



Microsoft Viva

Empower people and teams to be their best

Discovery Workshops 1.0

Connections | Topics | Insights | Learning



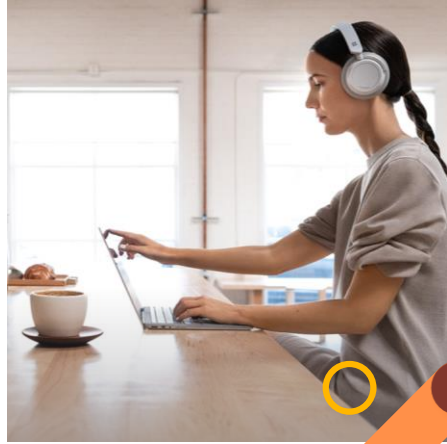


Microsoft Viva



Connections

Culture and communications



Insights

Productivity and wellbeing



Topics

People and expertise



Learning

Skilling and growth



Viva Service Offerings



Viva Discovery Workshop¹



Connections
Discovery
Workshop²



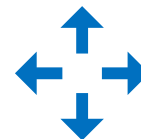
Insights
Discovery
Workshop²



Topics
Discovery
Workshop²



Learning
Discovery
Workshop²



Change Programme³

Viva Discovery Workshop



The engagement

Pre-workshop preparation (1-2 weeks prior to session)

Define scope, identify business stakeholders, and gather information on key business scenarios.

1-day Envisioning workshop

Capture business goals and objectives to identify and prioritize scenarios.

- a. Employee engagement & organisational resilience
- b. Customer journey and goals
- c. Viva overview
- d. Outcomes & example analyses
- e. Business case development
- f. Service offerings

Outputs

Roadmap with prioritised scenarios.



Work package

Workshops

- 1d customer focused workshop to review requirements and outcomes (2 Consultants).
- 2d to review feedback, prepare and document recommendations.
- 1d customer playback and review.

Deliverables

- Pre-workshops questionnaire
- Workshops for requirements and outcomes
- Schedule for deployment of Viva
- Workshop to playback findings and recommendations
- Proposal for deployment

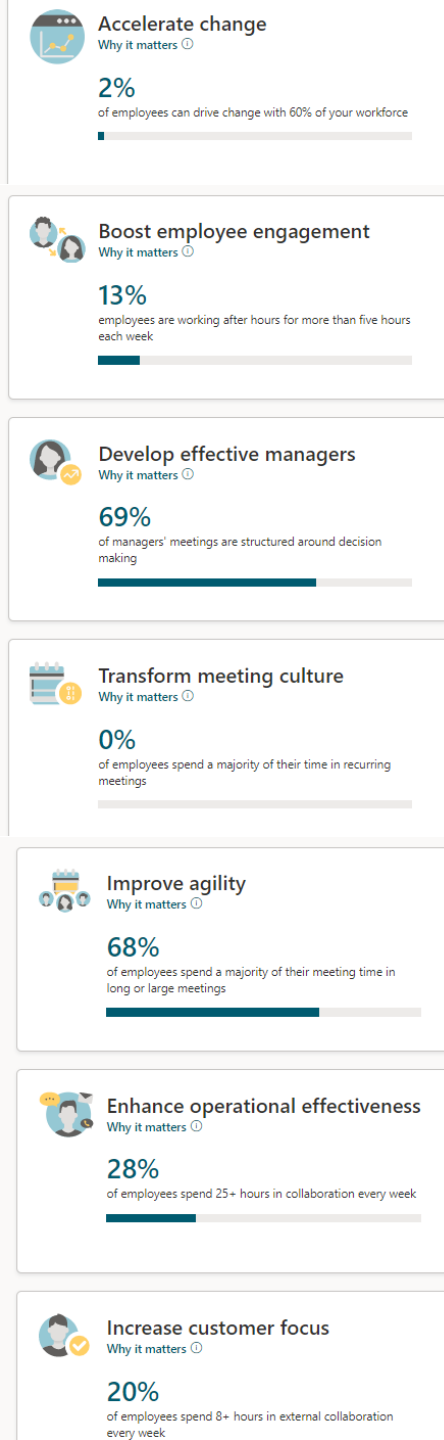
Outcomes

- Understanding of what is required to benefit from deploying Viva capabilities



Objectives

- **Educate & inform**
Help the organisation understand the actionable insights available that can build a more resilient organisation while ensuring employees' wellbeing.
- **Obtain buy-in**
Discuss with business decision makers the business problems & opportunities that can be addressed through the four Viva capabilities.
- **Capture business goals and objectives**
Identify and prioritise scenarios
- **Create roadmap with prioritised scenarios**





