Microsoft 365

The People-Powered Workplace:

Reimagine the Employee Experience

Who this is for

This e-book is for decision-makers seeking to empower employees and teams to be their best. It discusses the need for a more modern employee experience, and how Microsoft and our partners are bringing this vision to life through Microsoft Viva. This new, integrated employee experience within Microsoft Teams helps people manage communications, knowledge, learning, insights, and goals as part of their natural workflow, and in the apps and services they use every day.

Estimated reading time:
7 minutes

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The way we work has changed—challenging our definitions of success.

Many organizations, across all industries, have shifted to remote and hybrid work, demanding unprecedented agility and flexibility from their people. The change presents new opportunities and challenges.

Microsoft's 2021 Work Trend Index found that 41 percent of the global workforce is considering leaving their employer this year due to burnout and a lack of workplace flexibility—this is what industry experts are referring to as The Great Reshuffle.

Leaders are grappling with how to make this new world of work more sustainable for their people, their organization, and themselves. They are realizing that what is needed to survive and thrive is a new culture of resilience that enables people and organizations to continuously adapt to what's next.

This requires transforming traditional models of work and culture. Hybrid work is becoming the norm in many industries. Location matters less. Work is becoming more digital—and everything moves faster. Technology empowers us to do more, be more, and pushes us harder as the pace of business accelerates.

Source: 73%: The Hybrid Work Paradox, Elise Hu, Jared Spataro, Microsoft Worklab, 08 September 2021.

These changes are driving home the lesson that human productivity is not solely measured by efficiency. We need to empower human ingenuity by reimagining the employee experience. Wellbeing, team cohesion, and trust are linchpins of success and catalysts for creativity, innovation, and resilience. We must nurture them accordingly.

Business is better when people can be their best. People bring an organization's strategy to life—they plan, execute, communicate, and innovate. To help their business succeed, organizations can create a more meaningful employee experience that enables employees to do their best work—and bring their best selves to work.

This requires leaders to put people at the center of everything they do. It starts with the needs of individuals and teams, empowering them to take ownership of their fulfilment, growth, and success. It elevates the impact of managers through learning, support, and privacy-protected insights to create the best experiences for their teams. It builds simple, repeatable habits and routines at all levels of the organization that lead to engagement and success at work—seeking and receiving feedback, having conversations, checking in regularly on progress, learning, and growing.

The challenge is to bring these capabilities together naturally, in the flow of everyday work, joined together in a way that empowers people and teams to be their best.

A fresh perspective is needed

There are six key elements to a great employee experience.[1]

Purpose:
I see how I am part of something bigger than myself — how the work I do has a meaningful impact on others and helps **drive company success**.

Growth:
I maximize my strengths, take on challenging work, learn new skills, and diversify my experience **to expand my impact**.

