Modern Employee Experience

Consulting Services

Viva Insights, Viva Connections, Viva Topics, Viva Learning

September 2021 – V0.1

MINDWORKS

Microsoft Partner

Viva Insights Practitioner
Viva Insights Specialist
PROSCI Change Management

Microsoft

MindWorks
Viva Modules Consulting Services

Envisioning

- Envisioning workshops
- Cloud accelerator workshops
- Demo sessions

Jumpstart Programs

- Onboarding Support (technical support, data configuration etc.)
- Analyst Training
- Continuous coaching support

Strategy/ Implementation

- Strategy workshop: To Identify business priorities and scenarios and map viva solution
- Design solution and technical implementation
- Compare with best practices
- Content Development (if needed)
- Showcase employee experience transformation: Recommendations and roadmap development
- Modern employee experience transformation program - implementation support
- Project management and Change management support
- MindWorks people analytics managed services

New Employee Experience Consulting Services

1 Insights

2 Learning

3 Connections

4 Topics

Productivity and Wellbeing

Companies are moving to hybrid work structures and engaging employees are becoming more complex as traditional HR methods are not relevant anymore

CHALLENGES

- Line between work and life has blurred

- Managers are being pulled in multiple directions

- Leaders don't really know the impact to employees as work continues to evolve

IDEAL SOLUTION

Deliver personalized and actionable insights

Quantify the impact of hybrid work on productivity and wellbeing

Use advanced tools and additional data sources

DESIRED OUTCOMES

Understand high performer behaviors and duplicate

Provide personalized and actionable insights

Measure the impact of change, and identify and respond to new normal

MindWorks People Analytics Solution**

Employee engagement in the new normal shouldn't be designed only based on employee surveys; we need more analytical solutions in this hybrid workspace

1 Pre-Sales Service Offerings*

Viva Insights Workshop (1-2 days)

Viva Insights Operational Support *(daily or monthly support)*

2 Sales Stage Service Offerings*

Onboarding Support (2-3 weeks)

Define and Create Value (2-3 months)

Take insights into action (3-4 months)

3 Post – Sales Service Offerings*

Coaching and analyst support *(continuous)*
Integration or Enhancement Support *(1-2 months)*
Modern employee experience Transformation *(3-6 months)*

*: Activities/Details of below consulting projects can be found in slide #8
** All project timeline estimations may differ based on the size of the company and client expectations

Mindworks: People Analytics Services & Microsoft Viva Insights

With strong capabilities of Viva insights, we can deliver data driven insights which can also be integrated with other solutions as CRM, performance systems or survey data. Designing HR programmes can be also be tracked and re-designed on a timely basis

Define and Create Value

Provide real evidence to the anecdotal feedback

Test and validate HR hypothesis with objective data

Understand the pace of change and new communication pathways with business continuity dashboard

Take insights into Action

Ensure implementation of transformation programmes

Measure the impact of change and its effect on financials
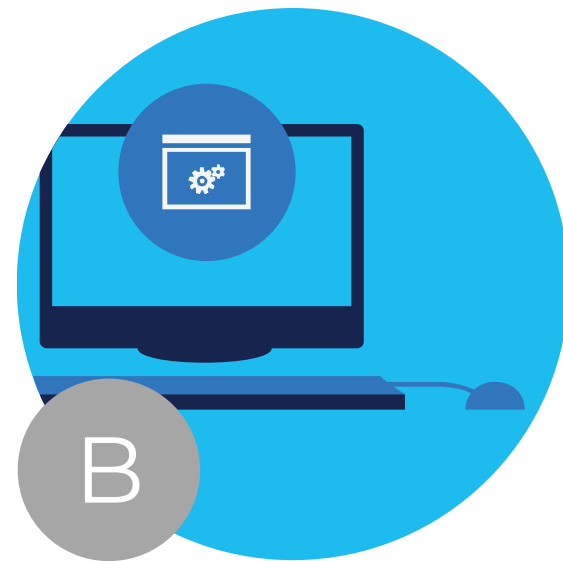
Modern employee experience design

Design new normal – office spaces for hybrid workplace

Design new meeting culture strategy and rules and measure success
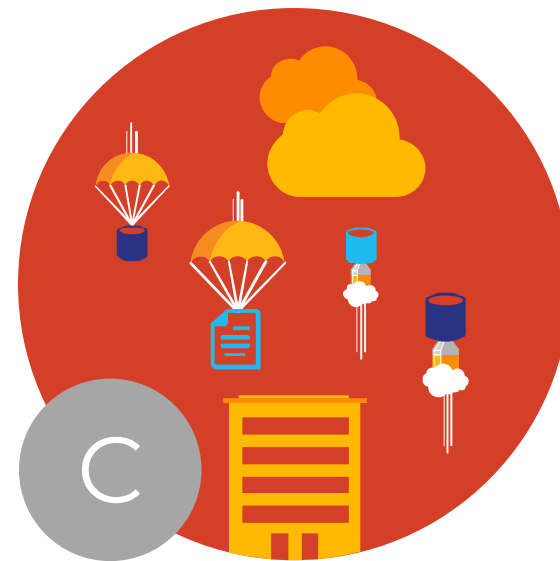
Where are our customers?

