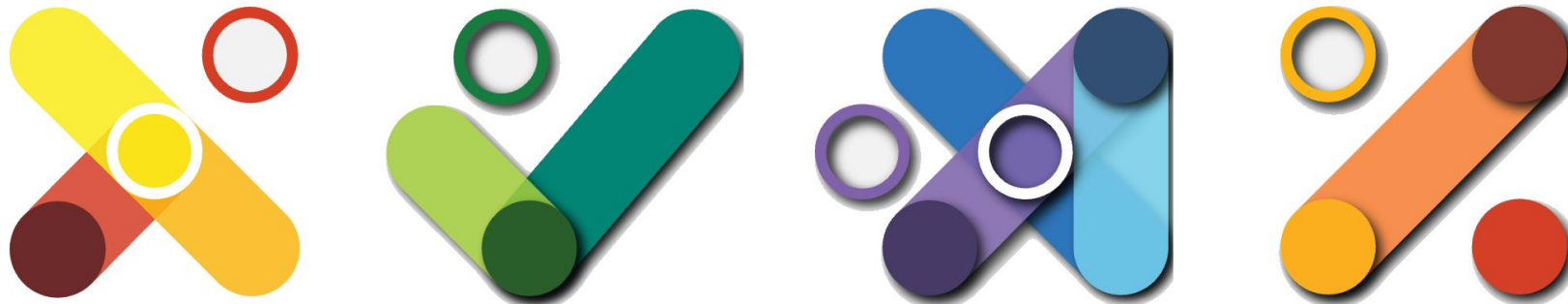




This webinar will start in a few moments ...

Microsoft Viva

Modern Digital Employee Engagement



21st June 2023



Gabriel Malherbe
Management Executive

First Technology Digital



Gary Finberg
BU Technical Manager

First Technology Digital



Chris Botha
BU Commercial Manager

First Technology Digital



Innovation

Application & Mobile Development
Integration & Cloud Development
DevOps & Quality Assurance Practice
IoT & Custom Monitoring Devices
Dynamics (Microsoft CE)



Automation & Integration

Business Process Automation
Low-code Development
Integration & Cloud Development
Virtual Development Teams



Digital Workplace

Content Management Platforms
Low-code Development on Power Platform
Employee Collaboration & Self Services
Microsoft Teams Teams Adoption
Employee engagement

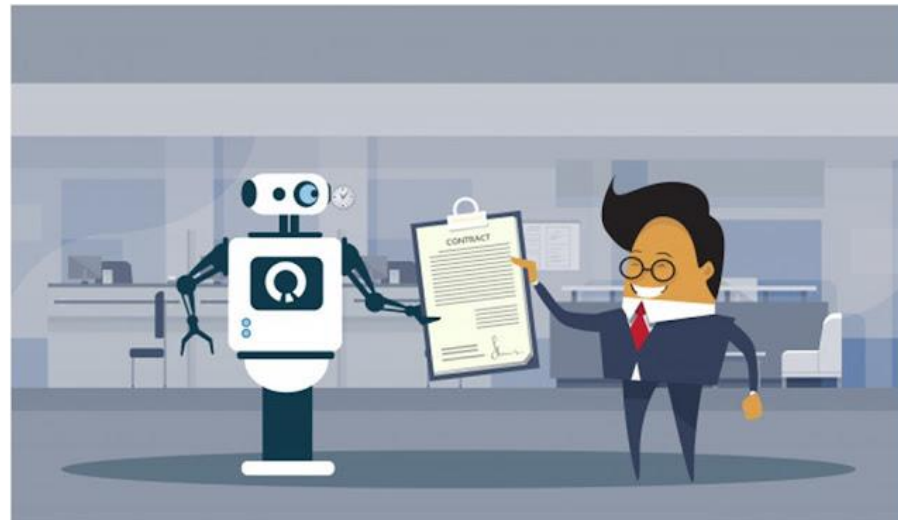


Data & Analytics

Infrastructure services
Remote database management
SQL and Azure BI stack



Are you currently using a goal setting framework for employees?



Would you like a free hands-on workshop with our team?

Call +27 10 501 0800 or reach us at info@firsttech.digital to get started!