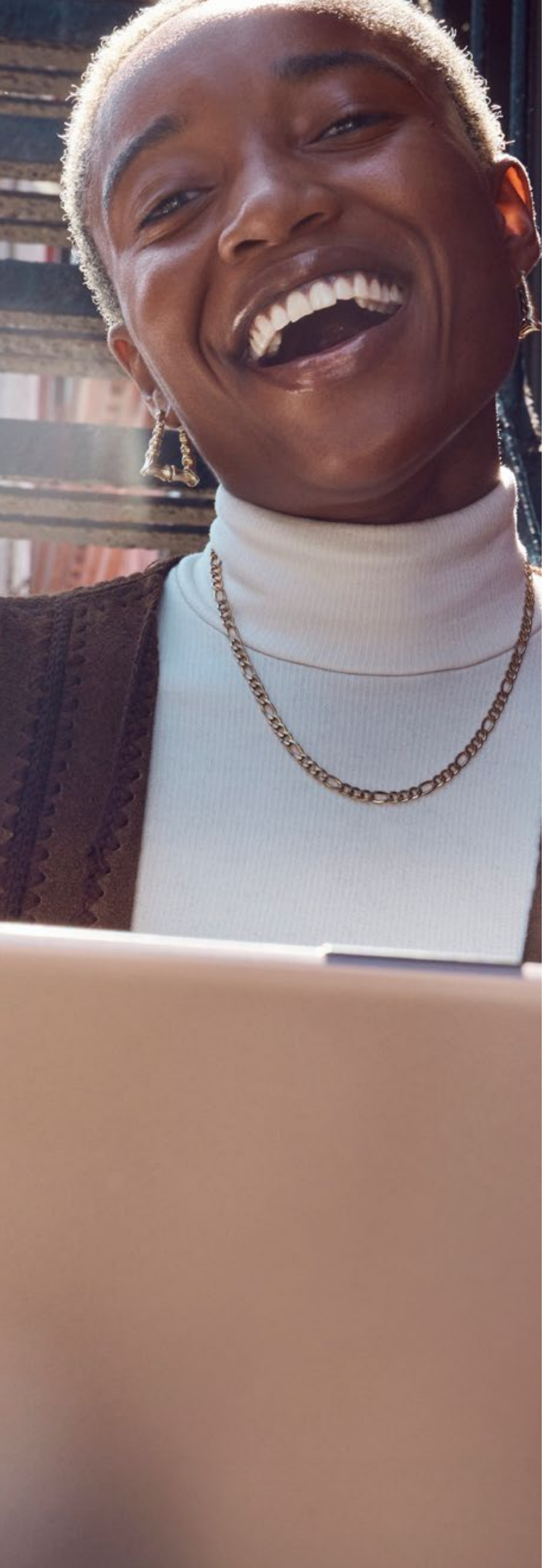
Clarity:
I know what success looks like and how to prioritize. I know when I am on track, and I get **regular** feedback that helps me change course as needed and **make progress toward my goals**.

Empowerment:
I have access to the information, people, tools, and resources to work effectively. **I am trusted** to make decisions, take risks, and try new approaches in my work.

Connection:
I feel a sense of belonging as a uniquely valued, trusted, and integral member of a diverse community of people who give me a voice, appreciate my contributions, and treat me with respect. I have collaborative and **high-quality relationships with my colleagues**.

Wellbeing:
I feel safe, secure, and equitably treated. I can best direct my talents, time, and energy to **maintain my health and happiness.**

[1] Adapted from Glint's People Success Pillars.