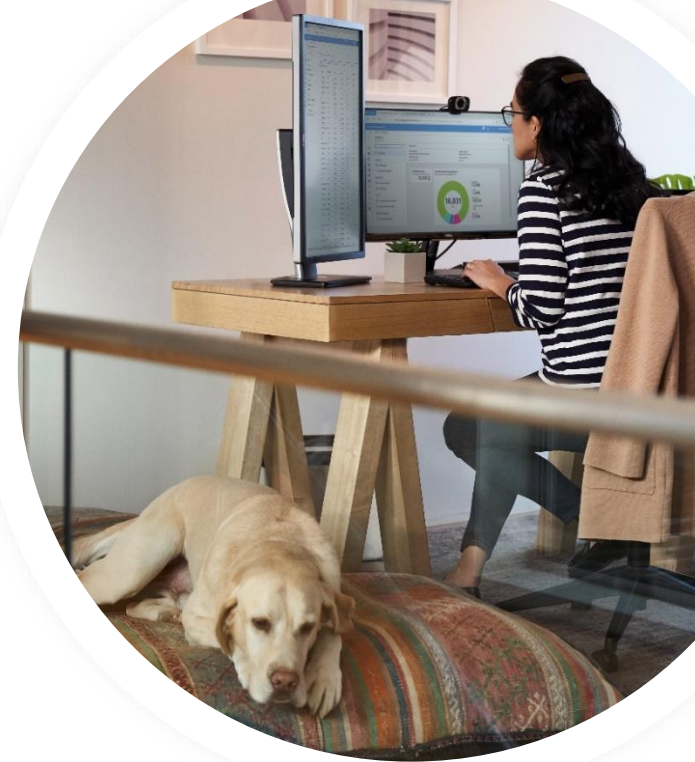
Post Viva Discovery

Following on from the Viva Discovery Workshop, additional workshops may be delivered to deep-dive into specific requirements:

1. Connections
2. Insights
3. Topics
4. Learning
5. Adoption & Change

Each workshop will follow the same approach, while the duration and content may differ depending on the outcomes of the Viva Discovery workshop.

Appendix



Employee Engagement



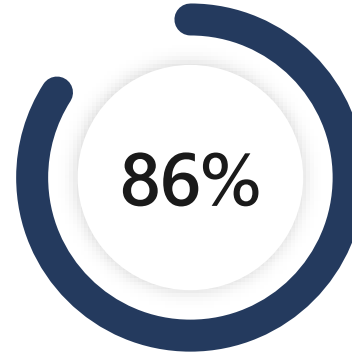
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SOLUTIONS



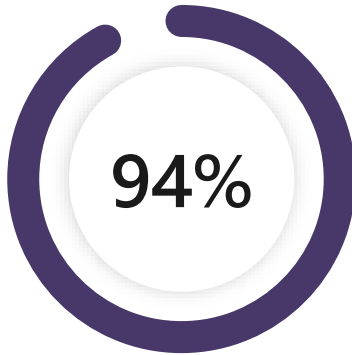
The driving force for any business is its people.



Organizations with highly engaged employees have **21%** greater profitability.⁴



of top-performing companies reported that digital training programs boosted employee engagement and performance.²



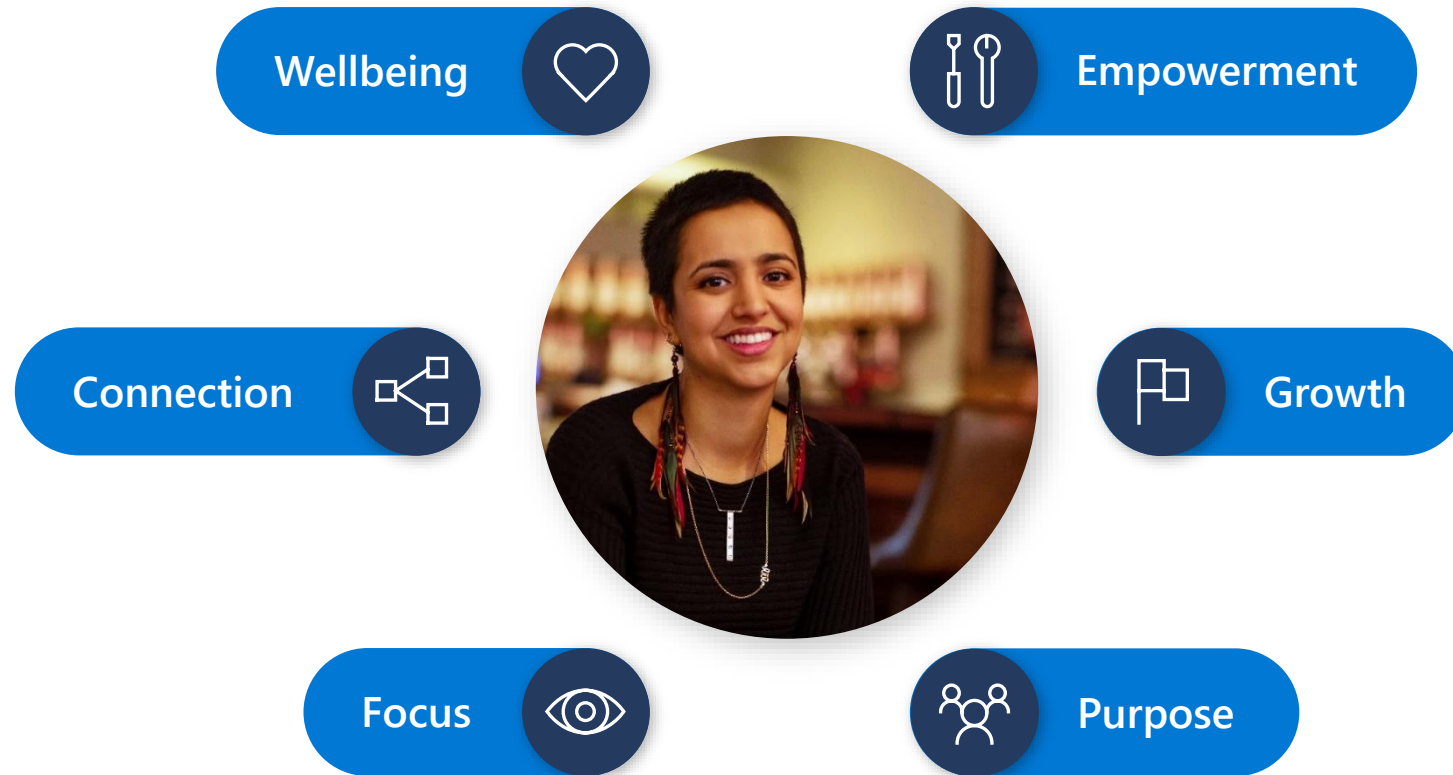
of employees say they would stay at a company longer if it invested in their learning and development.³