Gary Finberg

BU Technical Manager

First Technology Digital

Viva Goals



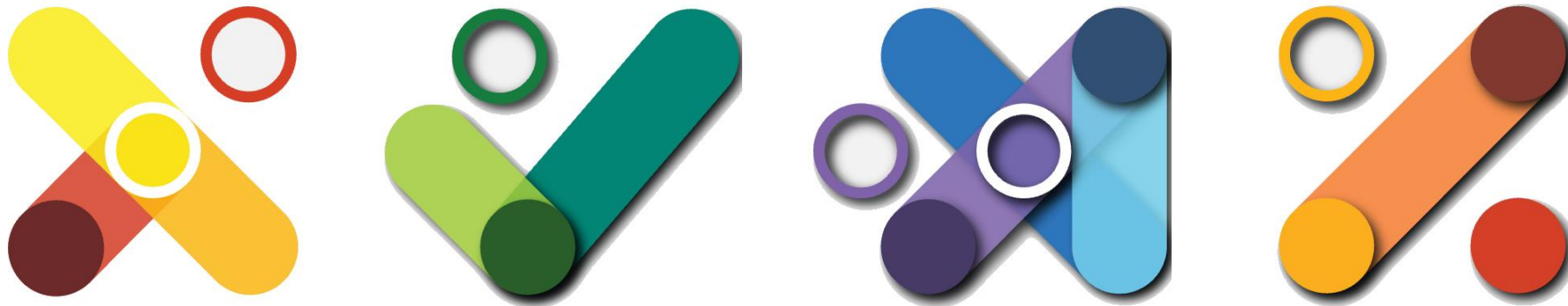
Chris Botha

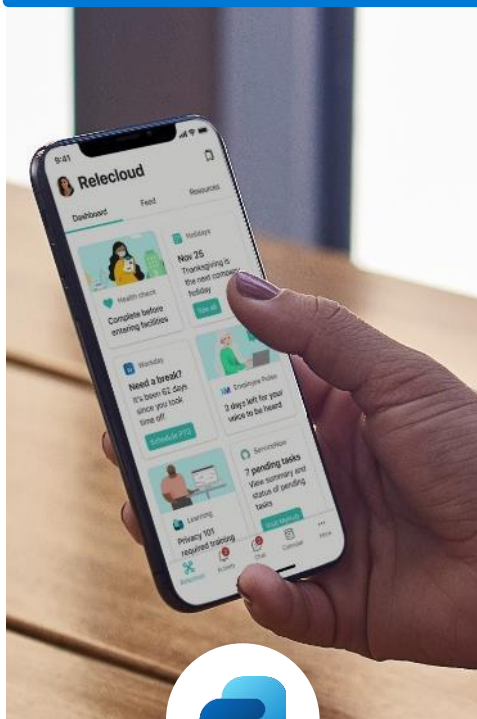
BU Commercial Manager

First Technology Digital

- **Viva Engage**
- **Viva Pulse**

Microsoft Viva is a people-centric, integrated employee experience platform, built within Microsoft 365 and Microsoft Teams, that gives you the ability to support connection, insight, purpose, and growth in your organization, using your existing infrastructure





Viva Connections
Culture and communications



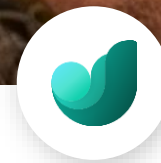
Viva Insights
Productivity and wellbeing



