists/Viva Glint Admins must have necessary admin permissions to set up and configure the product.
	Communication lead	Oversee company-wide communications introducing Viva Glint
	HR manager	Help develop plan for how Viva Glint will fit into the rest of the employee ecosystem, inform company rollout, and drive adoption.

*A single person can fulfill multiple roles



Assess organizational readiness

What is readiness?



Willingness and preparedness of employees to use Microsoft Viva Glint

Consideration of how your organization managed employee feedback in the past, how it might be different now, and where training may be necessary

Readiness factors



Determining readiness and appetite for change requires:

- A clear vision of how your organization wants to gather feedback and listen to employees
- A clear vision of how employees want to provide feedback
- An understanding of the amount of overall change required
- Executive alignment

Readiness assessment questions



Determine readiness by asking these questions, if applicable:

- What were the success factors when previously rolling out new technology? What were the pitfalls?
- Are there other major rollouts happening in the organization?
- What internal resources can be used to help spread awareness? (i.e., communication channels, training cadence, leadership events, etc.)
- What are the benefits and risks associated with this rollout?
 - o How can you highlight benefits?
 - o How can you mitigate the risks?

Identify who will be most impacted by the change of Viva Glint adoption.

Create a collaboration space for these individuals to discuss experiences, tips, and best practices for driving adoption.

Identify your target scenarios for Viva Glint

Identifying program objectives determine how you use Microsoft Viva Glint to address business challenges and achieve organizational, cultural, tangible, or individual adoption outcomes. We offer prescribed templates – with verified methodology – to cover the most frequently requested scenarios. You can also create your own program from a blank template.

Program	How it applies to your organization
Engagement	Gather feedback from employees on a regular basis to ensure that they are happy and successful at work. Provide a platform where employees feel comfortable to express their concerns and suggestions for improvement.
Employee Lifecycle	Onboarding surveys determine if you are delivering on the promise and expectation of new hires. Exit surveys gather info about patterns which contribute to employees becoming less engaged or leaving your organization.
Microsoft Copilot Impact Survey	Measures the impact of Microsoft Copilot through sentiment data, enabling IT and business leaders to plan their AI readiness, drive adoption, and measure their ROI.
Diversity and Inclusion	Provides an understanding of employee sentiment related to various elements necessary for building a powerful sense of belonging among employees.
Manager Effectiveness	Assesses employee perception of how their manager's behavior relates to their productivity.
Team Effectiveness	Identifies a team's unique strengths and opportunities.
Culture survey	Uses the Viva People Science validated elements of culture that are important to driving people and organizational success.

Potential moments for collecting feedback

There are a wealth of feedback opportunities across both the employee and organizational journey.

During the employee journey:

- Hiring
- Onboarding
- Training
- Goal setting
- Performance feedback
- New project team
- New manager
- Hybrid work
- Exit

During the organizational journey:

- New product launch
- Introduction of new technology (AI)
- Market expansion
- Acquisition
- Leadership changes
- Re-orgs
- New benefits packages
- Market closures
- Expansion into new product lines
- Business transformation

Define success criteria



Define goals

- What are you trying to accomplish?
- What does success look like?
 - Increased engagement with learning
 - Accelerated onboarding
 - Leaders trained to interpret survey results
 - Leaders are having meaningful conversations with their teams that result in action taking



Determine ways to gather and measure user satisfaction and progress against benchmarks



Rethinking success metrics: adoption vs. impact

Adoption metrics: focused on usage

Examples include number of people or percentage who...

- Participated in the survey
- Accessed the dashboard
- Committed to an action

Impact metrics: focused on talent and business outcomes

Examples include an improvement in...

- Objective metrics
- Business KPIs
- Talent KPIs

Example feedback program goals and success metrics

Choose criteria to demonstrate the impact of Microsoft Viva Glint against each success measure. Listed below are **examples** of scenarios, metrics, and stated goals.

Scenario	Metrics	Goal
<p>Reduce employee turnover Implement an employee engagement program focused on onboarding, recognition, and regular feedback discussions.</p>	<ul style="list-style-type: none">• Hiring/onboarding expenses• Employee retention measures	<p><i>Achieve a 5% reduction in the annual employee turnover rate by the end of the year, resulting in cost savings of \$X due to decreased hiring and onboarding expenses.</i></p>
<p>Increase employee productivity Provide training and development opportunities, fostering collaboration and recognition among employees, and creating a positive work environment leading to strong revenue and profitability.</p>	<ul style="list-style-type: none">• Company revenue and profitability• Reduction in operation costs• Employee feedback on goal clarity, ability to drive for results, recognition	<p><i>Increase employee productivity by 10% by the end of the quarter.</i></p>
<p>Improve customer satisfaction Increase employee engagement and commitment to delivering quality service, resulting in increased customer retention and revenue growth.</p>	<ul style="list-style-type: none">• Measure employee fit, work alignment, enablement, motivation, and opportunities for growth• Customer retention• Customer NPS	<p><i>Achieve a 10% improvement rating in customer satisfaction by the end of the year.</i></p>

Assess

Assess your employee listening environment

Before determining your goals for Viva Glint, assess your employee listening tools.

