spikes

Employee Experience Tour with **Microsoft Viva**

Content

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Vision

Vision

At Spikes we believe that we can help companies to work smarter, more productively and with enthusiasm every day, also from the employee's experience.

We see Microsoft Viva as an amplifier of the Employee Experience and Digital Growth.

Microsoft Viva helps to ensure that people:

- o be inspired & aligned
- o use knowledge better, learn and grow in their role
- o be resilient and productive

Condition: Microsoft Viva can only be successful if we start from the needs of the employees, the needs in the organization and the maturity of the company in terms of cooperation.
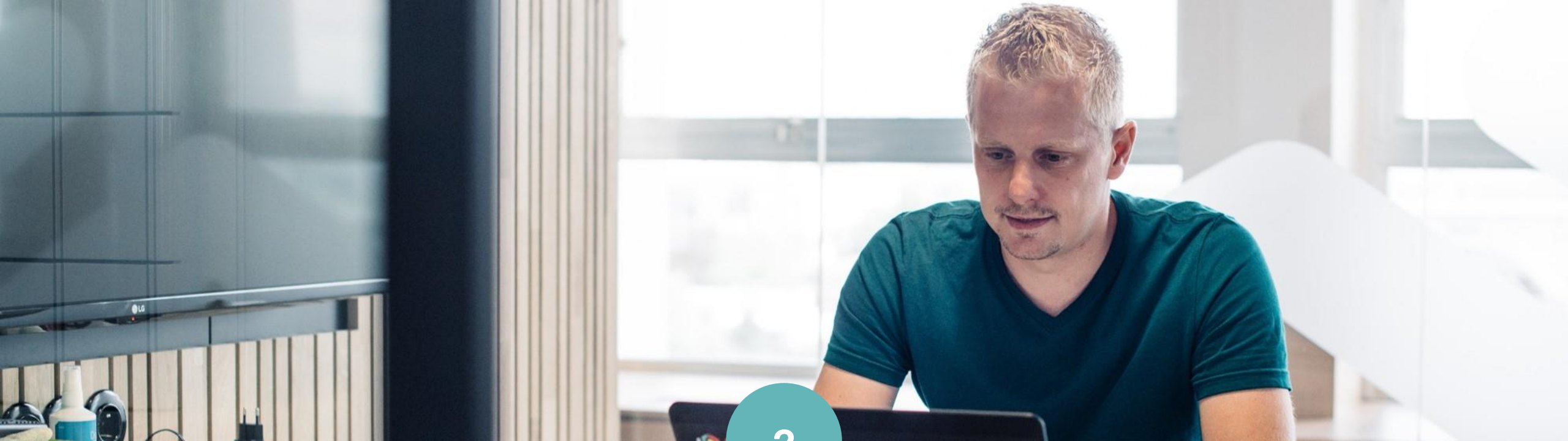
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Objectives

Objectives

Present and apply the possibilities of Microsoft Viva in the context of Employee Experience from a people first approach

a. Engage in dialogue with the business and discover together where you see challenges today that have an impact on the productivity or profitability of the organization

b. Looking at the possibilities of the different Viva applications in function of these challenges