Pre-Sales

Sales

Post Sales

A — Not moving

No idea about Viva insights but improving employee engagement is our priority

B — Demo

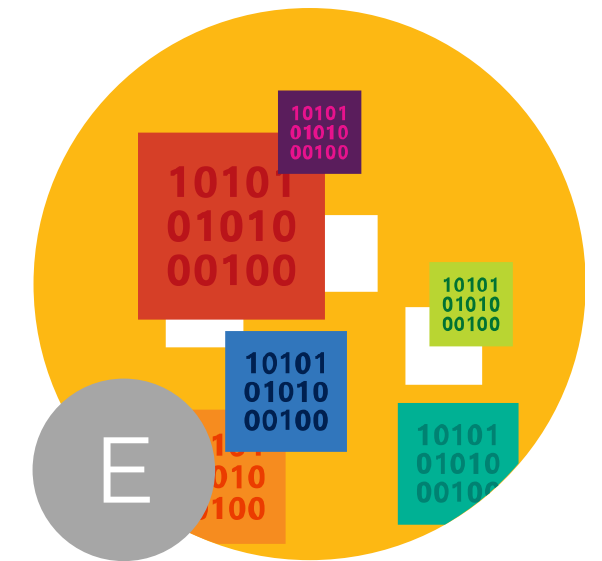We are interested in the product so let's try and see its benefits with our own data

C — Go!

We purchased Viva insights licenses and ready to go

D — Stuck

We started deploying, but we've run into some challenges

We don't know how to use the system (power BI) or a dedicated analytics team

E — Next?

We have one workload up and running. What's next?

Major Energy Company in Turkey

"We have realized that we have been spending %60 of the meeting time in long&large meetings among which 40% is recurring and there is very limited 1:1 time with managers. MindWorks showed us hybrid work behaviors with figures that we have never seen before and defined crucial action plans."

Increased 1:1 time
Our employees had very low 1:1 time according to the data. Employee engagement has improved as they develop coaching programmes via using the viva insights tool

Increased productivity
We have realized that we have been spending time a lot of time in long and large meetings which is a cost efficiency area. We are planning to implement programmes to change the meeting culture

Increased profitability
Mindworks showed the cost of recurring meetings. We are planning to analyze recurring meetings in more detail and target eliminating the most inefficient meetings.

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Learning in the flow of work

Companies are looking for ways to improve their employees and many traditional training approaches do not meet the needs anymore. As an employee learning experience platform (LXP), Microsoft Viva Learning's focus is to deliver more personalized learning opportunities to employees to help them connect, focus, learn, and thrive at work.

CHALLENGES

- Limited time for formal learning
- Too many training&development programs. Make it very hard for individual employees to decide what they need to focus on.
- Companies need to entegrate social aspect of workforce learning since 80% of workforce learning is social

IDEAL SOLUTION

- Deliver personalized learning opportunities through AI and a rich content
- Make training easily accessible and social

DESIRED OUTCOMES

- Make learning a part of daily work life
- Improve talents in organizations based on individual needs
- Measure the impact

MindWorks Learning and Development Solutions**

Employee learning experience can be re-designed in the hybrid workspace, taking into consideration both traditional and non-traditional methods

1 Pre-Sales Service Offering*

Viva WS (1-2 days)

Viva Learning strategic and operational support *(daily or monthly support)*

2 Sales Stage Service Offering*

Onboarding support *(1-2 weeks)*

Modern employee learning experience transformation *(3-6 months)*

3 Post – Sales Service Offering*

Coaching and technical support *(throughout the collaboration)*

Continuous improvement *(throughout the collaboration)*

*: Activities/Details of below consulting projects can be found in slide #14
** All project timeline estimations may differ based on the size of the company and client expectations

Mindworks: Learning and Development Solutions & Microsoft Viva Learning

We can bring value in all types of companies, whether their learning and development strategy is mass training or individual based approach, thanks to the variety of resources available in Viva Learning as well as artificial intelligence that recommends relevant courses.

Talented Workforce

Design new learning pathways to make sure the employees are skilled based on new modern employee requirements

Make the best out of social learning

Employee Retention

Focus on every employee at all times.