Highly engaged employees are **12x** less likely to leave their company than those who are not engaged.¹





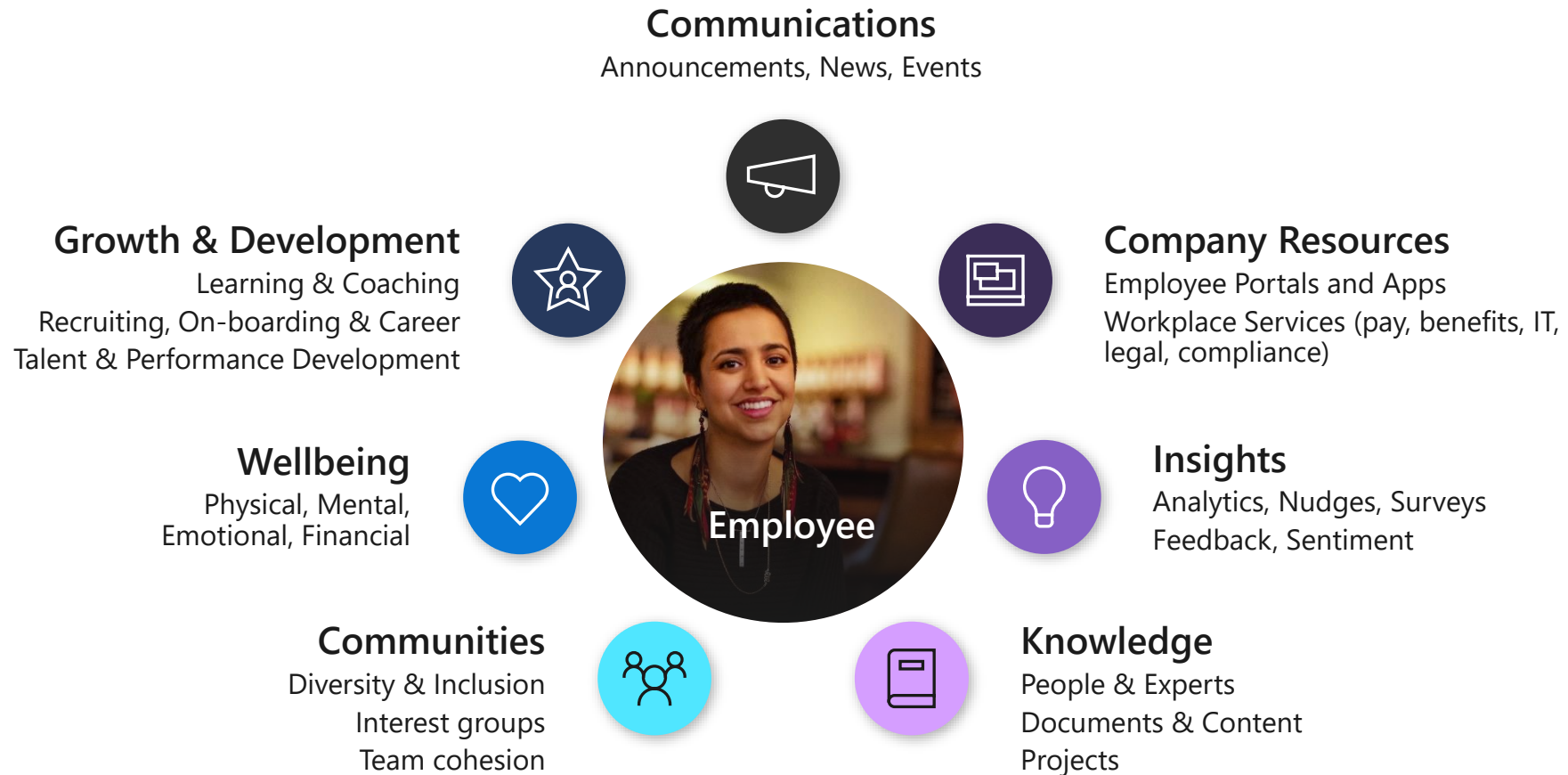
Six key elements of a great employee experience





What is an Employee Experience Platform (EXP)

A system of experiences that help organizations create a thriving culture with engaged employees and inspiring leaders