c. Compiling recommendations and an action plan based on the most important and priority business cases
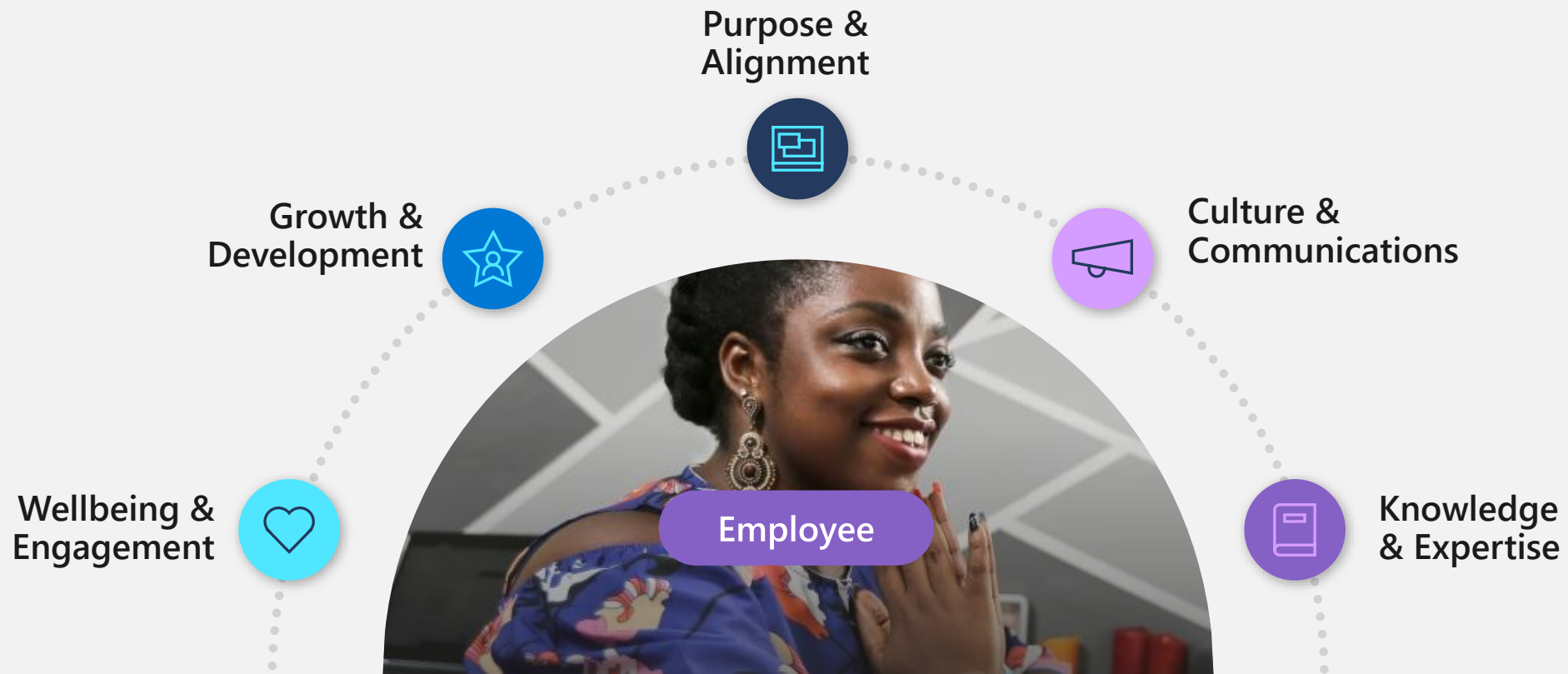
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Microsoft Viva
an Employee Experience platform
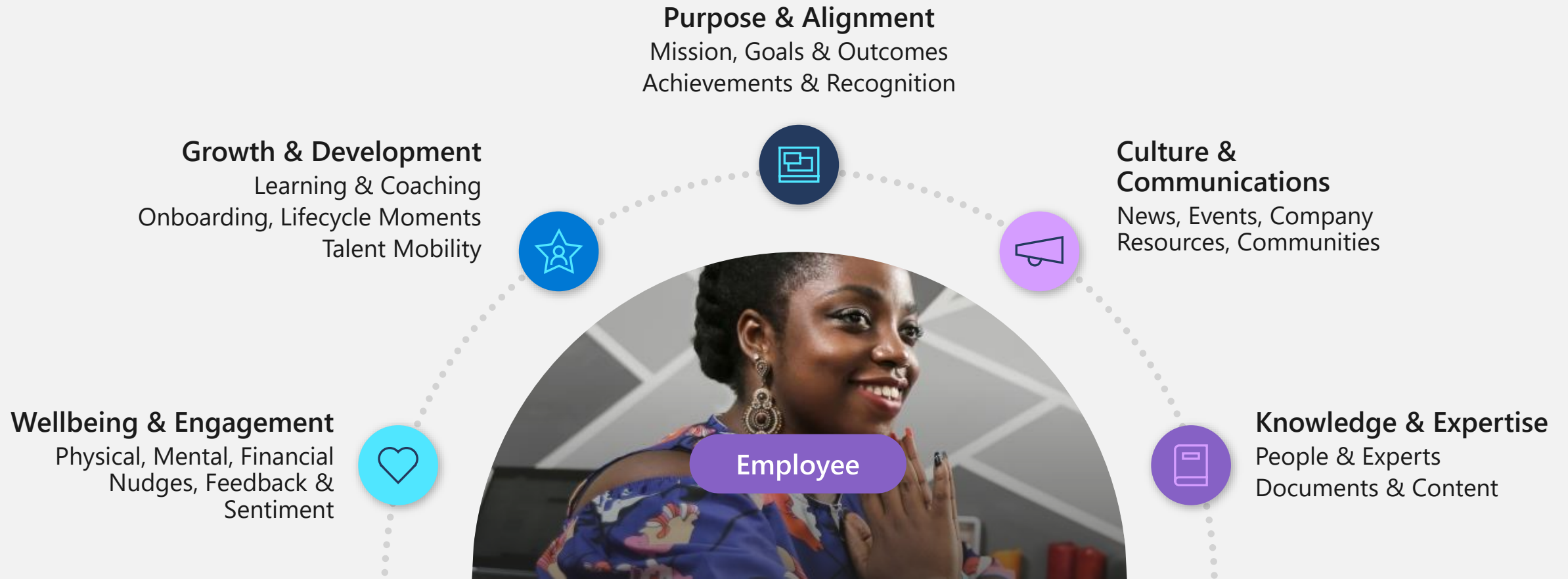
When people thrive, companies flourish