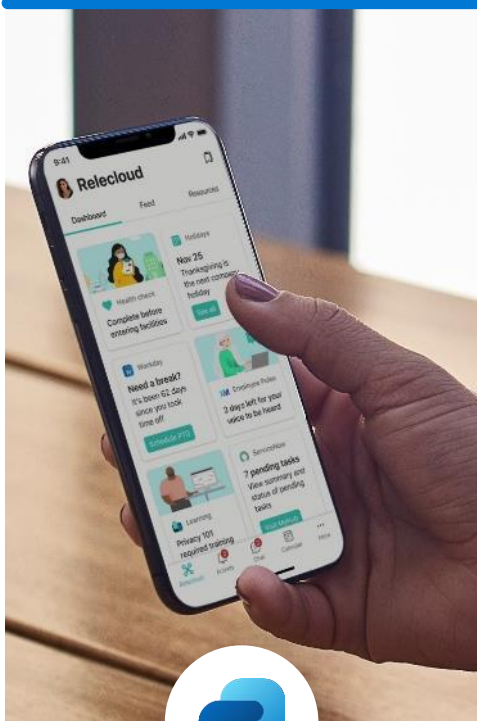
Viva Topics
Knowledge and expertise



Viva Learning
Skilling and growth



Viva Goals
Purpose and alignment



Viva Sales

Build Relationships with Clients



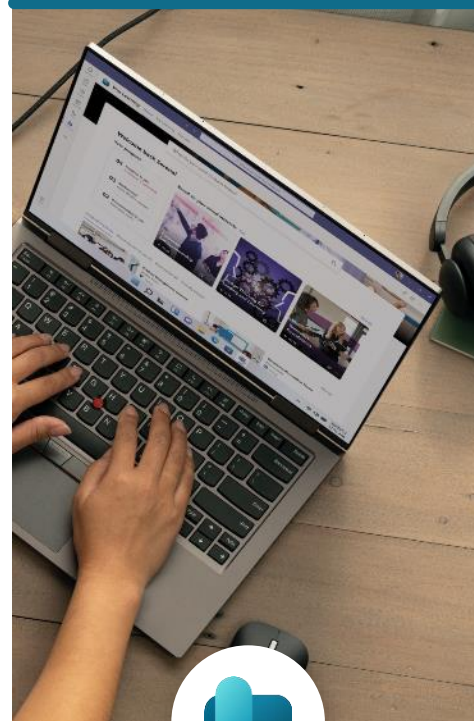
Viva Engage

Keep everyone informed and included



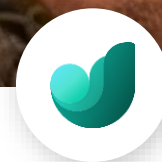
Viva Spaces

Spaces for Collaboration



Viva Pulse

Gather Confidential Feedback



Viva Amplify

Publish Effective Communications



Viva Goals

Purpose and alignment

- Viva Goals leverages **OKRs**, or **objectives** and **key results**.
- OKR is a goal setting methodology that helps organizations and teams set measurable goals. It is used by many top Silicon Valley companies such as Google, Intel
- Viva Goals is geared for strategically implementing OKR's, and communicating them down the chain from board, to managers, to teams and individuals, all within the Teams familiar experience
- This allows managers and team members to understand the corporate mission, and their role in achieving those goals, creates a feeling of inclusion, and fosters pride in their work

Doerr's Goal Formula

I will **OBJECTIVE** as measured by **KEY RESULTS**
via **KEY INITIATIVES AND PROJECTS**

“Where do I need to go?”

The **Objective** defines where you need to go. It should set a clear direction. The target you're aiming for at any level of the organization – companywide, department, or team

EXAMPLES

- [Make our customers love our support team](#)
- [Conquer the SA market](#)
- [Become an awesome place to work](#)

“How do I know I'm getting there?”

Key Results will tell you if you're getting closer to your Objective. They are the metrics that show whether you're moving the needle toward achieving your objective.

EXAMPLES

- Objective: Make our customer love our support team
- Key Result: Customer satisfaction score of 97%
 - Key Result: Average first response time of 1 hour
 - Key Result: Average solution time of 12 hours

“What do I need to do?”

Initiatives are the steps you need to take to reach your Objective. I.e The actions your team or organization takes to reach those objectives and achieve key results

EXAMPLES

- Objective: Make our customer love our support team
- Key Result: Customer satisfaction score of 97%
 - Key Result: Average first response time of 1 hour
 - Key Result: Average solution time of 12 hours