Microsoft Viva

Empower people and teams to be their best

Culture & communications

Productivity & wellbeing

Knowledge & expertise

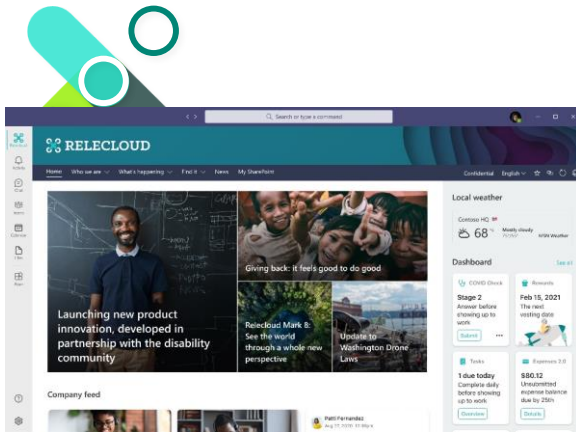
Skilling & growth



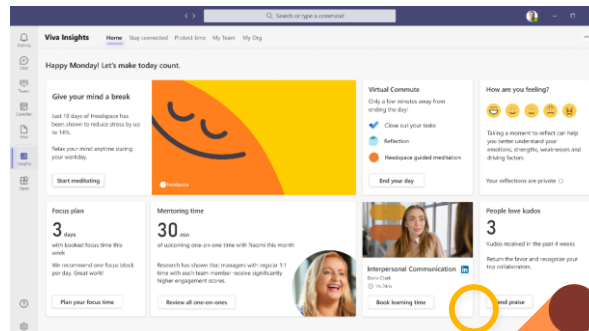


Microsoft Viva

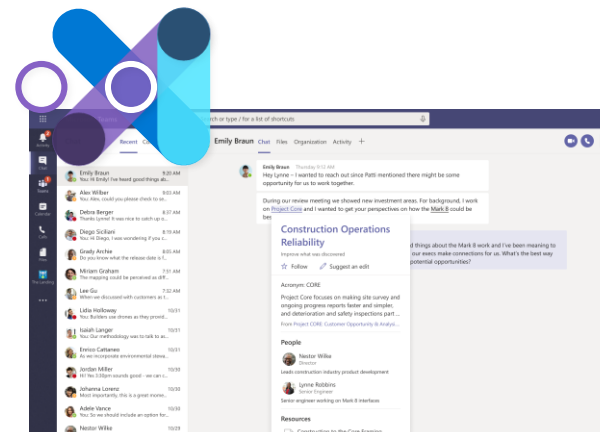
Empower people and teams to be their best



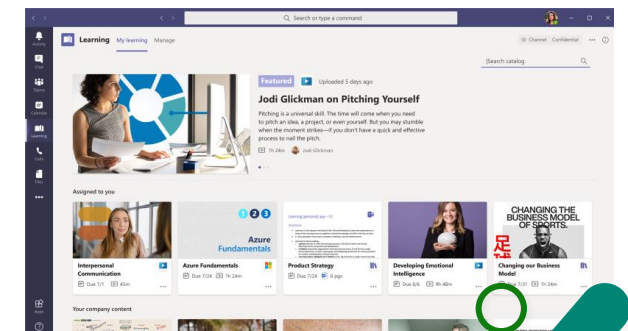
Connections
Culture and communications



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Microsoft Viva

What makes it unique?

Organization layer for employee experiences through Microsoft Teams

People at the center with skills, resources in the flow of work

Powerful insights that are actionable

Privacy and security that you can trust

Platform and ecosystem with customization and extensibility

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Microsoft Viva

Ecosystem



Microsoft 365

Teams	Linkedin
Sharepoint	Microsoft Search
Yammer	Glint & more

CRM

Dynamics 365	Salesforce
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Content providers

Coursera	Microsoft Learn
edX	Pluralsight
LinkedIn Learning	Skillsoft

Communications

Teams	Slack
Outlook	Zoom
Yammer	

Wellbeing

Glint	Headspace
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Digital workflows

ServiceNow

HR & Learning

Cornerstone OnDemand	SAP SuccessFactors
Dynamics 365	Workday
Saba	

And many more coming...

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Later this year, we intend to make APIs publicly available so our broad ecosystem of customers and partners can also integrate with Microsoft Viva



Microsoft Viva Product Experiences Overview



Connections
Culture and
communications



Insights
Productivity and
wellbeing



Topics
People and
expertise



Learning
Skilling and
growth



Nearly 60%

of people say they feel less connected to their team after shifting to remote work.

Microsoft Work Trend Index, 2020

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Viva Connections Communications and culture

Keep everyone connected

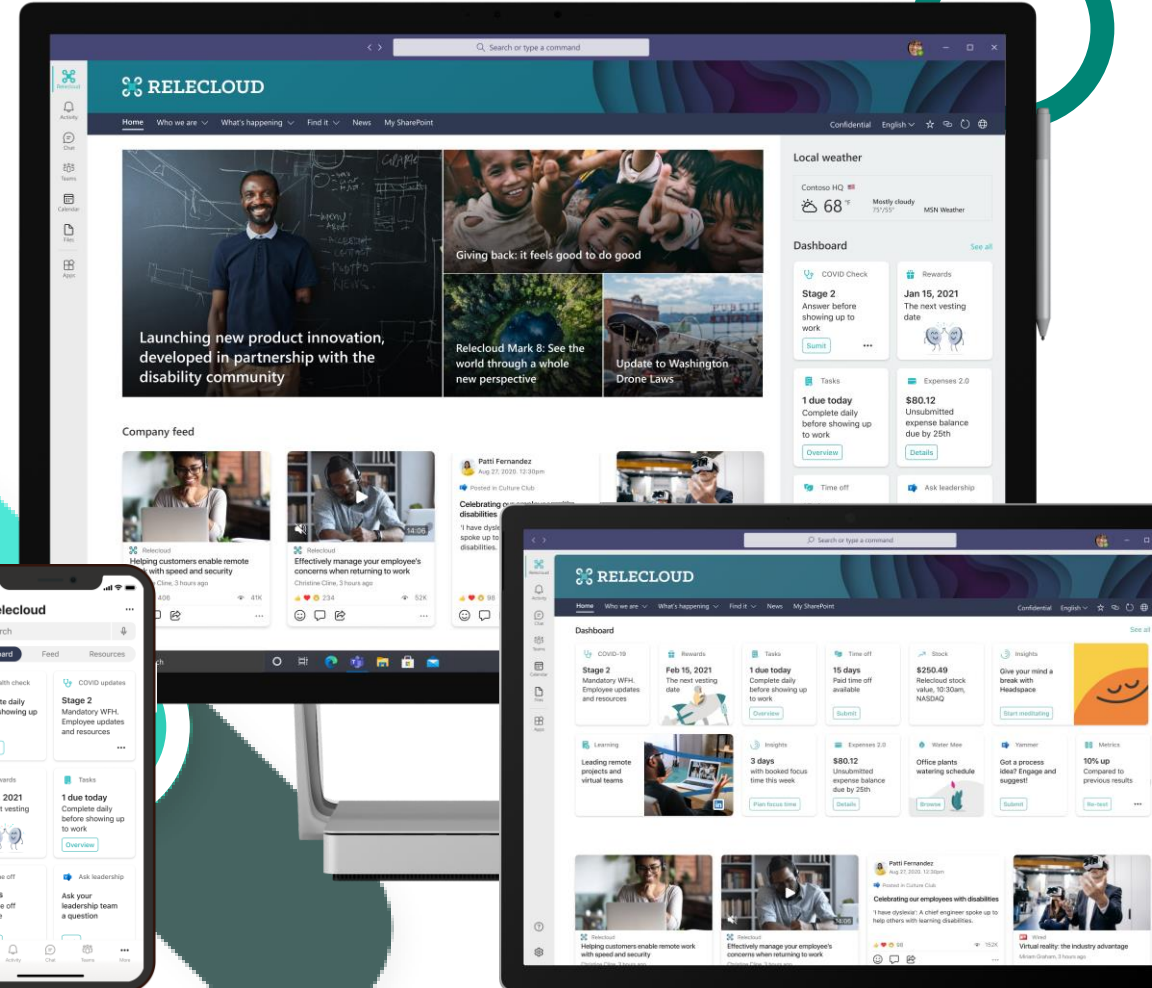
Encourage meaningful connections across the organization by enabling employees to easily discover relevant communications and communities.