What is employee experience

Organize your organization in such a way that you put people first and support them so that they can give the best of themselves

Purpose & Alignment

Growth & Development

Culture & Communications

Wellbeing & Engagement

Employee

Knowledge & Expertise

What is an employee experience platform (EXP)

A digital platform that helps organizations create a thriving culture with engaged employees and inspiring leaders

Purpose & Alignment
Mission, Goals & Outcomes
Achievements & Recognition

Growth & Development
Learning & Coaching
Onboarding, Lifecycle Moments
Talent Mobility

Culture & Communications
News, Events, Company
Resources, Communities

Wellbeing & Engagement
Physical, Mental, Financial
Nudges, Feedback &
Sentiment

Knowledge & Expertise
People & Experts
Documents & Content

Employee

Business impact of Microsoft Viva

Reduce labor costs

- Reduce hiring costs from improved employee retention
- Decrease onboarding costs and speed time-to-value
- Fill skills gap by promoting internally
- Improve productivity with fewer meetings and better team alignment

Increase revenue through business transformation

- Boost the speed of product development
- Improve close rates
- Increase customer retention
- Increase collaboration, focus, and goal alignment

Enhance employee engagement

- Improve employee wellbeing and productivity
- Improve customer satisfaction and experiences
- Increase profitability

Reduce IT admin, deployment, and development costs

- Simplify management on a single platform
- Reduce development and integration efforts

[1]Forrester Consulting. The Total Economic Impact™ Of Microsoft Viva. A Microsoft-commissioned study. September 2021. [2]APQC. [3]Gallup and APQC.

4

Approach

Employee Experience Workshops

Microsoft Viva

A three-phase engagement that provides an overview of the **Art of the Possible**, and deep dives across the Viva Suite with **Goals, Topics, Connections & Engage, Learning and Insights**.

Assess

- Gather information on key business scenarios and customer's employee experience maturity
- Identify the main challenges in your organization related to employee experience
- Define scope
- Identify business stakeholders
- Introduce Microsoft Viva

Art of the Possible

- Microsoft Viva overview with all pathways
- Showcase employee experience transformation and dive deep into each module
- Demos and immersive experiences

Build the Plan

- Prioritize customer's top employee experience use cases and scenarios
- Build a plan and define next steps to improve employee experience with Microsoft Viva

Workshop Goals

Showcase the value and capability across the Microsoft Viva Suite through interactive demos