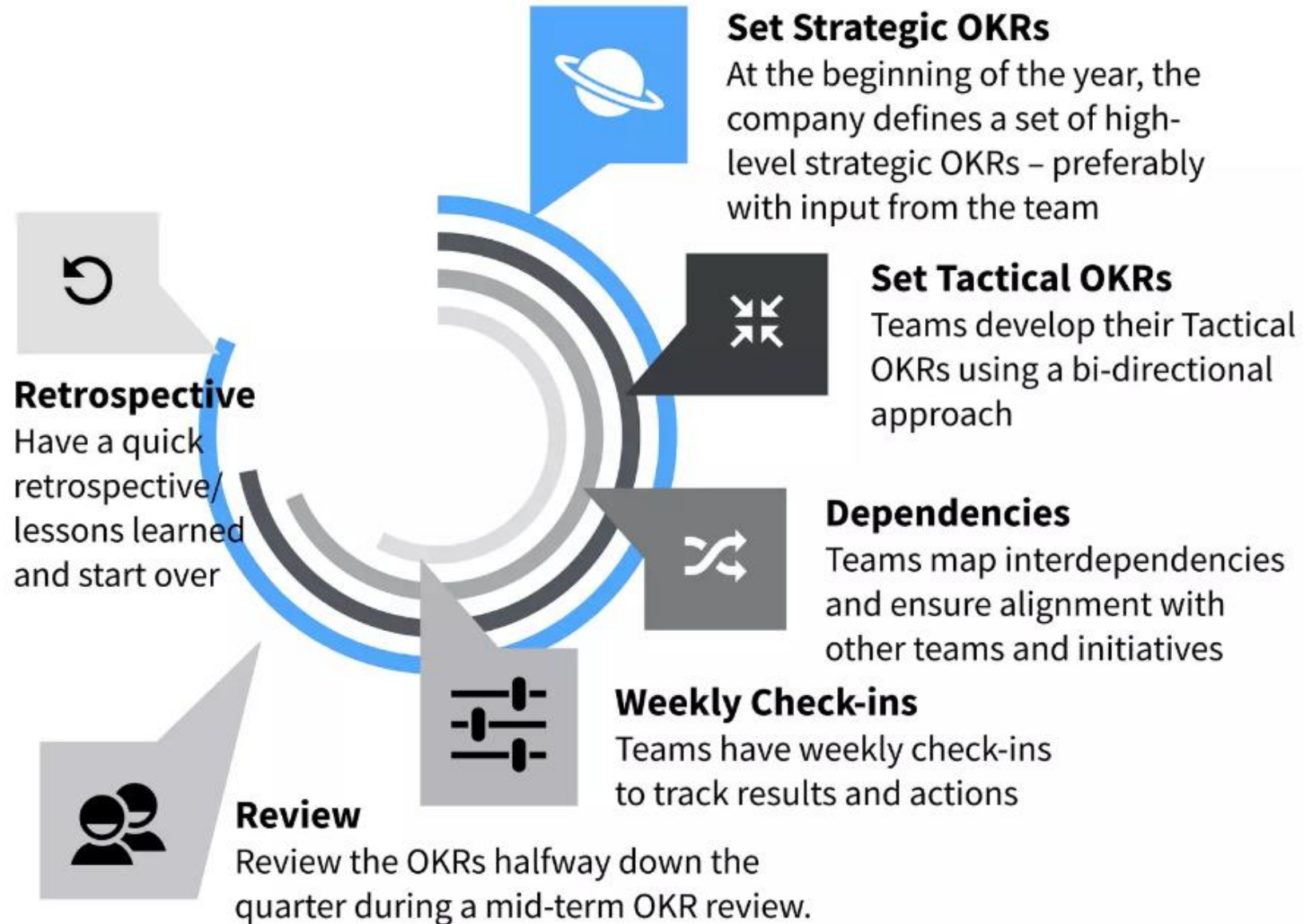
 - Initiative: Interview 10 support rep candidates
 - Initiative: Publish an FAQ
 - Initiative: Launch in-app live chat

Set them annually and quarterly - A quarter and a year are timeframes in which you really can achieve something. The same timeframes are also used to evaluate companies

Don't have too many - 5 Objectives with 4 Key Results each is your maximum per quarter. Having more will only distract you from what really needs to be done

Make them challenging - Research shows that people who set challenging (stretch) targets achieve more. Getting to 70-80% should already be a great result

A Key Result must have a number - Numbers enable objective evaluation and create a learning process – quantitative rather than qualitative



Business Benefits

- Create cross-functional cooperation and improve collaboration
- Navigate rapid change and reduce risk more efficiently
- Create documented and measurable accountability
- Inspire stretch and foster engagement
- Encourage communication with consistent progress reviews

Business Challenges

- Goals are often defined in the boardroom
- Not always clearly communicated to managers and workers
- Workers are generally unaware of how their daily activities contribute or impact the broader corporate strategies



Viva Engage

Engage Communities (Channel)

Viva Engage Home Communities Storylines Leaders

Activity Chat 14 Teams 1 Calendar Calls Files FD Intranet Approvals Who Viva Insig... Viva Enga...