Make it easy for people to contribute

Foster a culture of inclusion by empowering every employee to contribute ideas and share feedback.

Unite and inspire your organization

Align the entire organization around your vision, mission, and strategic priorities





70% of employees

reported higher stress levels and 40% are experiencing decreased mental health

The Other COVID-19 Crisis: Mental Health, Qualtrics, 2020





Viva Insights

Productivity and wellbeing

Deliver personalized and actionable insights

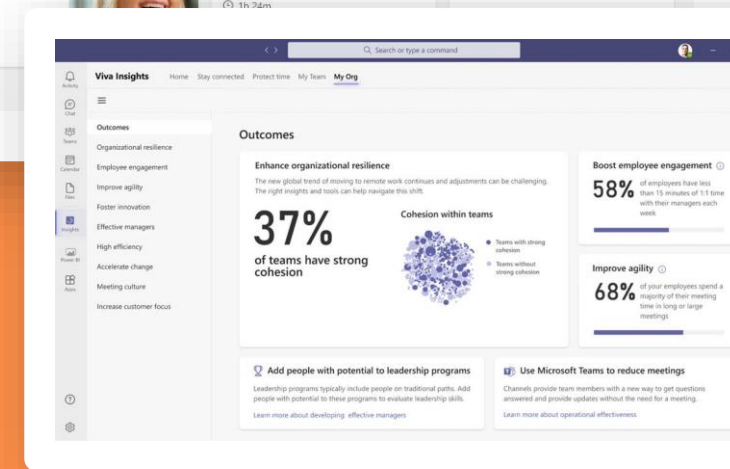
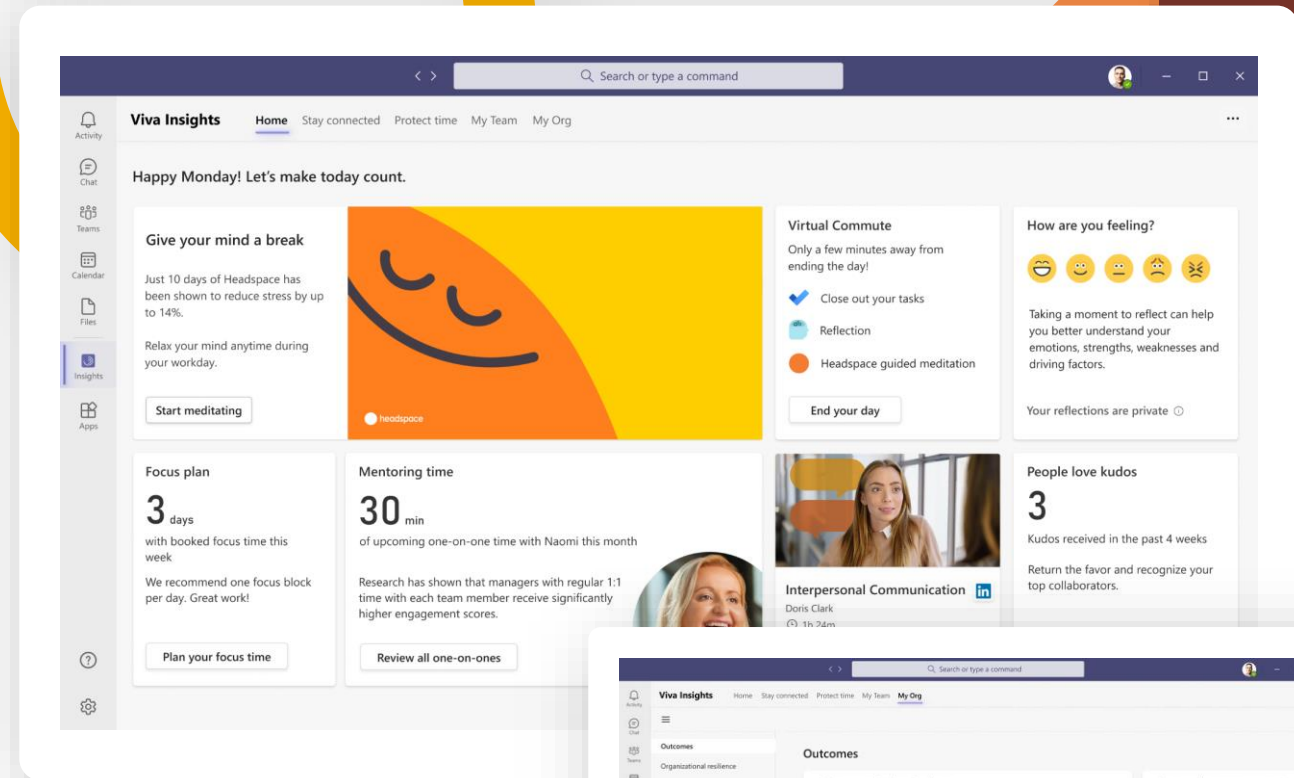
Empower individuals, teams, and orgs to achieve balance, build better work habits, and improve business outcomes with personalized insights and recommended actions.