Identify and prioritize employee experience scenarios unique to your business

Develop a plan and next steps to transform employee wellbeing and productivity with Microsoft Viva
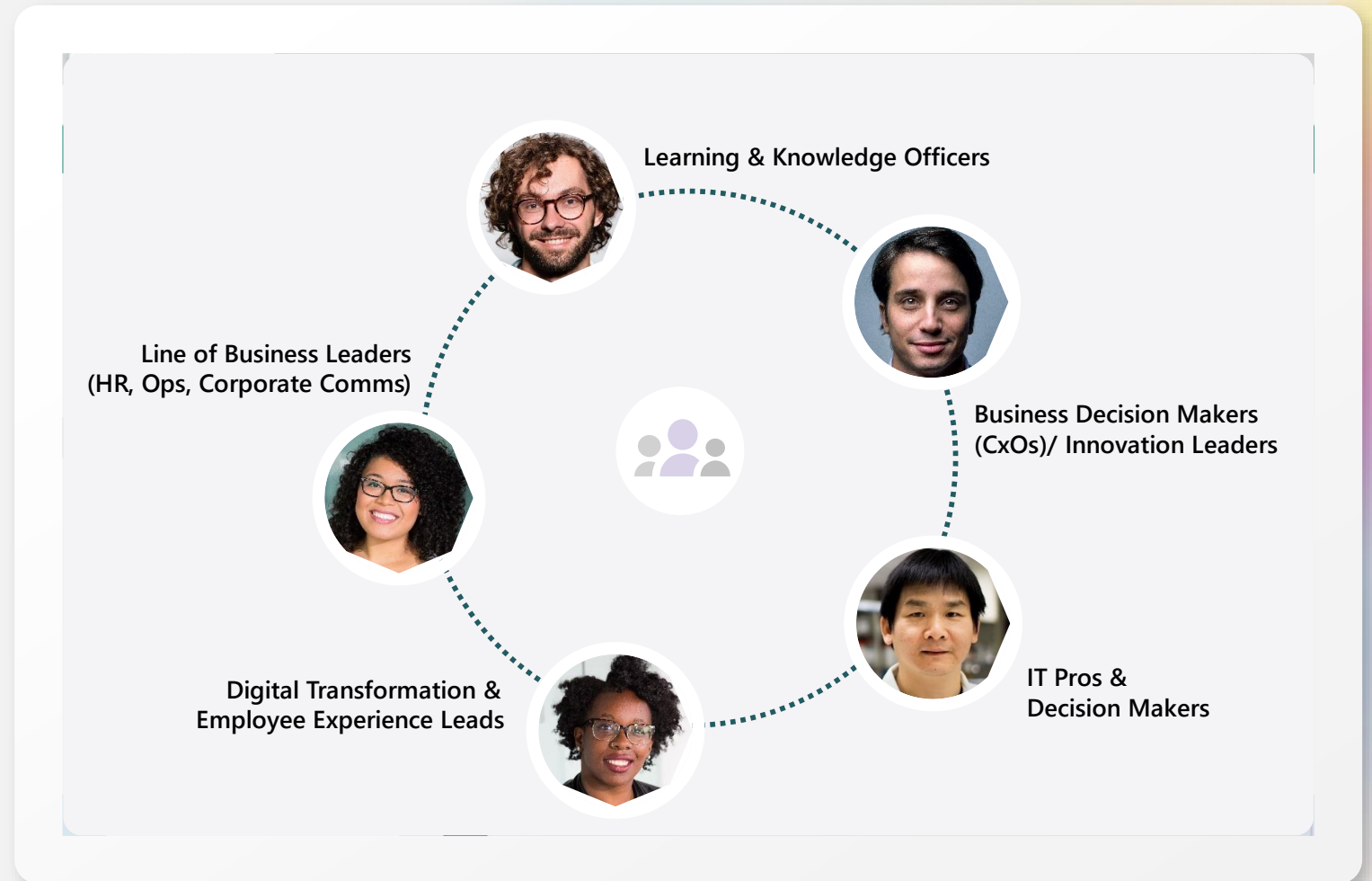
Who should attend Microsoft Viva workshops:

For the best experience and impact, both key Business Decision Makers (BDMs) and IT Pros (ITDMs) should be in attendance.