SM

Members • 2

Pinned +

Add files or links that are important to this community.

Social Media

Conversations About Files Events

Share thoughts, ideas, or updates

Discussion Question Praise Poll

All conversations Recent posts

Get the conversation started in your community!
Be the first to share a learning, question, or anything else on your mind.

The screenshot displays the Viva Engage web application interface. At the top, there is a search bar and a user profile for 'First Digital'. The main navigation bar includes 'Home', 'Communities', 'Storylines', and 'Leaders'. On the left, a vertical sidebar contains icons for Activity, Chat (14), Teams (1), Calendar, Calls, Files, FD Intranet, Approvals, Who, Viva Insig..., Viva Enga..., and Help. The central content area features a 'PRAISE' post by Gary Finberg with the text: 'Well done on the recent closure of that EPIC deal with XYZ Incorporated!'. Below the post is a rich text editor with a 'Praise' button. To the right, a sidebar titled 'Explore your communities' lists Technology, Social Media, Design Ideas, and All Company, with a 'Discover communities' link. At the bottom of the main content area, there is an illustration of three diverse people and the text 'You're all caught up here!'. The bottom of the page features a dark blue footer with the text 'a First Technology Group company', location information 'Johannesburg | Cape Town | Durban', and various system icons.

The screenshot shows the Viva Pulse web application interface. At the top, there is a search bar and a user profile icon labeled "First Digital". The main navigation bar includes "Home" and "Manage". A left sidebar contains various application icons: Activity, Chat (with a notification badge of 14), Teams (with a notification badge of 1), Calendar, Calls, Files, FD Intranet, Approvals, Who, Viva Insig..., Viva Pulse..., and Apps. The main content area features a "Welcome, Chris" message with a "Send a pulse" button. Below this is a section titled "Get started by asking for feedback on..." with six template cards: "Team member success", "Wellbeing", "Project Team Success", "Manager Focus", "Hybrid working", and "Post Project Debrief". A "Browse all templates" link is located below these cards. The "My pulses" section has tabs for "Pulses sent", "Drafts", "Shared with me", and "Requested from me". It displays three active pulse cards, each with a "Closes on 27 Jun" label and a pulse icon. The first card is "Hybrid working" (6 invited, confidentiality met), the second is "My Manager Focus" (21 invited, confidentiality met), and the third is "DW Manager Focus" (4 invited, 3 required, confidentiality not met). A fourth card is a "Start a new pulse" button.

Activity
Chat 14
Teams 1
Calendar
Calls
Files
FD Intranet
Approvals
Who
Viva insig...
Viva Pulse...
Apps
Help

Viva Pulse Home Manage

Home > Create a pulse

Choose a template Customize template Add recipients & note

Manager Focus

1 minute
Time to complete

2
Questions

Add a question

What can your manager do to best support you right now?

- Share information that impacts me and/or the team
- Empower me to make decisions related to my work
- Give me feedback on how I am doing
- Value my input
- Recognize me for my contributions
- Discuss my career development
- Encourage open discussion within the team
- Help me prioritize my work
- Help me build relationships with my teammates
- Help me connect to people outside of this team
- Leverage my strengths

Activity

Chat 14

Teams 1

Calendar

Calls

Files

FD Intranet

Approvals

Who

Viva Insig...

Viva Pulse...

...

Apps

Help

Viva Pulse Home Manage

Home > Create a pulse

Choose a template

Customize template

Add recipients & note 3

Manager Focus

Back Send pulse

Finalize your request

Take a moment to review the details below and ensure they are correct. Once your request is sent, recipients will have seven days to provide feedback. They will receive reminders to respond individually or in Microsoft Teams.

Request Feedback From (33)

FK FTDS KZN

Add a Personal Note

Type your note here

✓ Partially included
✓ Included
[+ Expand all](#)

The features with checkmarks in this column are included in Microsoft 365 and Office 365 plans for enterprise.