Quantify the impact of work on people and business

Gain data-driven, privacy-protected visibility into how work patterns affect wellbeing, productivity, and results.

Address complex business challenges

Use advanced tools and additional data sources to perform deeper analysis, address challenges important to your business, and respond quickly to change.

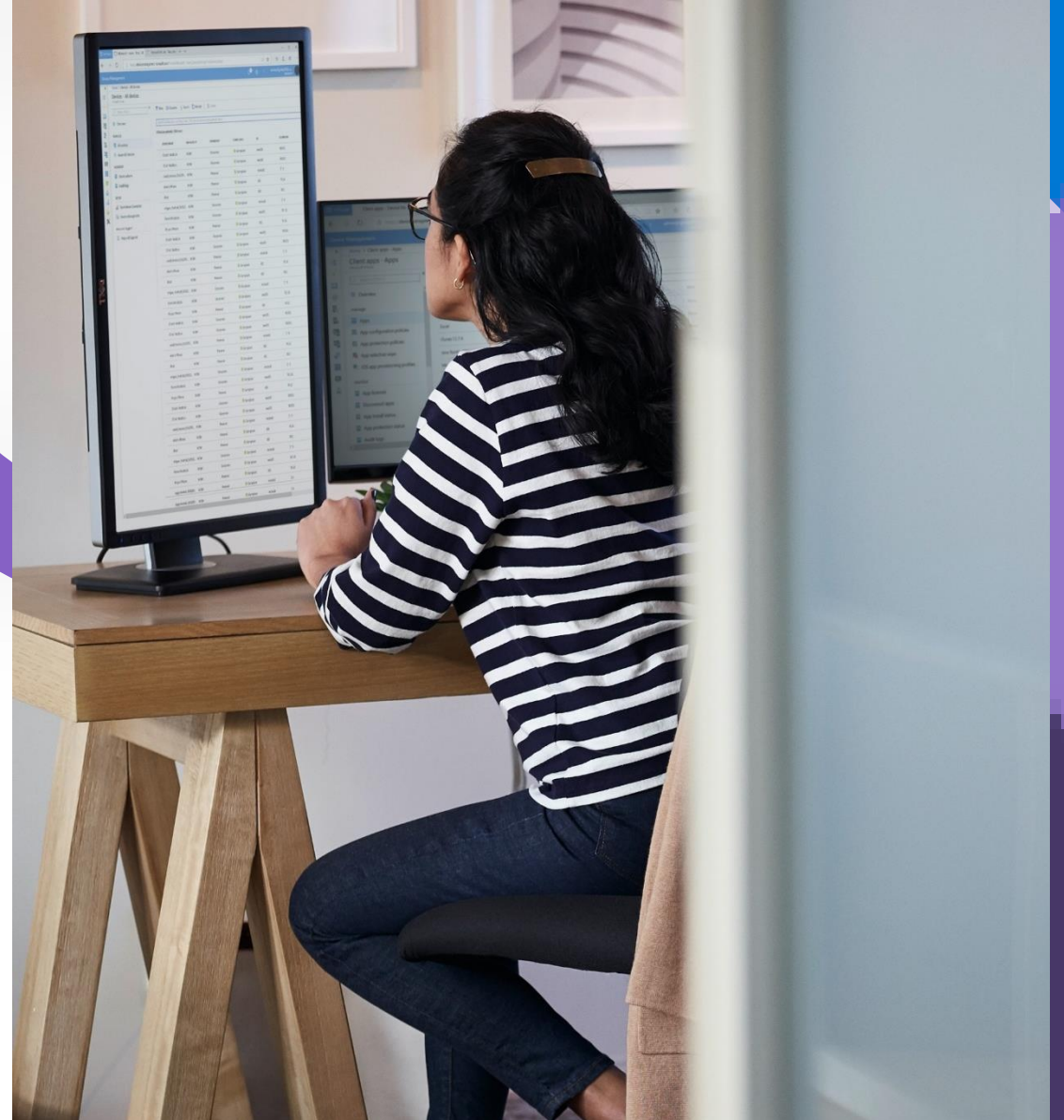




People spend about an hour
a day – or up to seven weeks a year –
searching for or recreating information