We recommend at least three (3) individuals attend for an inclusive and thorough conversation around the customer's employee experience goals and scenarios.

At least one BDM must be included to qualify for Microsoft incentive.

Learning & Knowledge Officers

Line of Business Leaders (HR, Ops, Corporate Comms)

Business Decision Makers (CxOs)/ Innovation Leaders

IT Pros & Decision Makers

Digital Transformation & Employee Experience Leads

Employee Experience Workshop

Core

Assess

- ❑ Pre-Engagement Kick-Off
- ❑ Pre-Engagement Questionnaire
- ❑ Bersin Assessment & Interview

Art of the Possible

- ❑ Art of the Possible Kick-Off
- ❑ Viva Suite Interactive Overview
- ❑ Showcase employee experience transformation

Build the Plan

- ❑ Build the Plan Kick-Off
- ❑ Use Case & Scenario Discovery
- ❑ Report and Recommendations

Become inspired, motivated, connected and aligned

How to build a workplace where people are committed, with the noses in the same direction and want to give the best of themselves in function of the business goals?
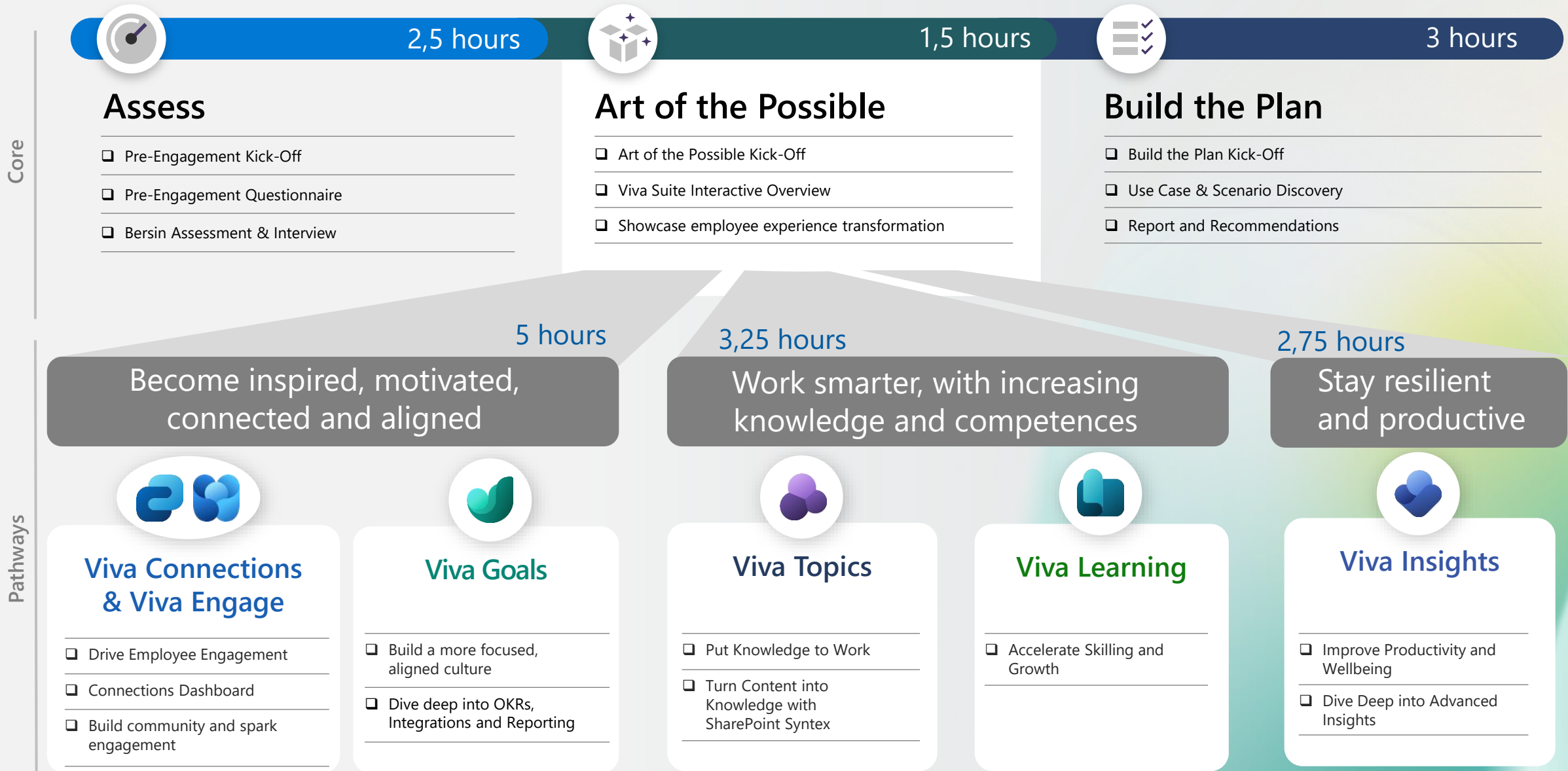
Work smarter, with increasing knowledge and competences