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+ **Microsoft Viva Connections**



+ **Microsoft Viva Engage**



+ **Microsoft Viva Learning**



+ **Microsoft Viva Insights**



+ **Microsoft Viva Topics**

Available as an [add-on](#)



+ **Microsoft Viva Goals**

Available as an [add-on](#)



+ **Microsoft Viva Sales**

Available as an [add-on](#)

Available as an [add-on](#)

Feature Comparison

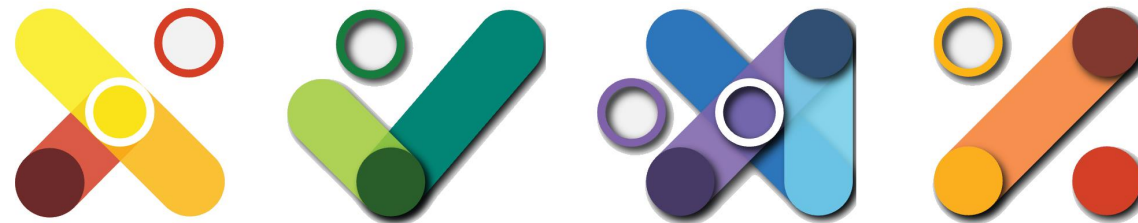
Experience Areas	Viva Apps	Features	Base license			Add-on license							
			Microsoft 365 / Office 365 Plan			Viva Suite \$9/user/month ²	Viva Suite w/ Glint ⁵ \$12/user/month ²	Viva Learning \$4/user/month	Viva Topics \$4/user/month	Viva Insights \$4/user/month	Viva Goals \$6/user/month	Glint ⁵ \$4/user/month Sold via LinkedIn	Viva Sales \$40/user/month
			F1/F3	E1/E3/ Business ¹	E5								
Connection: Employee communications and communities	Viva Connections	Viva Connections Dashboard, Feed, Resources, and Teams app	•	•	•								
	Viva Engage	Communities, Conversations, Storyline Advanced Security, Crisis Communications Leadership Corner, AMAs, Storyline Delegate posting, Advanced Analytics	•	•	•								
Growth: Learning and knowledge management	Viva Learning	Viva Learning app in Teams	•	•	•								
		Create learning tabs in Teams channels	•	•	•								
		Search, share, and chat about learning content	•	•	•								
		Microsoft Learn and M365 Training libraries + 125 top LinkedIn Learning courses	•	•	•								
		Organization-generated content with SharePoint and Viva Learning	•	•	•								
	Course recommendations and progress tracking, Surface learning content across the Microsoft 365 suite					•	•	•					
	Integration with partner content providers and learning management systems					•	•	•					
Viva Topics	Expertise Identification					•	•		•				
	Topic cards and pages					•	•		•				
	Answers in Viva					•	•		•				
	Semantic search					•	•		•				
Insight: Workplace analytics and employee feedback	Viva Insights	Viva Insights app in Teams	• ³	•	•								
		Personal insights and experiences		•	•								
		Premium personal insights and experiences			• ⁴		•	•		•			
		Manager and leader insights and experiences					•	•		•			
		Analyst workbench tools and accelerators					•	•		•			
Purpose: Goal setting and OKR management	Viva Goals	Viva Goals app in Teams					•	•			•		
		Creation and management of Objectives and Key Results (OKRs)					•	•			•		
		OKR workflows and customizable OKR dashboards					•	•			•		
		Project and task integration, data integrations (e.g., Tableau, Jira, Zendesk, full list here)					•	•			•		
	Glint ⁵	Employee engagement surveys, 360 feedback, employee lifecycle									•		
Role-based experiences	Viva Sales	CRM Connectivity (Dynamics and Salesforce)											•
		Conversation Intelligence											



- Microsoft Viva: <https://www.microsoft.com/en-za/microsoft-viva>
- Microsoft Viva Plans and Pricing: <https://www.microsoft.com/en-za/microsoft-viva/pricing>

First Digital YouTube channel (for this recording):
<https://www.youtube.com/watch?v=OSNLgFO12OU>

Viva to Microsoft Viva: Part 1
<https://www.youtube.com/watch?v=mu2LquX0Qf0>



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