Spiceworks/Ziff Davis survey commissioned by
Microsoft, 2021

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Viva Topics

Knowledge and expertise

Turn content into usable knowledge

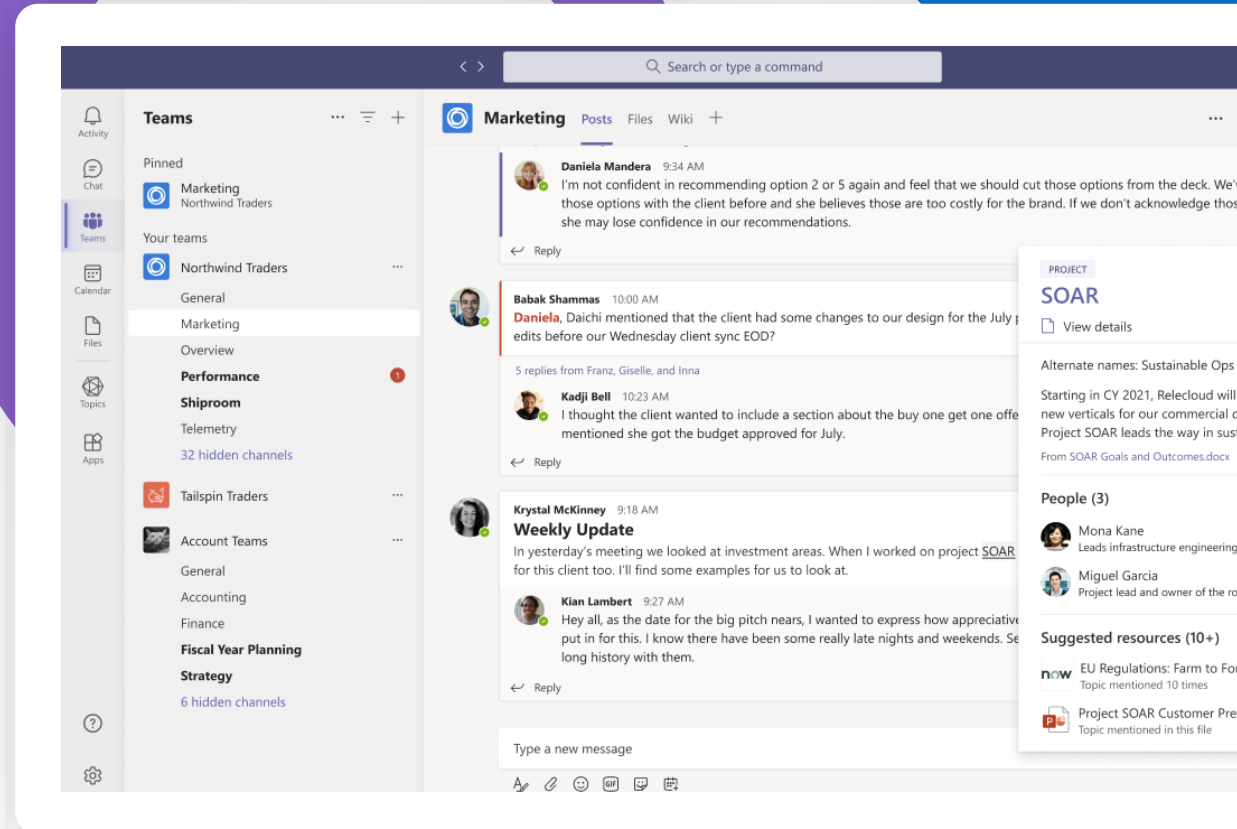
Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge

Organize knowledge into topic pages

Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI

Make knowledge easy to discover and use

Deliver relevant topic cards in the apps people use everyday





79% of CEOs worldwide

are concerned that a lack of essential skills in their workforce is a barrier to future growth¹

Meanwhile, employees only have 1% of their workweek to focus on learning new skills²

¹PwC CEO Survey, 2019

²Leading in Learning, Bersin by Deloitte





Viva Learning Skilling and growth

Make learning a natural part of your day

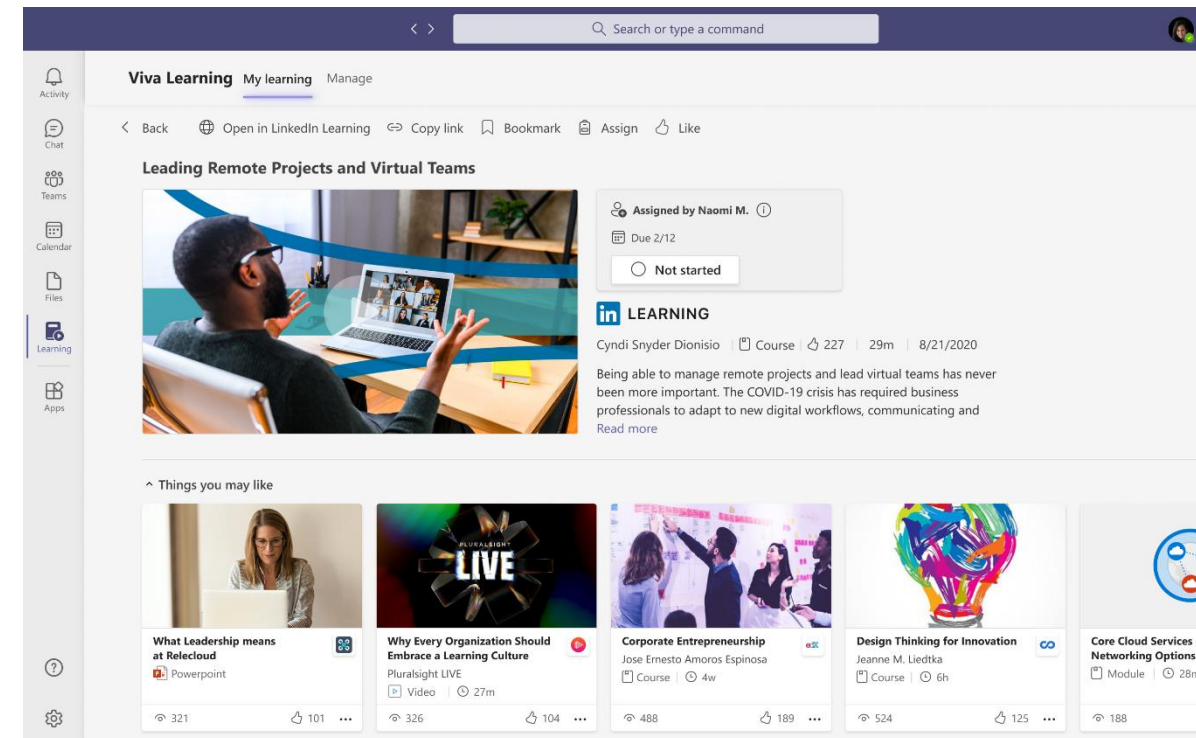
Foster a culture of learning by enabling people to easily discover, share, and engage with learning integrated into Microsoft Teams.