How do we ensure that people develop knowledge, learn new skills and are more productive?

Stay resilient and productive

How to measure and analyze working habits, detect signals, and transform insights into leadership improvement

Employee Experience Workshop

2,5 hours	**1,5 hours**	**3 hours**

Core

Assess

- ❑ Pre-Engagement Kick-Off
- ❑ Pre-Engagement Questionnaire
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Art of the Possible

- ❑ Art of the Possible Kick-Off
- ❑ Viva Suite Interactive Overview
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Build the Plan

- ❑ Build the Plan Kick-Off
- ❑ Use Case & Scenario Discovery
- ❑ Report and Recommendations

Pathways

5 hours

Become inspired, motivated, connected and aligned

3,25 hours

Work smarter, with increasing knowledge and competences

2,75 hours

Stay resilient and productive

Viva Connections & Viva Engage

- ❑ Drive Employee Engagement
- ❑ Connections Dashboard
- ❑ Build community and spark engagement

Viva Goals

- ❑ Build a more focused, aligned culture
- ❑ Dive deep into OKRs, Integrations and Reporting

Viva Topics

- ❑ Put Knowledge to Work
- ❑ Turn Content into Knowledge with SharePoint Syntex

Viva Learning

- ❑ Accelerate Skilling and Growth

Viva Insights

- ❑ Improve Productivity and Wellbeing
- ❑ Dive Deep into Advanced Insights

Employee Experience with Microsoft Viva

Assess - Scope

- ❑ Pre-Engagement Kick-Off
- ❑ Pre-Engagement Questionnaire
- ❑ Bersin Assessment & Interview

Pre-engage :

Where are we as an organization today in terms of practices in Employee Experience and IT maturity?

What are the biggest (business) challenges in our organization today and how can VIVA be a solution for this?

01
Pre engagement kickoff

- Define stakeholders (Business + IT)
- Define outcome
- Prepare Kick off

02
Engagement kickoff

- Share goals workshop
- High level Viva overview
- Explain questionnaire
- Present agenda & first next steps

03
Questionnaire

- Complete Bersin questionnaire by all stakeholders

04
Structured interview

- Interview with all stakeholders

Employee Experience with Microsoft Viva

Art of the Possible - Scope

- ❑ Art of the Possible Kick-Off
- ❑ Viva Suite Interactive Overview
- ❑ Showcase employee experience transformation

Goal: Showcase modern employee experience capabilities catered to the unique needs of your business.

Scope: The "Art of the Possible" for Microsoft Viva is a combination of presentations and immersive experiences that will educate and excite your organization on key Viva capabilities and uncover business use cases and priorities.

We will achieve this in the following sessions:

Viva Suite Interactive Overview

Hybrid Work Vision

Prepare for hands-on or virtual immersive experiences across :

- Become inspired, motivated, connected and aligned

- Work smarter, with increasing knowledge and competences

- Stay resilient and productive

Employee Experience with Microsoft Viva agenda

Art of the Possible phase – Core modules

Session	Description	Outcome	Attendees	Time
Art of the Possible Kick-Off: Microsoft Viva Interactive Overview	This session covers a full tour on Microsoft Viva modules and capabilities.	Agenda of the deep-dive sessions. Overview of the most important and retained questions that have to be answered during the deep dive sessions.	• All stakeholders	90 min

Employee Experience with Microsoft Viva

Art of the Possible
Become inspired, motivated, connected and aligned

Purpose & Culture

How can we create a workplace and culture in which people are inspired by a clear purpose and experience that they work together in a culture that suits them?