- Take inventory of your current investments
 - Does your organization currently use other employee listening, feedback or survey platforms?
 - Does your organization use other Viva apps, such as Insights or Pulse? How can these all work together?
- Determine gaps
 - How are you currently soliciting feedback from employees?
 - What are all the channels currently available for employees to provide feedback or access learning resources?
 - How are you currently providing managers access to survey results?
 - How are managers currently encouraged and equipped to act on survey learnings?
 - What are the barriers that employees may have in providing feedback?
 - Are barriers for employees with disabilities addressed?
 - Preferred language availability?
 - Time to provide feedback?
 - Are employees concerned about anonymity?

Assess your technical readiness

Technical readiness is key to ensuring your organization is ready for launch. Use this checklist to identify items that need to be completed before survey distribution.

Readiness Item	Complete? Y/N	Plan to Complete
Get works council signoff (EU)		
Have allowed list items added by IT		
Confirm any custom privacy messaging		
Set up a custom sender domain and/or company logo (optional)		
Select survey and dashboard languages		
Prepare and upload employee data		
Select survey access method(s)		
Set up Distribution Lists and User Roles		
Select benchmarks for reporting		
Design and set up survey		
Manage translations		
Determine reporting thresholds		
Set up and launch a test survey		
Review test dashboard for attribute preview		
Set up Focus Area periods and review action plan content		

Deploy

Communications approach to prepare for deployment

We have [email templates](#) to help your people understand why you've partnered with Viva Glint, to remind them of survey deadlines, and to direct your leaders to trainings for understanding the dashboard and acting on feedback.

Audience	Pre-launch	Deployment	Results Rollout
Entire organization	<ul style="list-style-type: none">Introduce Viva Glint programs	<ul style="list-style-type: none">Upcoming survey detailsSurvey reminders	<ul style="list-style-type: none">Survey results and next stepsCompany-wide progress updateProgress update and next survey communication
Senior leaders	<ul style="list-style-type: none">N/A	<ul style="list-style-type: none">Training and upcoming survey detailsTraining resources availableSurvey reminders	<ul style="list-style-type: none">Survey results and next stepsResults rollout progress update
Managers and HRBPs	<ul style="list-style-type: none">N/A	<ul style="list-style-type: none">Training and upcoming survey detailsTraining resources availableSurvey reminders	<ul style="list-style-type: none">Survey results and next stepsResults rollout progress updateSurvey results and conversations

Resources for planning your deployment

Use these resources to plan for your Microsoft Viva Glint deployment

Link	Description
Viva Glint on learn.microsoft.com	Technical documentation and guidance for admins, including information on integrations with other Viva apps
Viva Glint training modules	Online learning paths and modules for admins and managers
Viva Glint Community	Interact with fellow customers and read the latest updates
Viva Glint on adoption.microsoft.com	Resources and whitepapers to inform your measurement strategy
Viva Glint Live Events	Schedule of upcoming events, registration, and previous event recordings
Viva Glint Blog	Research, platform updates, and program launches
Viva Glint newsletter	Sign up for this recurring communication to stay up to date with all things Viva Glint
Viva Glint on support.microsoft.com	Survey-taker documentation
Microsoft FastTrack for Viva	Deployment help for new Viva Glint admins
For more resources check out Microsoft Viva Glint resources at a click	

Train

Become a Viva Glint expert

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 an official badge to post on social media.

Check out our [available badges](#).



Adopt and drive value

Best practices for a successful Viva Glint rollout

- ✓ **Leadership support** sets the tone from the top, enhances credibility, and drives accountability of the adoption rollout.
- ✓ **Train managers** to access and filter results and to start and sustain daily conversations with their teams.
- ✓ **Communicate** by using existing communication channels to communicate your engagement strategy.
- ✓ **Maximize features** such as Alerts, Nudges, ACT framework, and Team Conversations to drive value from feedback insights.
- ✓ **Automate data transfers** so employee attributes are up-to-date in the Viva Glint system, ensuring accurate reporting.
- ✓ **Gather feedback** beyond engagement to create a holistic people success feedback strategy.
- ✓ **Use survey templates** with our research-backed survey items to accelerate rollout by using our action plan templates.
- ✓ **Regularly refer to your goals** to determine if your program is helping to drive engagement and business outcomes.
- ✓ **Increase the cycle of gathering feedback** to capture key moments in the employee journey.
- ✓ **Join the Viva Community** to learn and stay connected and participate in events facilitated by our experts.
- ✓ **Use our content** in Viva Glint Learn, Adoption, and Support to ensure a successfully program journey.

Viva Glint adoption best practices

- **Every role in your organization should understand why you've partnered with Microsoft Viva Glint.** Share the importance of the programs you'll introduce by customizing our communication templates by role, for the three journey phases: pre-launch, deploy, and results rollout.
- **Make Team Conversations part of the regular workday.** Organic conversations should become the norm; conversations should not be reserved for meeting agenda items. Leader communications should stimulate employee feedback and show that conversations are encouraging initiatives within your organization. Enable Team Conversations for your managers.
- Provide managers with **reports training** to learn how they can maximize insights gained from feedback data.
- The **Team Summary dashboard** empowers managers to approach feedback with a growth mindset, understand the unique strengths and opportunities that drive team engagement, and to encourage the next steps in sharing results and seeking team input on focus areas. Give your managers access to this dashboard experience.
- **Showcase managers and teams** who act based on Viva Glint reports. Celebrate stories by presenting them in a personal, relatable, and memorable way.