Make all your learning content available in one place

Simplify the learning experience by bringing together world class content from LinkedIn Learning, 3rd parties, Microsoft Learn, and your own content.

Drive results that matter

Empower your leaders and employees to curate, assign and track learning aligned with business outcomes.





What's next

Visit: www.microsoft.com/en-us/microsoft-viva/overview

Schedule a demo for Microsoft Viva solutions



Viva Insights / Workplace Analytics



Why Workplace Analytics

Use insights to rapidly learn, innovate, and adapt.

- Discover opportunities to optimize business processes
- Identify patterns that lead to success
- Measure the impact on business outcomes throughout a continuous cycle of discovery and change

Cultivate success with an engaged and efficient workforce

- Identify and promote the right skills and behaviors to meet organizational goals, develop careers, and grow new leaders.
- Break down silos and develop impactful networks to improve your bottom line.

Increase customer focus and create value

- Unlock the power of networks to foster innovation and generate value for customers
- Predictive insights help you maintain healthy client relationships and build brand advocacy.



How - Measuring Business Outcomes

How do you quantify - and then influence - the day-to-day actions that drive these outcomes?

How do you measure actions such as:

- How time is used
- How people communicate and collaborate
- How teams function across your organization
- How business processes affect decision making, innovation, & speed to market.
- How customer and partner relationships are thriving—or not thriving

It is these and other ways of working that describe what your business really looks like.



Workplace Analytics Highlights

Find thousands of hours and save £Ms through:

- **improved employee autonomy**

Based on an expected 20% reduction in manager co-attendance at meetings

- **increased capacity for work**

Based on an expected 1 hour/week recovered and 5% incremental revenue gain on each recovered hour

- **enhanced customer engagement**

Based on expected 23% increased revenue per account targeted for re-engagement

- **increased customer satisfaction**

Based on expected 3% increased revenue per seller targeted for improved internal collaboration

- **optimised employee productivity**

Based on an expected 5% reduction in disengagement from Workplace Analytics interventions

- **maximised sales efficiency**

Based on expected 7.5% increased revenue per seller targeted for increasing time with their customers



Stories

BP improves decision-making agility with Workplace Analytics about where to place oil drills worldwide going from a 55-day process down to 10-days.

AB inBev – the world’s largest brewery – reduced meeting hours company-wide and optimized processes resulting in happier, more productive and innovative employees.

Rand Mutual Assurance use Workplace Analytics to break down silos and increase cross-departmental collaboration by 22%.

LITE-ON transforms culture with Workplace Analytics by increasing team agility and efficient collaboration.

“We opted to use Workplace Analytics because we wanted to increase team agility and efficient collaboration. What we got was the perfect tool to strengthen our Group CEO’s vision of digital transformation during a particularly opportune time for us to increase our foothold in the global technology sector.” Crystal Liu, Corporate Vice President of Human Resources, LITE-ON.

Fortune 500 software company uses Workplace Analytics to understand top-performer/HiPo behaviors. Results: after implementation, sales reps that adopted top-performer habits outperformed others by \$237M in incremental closed deals (equaling 10% of company’s overall top line revenue).

Top financial industry company uses Workplace Analytics to prove that orgs were either under-utilized or close to burnout. Results: after implementation, over-stretched orgs were freed up by 25%, shifting to under-utilized groups; now CFO can make data-driven staffing decisions for better capacity balance.



Stories

Microsoft Australia uses Workplace Analytics to reduce time in internal processes, increase time with customers and give managers more time with their sellers

Microsoft Netherlands reinvents its workspace to increase collaboration and customer face time as well as fuel innovation

Microsoft Sales uses Workplace Analytics to 'pressurize the system' and increase seller performance and sales manager effectiveness

Microsoft Hardware Engineering transforms its ways of working to improve work-life balance

Microsoft Canada reduces overall collaboration time for Monthly and Quarterly Business Reviews for finance employees by 15%

Microsoft France & Microsoft Germany Works Councils approve Workplace Analytics to find root causes to and decrease after-hours work with the intention of improving overall employee experiences



Workplace Analytics Pillars



My Analytics

Explore your work patterns with MyAnalytics and learn ways to work smarter—improving your focus, wellbeing, network, and collaboration.

You may already receive daily / weekly emails from My Analytics.

[MyAnalytics introduction - Workplace Intelligence | Microsoft Docs](#)



Productivity Score

Provides insights about how your organisation uses Microsoft 365 and the technology experiences that support it. Your organisation's score reflects people and technology experience measurements and can be compared to benchmarks from organisations similar in size to yours.

[Microsoft Productivity Score - Microsoft 365 admin | Microsoft Docs](#)



Workplace Analytics

Provides insights about how people spend their time, and who they spend it with. These insights empower business leaders to drive strategies for sales, employee engagement, and productivity initiatives.

[Workplace Analytics introduction - Workplace Intelligence | Microsoft Docs](#)