Viva Connections & Viva Engage

How can we increase engagement among our employees based on more involvement, targeted communication and building communities

Leadership

How do we ensure that leaders have the right skills to align people, set goals and coach people?

Goal setting

How do we ensure a clear goal setting process? What are the benefits of this and how do we deal with it today?

Viva Goals

How do we build a more focused and aligned work process in which employees can effectively contribute to our organizational goals

What are OKRs? How to monitor and integrate with other dashboards

Employee Experience with Microsoft Viva

Art of the Possible
Work smarter, with increasing knowledge and competences

Knowledge management

What is the added value of better knowledge sharing?

Viva Topics

How to make knowledge more readily available in our daily work?

How to turn content into knowledge with SharePoint Syntex

Skilling & Employee growth

What is our skilling strategy today? And how do we align these with the strategy and growth of our organization?

How can we better support the development of skills and support the growth of employees?

Viva Learning

How can we offer and monitor learning from our workplace?

Employee Experience with Microsoft Viva

Art of the Possible
Stay resilient and productive

Well-being

What does well-being mean for our organization? How can a well-being policy contribute to resilient and productive employees

Leadership

How do we ensure that leaders have the right skills to coach people and convert insights into meaningful actions so that people and teams are healthy and productive

Viva Insights

How can Viva Insights help

- to measure personal productivity and work behavior, pick up signals and look for solutions
- to improve the leadership of a team from team and organizational insights

Employee Experience with Microsoft Viva

Build the Plan - Scope

- ❑ Build the Plan Kick-Off
- ❑ Use Case & Scenario Discovery
- ❑ Report and Recommendations

Goal: Build the plan for how to deploy and adopt Microsoft Viva within your organization.

Scope: Following the "Art of the Possible" we want to map the journey to deploy and adopt Microsoft Viva. We will talk through relevant use cases and scenarios by developing a deployment roadmap.

We will achieve this in the following sessions:

An understanding your current needs and next steps for deploying Microsoft Viva in your organization.

- Review of Pre-Work Findings
- Adoption and Change Management
- Use Case and Scenario Discovery
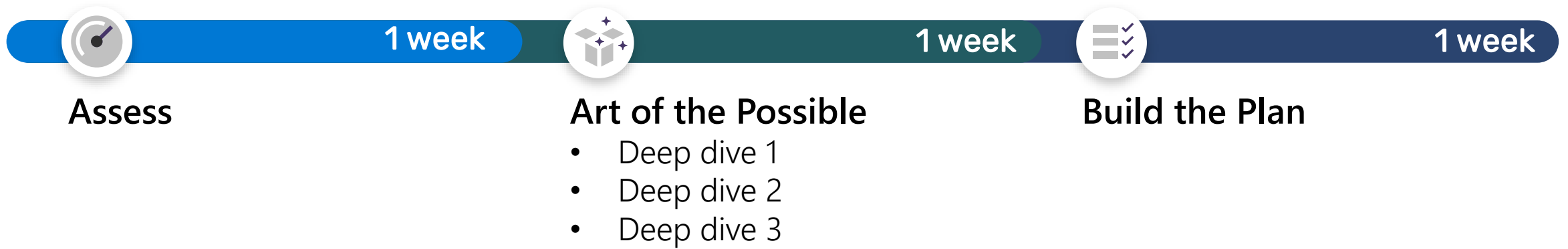- Report and Recommendations
- Next Steps

5

High-level planning

Timelines

1 week   **1 week**   **1 week**

Assess

Art of the Possible
- Deep dive 1
- Deep dive 2
- Deep dive 3

Build the Plan

7

Risks, dependencies, constraints and assumptions

Dependencies

- Active participation of business stakeholders in every step of the process

- Microsoft funding depends on criteria defined by Microsoft