Is targeted, personalized, and constant

Bring the opportunity to align with the employee's values

Return on Investment

Linking with Viva Insights, the company can strengthen its analytic approach towards trainings (e.g. The impact of trainings on turnover, manager efficiency, sales)

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Connection in the modern workspace

The key to an engaged workforce is to design and implement communications solutions that enable and empower employees. Their ways of working change with hybrid working or working from home however their old school communication habits stay the same. Even they need to evolve as soon as possible.

CHALLENGES

- Having difficulty to feel engaged at work.
- Employees don't know company goals or strategies
- Keeping the employee's feel up-to-date
- Standard intranet solutions are not smart and convinient anymore

IDEAL SOLUTION

- Personalized intranet experience for the organization
- Nurture communities based on shared interests and start two-way dialogue culture
- Align the entire organization around vision, mission, and strategic priorities

DESIRED OUTCOMES

- Boost employee experience with a strong connection level
- Encourage individuals to stay engaged and keep involved
- Increased communication habits for employees

MindWorks Communication Solutions**

Employee workspace already changed. Now it is time to re-design your connection with employee-centered intranet and communication spaces.

1 Pre-Sales Service Offering*

Viva WS *(1-2 days)*

Viva Connection strategic and operational support *(daily or monthly support)*

2 Sales Stage Service Offering*

Onboarding support *(1-2 weeks)*

Dashboard Development *(3-4 weeks)*

3 Post – Sales Service Offering*

Coaching and Technical Support *(continuous)*

Performance Tracking *(3-4 weeks)*

*: Activities/Details of below consulting projects can be found in slide #19

** All project timeline estimations may differ based on the size of the company and client expectations

Mindworks: Communication Solutions & Microsoft Viva Connections

We can change the way companies connect with their employees. Start communication habits whether assist the employee's communication habits or boost companies' vision, mission, and strategic priorities. With the assistance of Viva Connections solution supported MindWorks services, we can assist all types of customers with their connection and communication-related goals.

Connected Workforce

Connected organizations are fit in modern workplace with their more engaged and involved employee's.

Make the best out of connected workspace

Communication Culture

Create employees centered communication culture

Create a communication culture to align with the companys' goals

Return on Investment

Integrated with M365 applications and custom applications employees can strengthen their connection needs

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1 **Insights**

2 **Learning**

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4 **Topics**

Connecting Knowledge and Expertise

"If only HP knew what HP knows, we would be three times more productive"

Lew Platt, former CEO of Hewlett - Packard

As content grows rapidly it is getting harder for companies to turn content into knowledge and keep track of "who knows what". Viva Topics connects knowledge and expertise - with the help of AI - so that companies can easily make the most of their most important asset: Social Capital

CHALLENGES

- On average, employee productivity is reduced by 11%-14% due to time spent searching for or recreating existing information [1]
- Given the majority don't have knowledge sharing tools / practices heavily integrated, email is relied on most for distributing info [1]
- Knowing where to search for what is challenging

IDEAL SOLUTION

- AI backed knowledge curation/ identification and content governance
- Organize knowlegde and expertise into topics to make it available/ searchable
- Expert contribution to fine tune topics

DESIRED OUTCOMES

- Increased productivity by making knowledge and expertise accessible
- Improved social capital by democratizing critical information
- Improved collaboration by connecting conent with right people

1) Spiceworks/ZD survey commissioned by Microsoft, February 2021

MindWorks
Knowledge Solutions**

Content is growing but does corporate knowledge is also accelerating with the same pace ? Let's work together to connect information and expertise and leverage your social capital

1 Pre-Sales Service Offering*

Viva Workshop (1-2 days)

2 Sales Stage Service Offering*

Onboarding support *(daily or monthly)*

Knowledge Roadmap Development *(2-3 months)*

3 Post – Sales Service Offering*

Adaption & Change Management Support *(continuous)*

*: Activities/Details of below consulting projects can be found in slide #24
** All project timeline estimations may differ based on the size of the company and client expectations

Mindworks: Knowledge Solutions with Viva Topics

We can assist all types of customers with their knowledge management related goals and challenges with the assistance of Viva Topics supported with MindWorks services,

Increased Productivity

Turn content into knowledge and make knowledge searchable / accessible

Make knowledge easy to discover and use

Improve Social Capital

Democratize critical information and improve corporate knowledge management capabilities

Turn content into usable knowledge

Improve Collaboration

Connect right content with right people and leverage collaboration

Modern Employee Experience

Ask a question via email: info@mindworkstr.com

Learn more: www.mindworkstr.com

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