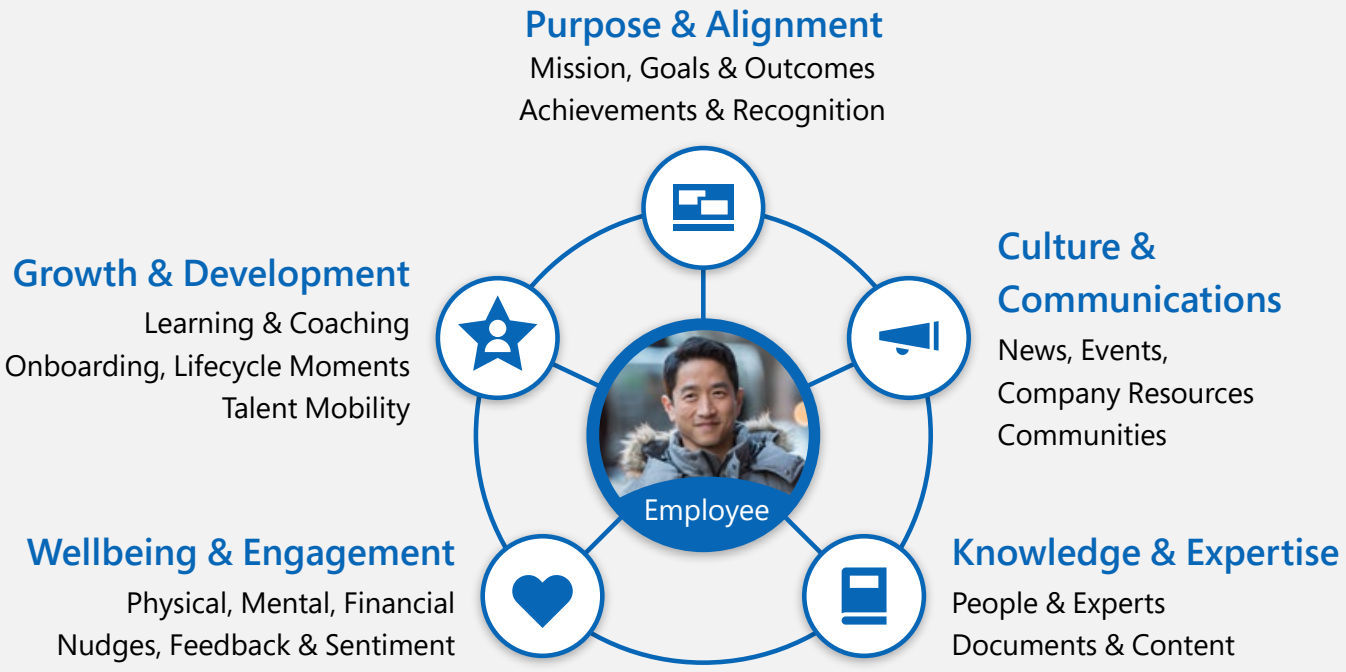


However, creating a great employee experience is more challenging than ever. People feel stressed, disconnected, or disengaged. There has never been a bigger need for technology, data, and insights that are designed to improve the employee experience.

- **Employees** want to feel more connected, more aligned to their company's purpose and mission. They want to grow, make an impact, and make a difference.
- **Leaders** need a modern way to engage and develop their employees.
- **IT** needs to be able to quickly enable this modern employee experience without having to replace their existing systems.

To address these issues, companies require a new approach and a new category of technology solutions called employee experience platforms, or EXP.[2]

An EXP is a digital platform that puts people at the center by bringing together systems of work with systems of support into an integrated employee experience. It provides people with the resources and support they need to succeed and thrive, no matter their location. It helps employees identify ways to balance wellbeing and productivity, and to respond to changing needs over time. It helps managers develop their teams and respond to employee needs, while fostering decisions that improve team performance, work/life harmony, and wellbeing. And it helps business leaders drive better outcomes with tools to help them understand and guide how work happens.



[2] "Employee Experience Platform: A New Category Arrives," 2019.

Meet Microsoft Viva

To meet these needs, we created Microsoft Viva, an EXP that empowers people and teams to be their best, from virtually anywhere. It helps elevate each employee's experience—how they engage, find knowledge, learn, and work. By improving productivity while also supporting people's wellbeing, Viva helps the whole organization thrive.

What makes Microsoft Viva unique?

- It is an **organizing layer for employee experiences**, powered by the full breadth and depth of Microsoft 365 and is experienced primarily through Microsoft Teams.
- It **puts people at the center**, uniting them to share knowledge, skills, resources, and connections in the natural flow of the workday. It's designed to be intuitive and easy to use to drive adoption and immediate value.
- It delivers **personalized and actionable insights** when and where they're needed throughout the workday.
- It aligns the everyday work of leaders, teams, and individuals to core business goals.
- It offers **privacy and security** you can trust. For example, your personal insights are visible only to you, while insights for managers and leaders use aggregated and de-identified data, with privacy protected every step of the way.
- It provides an open and extensible platform, and a strong and growing ecosystem of partners, so it can work seamlessly with existing technology for HR and CRM, as well as your Learning Management Systems (LMS).

An EXP for the new world of work, Microsoft Viva includes the following initial set of modules:

Viva Connections:

Keep everyone informed, connected, and inspired to bring their best to work every day.

Viva Learning:

Empower people to gain targeted skills in the apps they already use, so everyone can learn and grow.

Viva Topics:

Free up time by making it easy for people to find information and put knowledge to work.

Viva Insights:

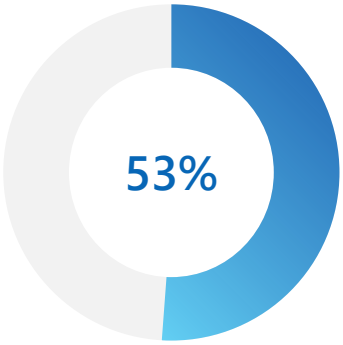
Give leaders, managers, and employees data-driven, privacy-protected insights that help everyone work smarter and thrive.

Coming to Viva in 2022

New capabilities for managing objectives and key results (OKRs): Give leaders, teams, and individuals visibility into the entire work process, connecting everyday tasks to the company's most important objectives.

Microsoft Viva Connections:

Amplify culture and communications



53% of remote workers are worried about being left out of in-person team meetings and other activities that take place in the office.

Source: CEO Monthly, 2021.

Microsoft Viva Connections is the launch pad for Microsoft Viva and the gateway to a modern employee experience. It helps your entire organization stay engaged and informed, giving everyone access to the tools they need. It's personalized and appears in the apps employees already use every day, like Microsoft Teams. Viva Connections provides them with a curated experience that includes relevant news, conversations, and other resources all in one place.

Keep everyone connected

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

Make it easy for people to contribute

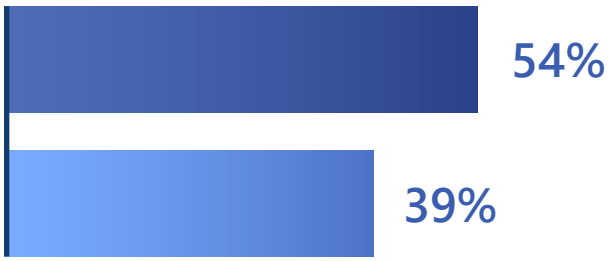
Foster a culture of inclusion by empowering every employee to contribute ideas and share feedback.

Unite and inspire your organization

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

Microsoft Viva Insights:

Balance productivity and wellbeing



54% of employees feel overworked and 39% report feeling exhausted.

Source: Work Trend Index, 2021.

As the pace of work accelerates, preventing burnout and enhancing wellbeing are critical to sustainable success. Microsoft Viva Insights helps people and business thrive with data-driven insights and recommendations to improve productivity and wellbeing.

Deliver personalized and actionable insights

Empower individuals, teams, and organizations to achieve balance, build better work habits, and improve business outcomes with personalized, privacy-protected insights and recommendations.

Quantify the impact of work on people and business

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

Address complex business challenges

Use advanced tools and integrations with other data sources to perform deeper analysis, address complex challenges, and respond quickly to change.

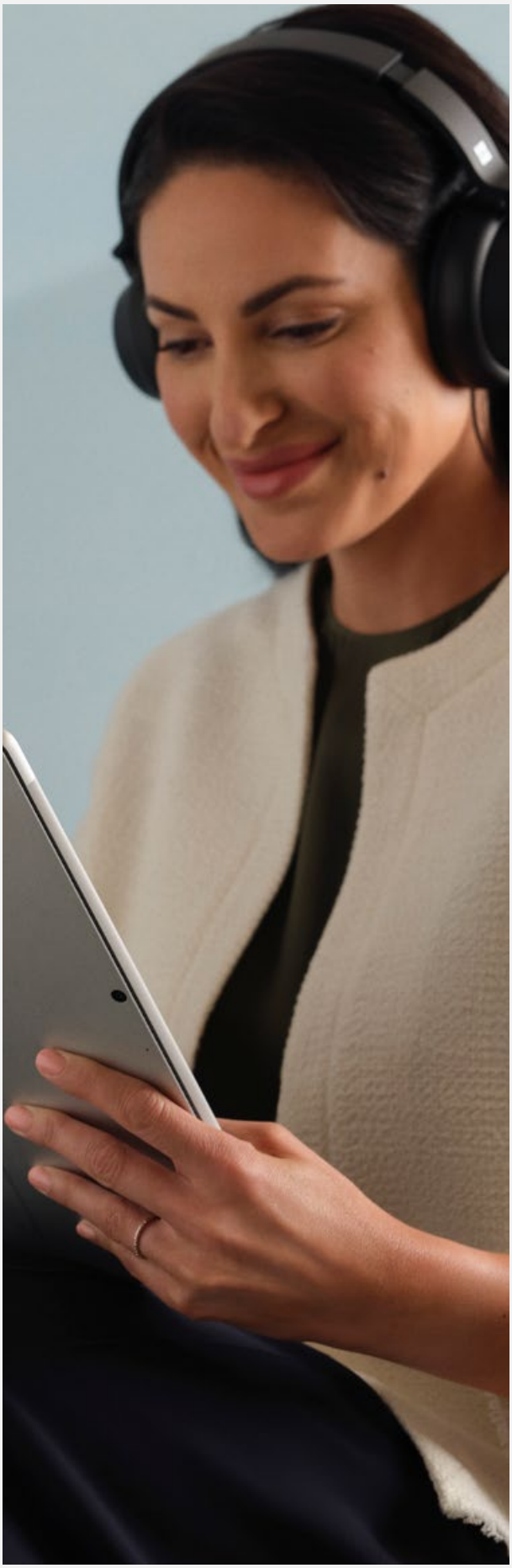
Microsoft Viva Topics:

Harness knowledge and expertise

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

Source: Knowledge Sharing in a Changing World - Spiceworks/Ziff Davis, commissioned by Microsoft, 2021.

Whether employees can easily utilize organizational knowledge effectively is a key factor in any company's success. Microsoft Viva Topics is an AI-powered solution that automatically organizes content and expertise across your systems and teams into related topics such as projects, products, processes, and customers. Experts can rapidly curate and share knowledge through simple, highly customizable web pages. Viva Topics builds on and integrates with Microsoft Search.



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

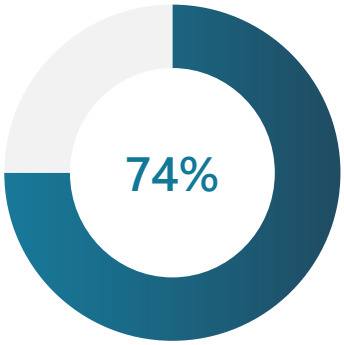
Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

Make knowledge easy to discover and use

Deliver timely, relevant topic cards in the apps people use every day.

Microsoft Viva Learning:

Accelerate skilling and growth



74% of CEOs worldwide are concerned that a lack of essential skills in their workforce is a barrier to future growth.

Source: PwC, 2020.

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

Source: Deloitte, undated.

We envision a world where learning powers people and business success as a natural part of the company culture and each person's daily habit. Microsoft Viva Learning delivers learning through Microsoft Teams, integrating world-class content from LinkedIn Learning, Microsoft Learn, and third-party providers with your own content library. From traditional learning courses to microlearning content, you can access a wide variety of modalities to match your culture and needs.

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 content from LinkedIn Learning, third parties, Microsoft Learn, and your own content.

Drive results that matter to the business

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

Access the full power of Microsoft Viva with Viva Suite general availability

Each module is valuable on its own and can be customized for specific needs with additional integrations. Together, the Viva modules form a comprehensive solution to support the key requirements of a modern EXP. Viva suite offers a single subscription to provide you with an integrated experience that unifies communications, knowledge, learning, resources, and insights all into the natural flow of work.

New features coming to the Viva Suite subscription in 2022

Align work to business priorities with new goal management and OKR capabilities coming in 2022.

Microsoft Viva Ecosystem:

Customize, extend, and integrate

With Microsoft Viva, implementing an employee experience platform doesn't require a technology transformation. Viva provides an open and extensible platform, with an ecosystem of partners so it works with many of your existing systems and tools. With Viva, you can extend your existing investments by better connecting them together and making them available in a more modern experience for your employees. Learn more about the Microsoft Viva ecosystem by visiting our website.

Empower people and teams to be their best

We are entering an era of rapid workplace transformation, and gaining the ability to maximize human potential as never before. Multigenerational workplaces, new patterns of teamwork and collaboration, and hybrid work models are opening new possibilities.

Yet in a digital world, we need the right tools to support these needs—inside the natural flow of work. Microsoft Viva brings together data-driven insights in a personalized experience, delivered virtually anywhere you work, in the tools you know and use every day. Powered by Microsoft 365, integrated with your technology ecosystem, and built on a foundation of privacy and security, Viva helps your organization foster a culture of human connection, purpose, growth, wellbeing, and success.

Join us on a journey toward a modern digital workplace, where people are at the center.

[Visit the Microsoft Viva Website >]

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