Employee Experience Platform Specialist (MS-080)

Modality: Virtual Classroom

Duration: 1 Day

About this Course:

In this course, you'll learn how to bring people together to create an optimal employee experience that enables your organization to improve productivity, develop empathetic leadership, and transform how employees feel about their work. In your organization today, are people being treated well, or are their needs neglected? Are your teams aligned on goals with a sense of purpose? Are you driving the business outcomes that you need?

The Microsoft Viva employee experience platform provides the infrastructure to create the culture of trust, collaboration, well-being, and active listening that you envision. This training course will provide Microsoft Employee Experience Platform Specialists with a comprehensive overview of Microsoft Viva, as well as Microsoft 365, Teams, and SharePoint. It will cover how to identify requirements for designing experiences for employee onboarding, career and skill development, rewards and recognition, compensation and benefits, employee wellbeing, and employee retention.

It will also cover how to design solutions to meet these requirements, and how to collaborate with senior executive leadership, human resources, IT, adoption and change management, and learning and organizational development departments. Finally, it will cover how to continuously improve employee experiences based on data-driven insights and feedback.

Course Objectives:

- Evaluate Identify stakeholders and users
- Recommend employee experience solutions and strategies
- existing systems and identify requirements
- Describe the four experience areas of Connection, Growth, Purpose, and Insights supported by Viva.
- Explain what Microsoft Viva apps are.
- Identify resources needed to set up each Viva app.
- Create an adoption plan to use Viva to solve business scenarios for the four employee experience areas of Connection, Insight, Purpose, and Growth.
- Describe the main features of Viva Connections
- List technical requirements/prerequisites for Viva Connections implementation
- Explain the differences between desktop and mobile experiences
- Identify key stakeholders for the deployment of Viva Connections
- Align and prioritize scenarios for Viva Connections
- Plan and design for the Dashboard, the Feed, and Resources by scenarios and audiences
- Consider how your organization will scale adoption
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- Align and prioritize scenarios for Viva Connections
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- Consider how your organization will scale adoption
- Assess your organization's existing learning experiences.
- Plan and strategize for Viva Learning.
- Coordinate the implementation of Viva Learning.
- Recommend an adoption strategy for Viva Learning.
- Manage permissions and content sources for Viva Learning.
- Manage SharePoint as a content source.
- Build a new featured set of content in Viva Learning.
- Identify core team and business stakeholders
- Assess existing employee productivity and wellbeing solutions
- Define goals and target scenarios
- Coordinate setup and configuration of Viva Insights
- Understand best practices for communication and adoption planning
- Describe how AI interacts with Viva Topics
- Identify the administrator scenarios for Viva Topics
- Optimize your SharePoint environment to take advantage of Viva Topics
- Sign up for a trial of Viva Topics
- Create a Topic center & assign licenses
- Change the name of the Topic center
- Describe the different Viva Topics roles.
- Identify scenarios you can automate.
- List the skills your users need to get the most out of Viva Topics.
- Define the role of an OKR Champion
- Name and describe the four key responsibilities of an OKR Champion.
- Identify three strategies for effective communication.
- Identify the three timeframes for sending out resources and where to find these resources.
- Define the key components of an OKR and articulate how they fit together in the OKR framework.
- Identify the five OKR Superpowers and how to leverage them.
- Explain best practices for getting started with OKRs and Viva Goals, including key phases of change management.

Audience:

Learners taking this course are interested in employee experiences or Microsoft Viva and want to learn how to assess, plan, strategize, design, and manage digital employee experiences that use Microsoft Viva, Microsoft Teams, SharePoint, and Power Platform. A learner in this role will collaborate with multiple teams to scope, design, and implement new digital employee experiences, such as onboarding, career and skill development, rewards and recognition, employee wellbeing, and employee retention.

Learners should have a foundational understanding of Microsoft technologies, including Microsoft 365, Teams, SharePoint, and a deep understanding of Microsoft Viva features and capabilities. They may have experience in one or more of the following disciplines: human resources, people development, change management, information technology, or culture development.

Prerequisites:

- A general understanding of Microsoft 365, Microsoft Viva, Microsoft Teams, and SharePoint

- Familiarity with employee experience concepts and methodologies

Course Outline:

Module 1 : Design Digital employee experiences

Bring people together to create an optimal employee experience that enables your organization to improve productivity, develop empathetic leadership, and transform how employees feel about their work. Viva provides the infrastructure to create the culture of trust, collaboration, well-being, and active listening that you envision

Learning Objectives :

- Evaluate existing systems and identify requirements
- Identify stakeholders and users
- Recommend employee experience solutions and strategies

Lessons:

- Case study - Tailwind Traders
- Evaluate current employee experiences
- Consider employee privacy and data requirements
- Assemble business stakeholders and define goals
- Explore Viva experience areas
- Understand Viva licensing

Module 2: Introduction to the Microsoft Via suite

The Microsoft Viva suite is a suite of employee experience apps that can be used individually or combined to meet your organization's needs. In this module, understand the Microsoft Viva experiences, learn the main features of each Viva app, the processes to get started with Viva, and how Viva apps can help you connect employees, foster productivity and well-being with insights, align work with goals, and support learning and growth.

Learning Objectives:

- Describe the four experience areas of Connection, Growth, Purpose, and Insights supported by Viva.
- Explain what Microsoft Viva apps are.
- Identify resources needed to set up each Viva app.
- Create an adoption plan to use Viva to solve business scenarios for the four employee experience areas of Connection, Insight, Purpose, and Growth.

Module 3: Introduction to Viva Connections

Viva Connections is built on your current Microsoft 365 ecosystem to provide tailored employee experiences. Learn the main components of Viva Connections, what users experience with it, when to use Viva Connections, and its technical requirements.

Learning Objectives:

- Describe the main features of Viva Connections
- List technical requirements/prerequisites for Viva Connections implementation
- Explain the differences between desktop and mobile experiences
- Identify 2-3 business use cases for Viva Connections

Lessons:

- What do users experience?
- When to use Viva Connections?
- What technical requirements must be met to deploy Viva Connections?

Module 4: Plan for Viva Connections

Thoughtful planning is the beginning of the successful deployment of Viva Connections. Learn how to set up your intranet environment to meet technical requirements, and how to build a team of stakeholders to conduct a needs assessment for Viva Connections. Then learn how to use the needs assessment results to plan the Dashboard cards, Feed, and Resources. Lastly, learn how to plan for the launch.

Learning Objectives:

- Identify key stakeholders for the deployment of Viva Connections
- Align and prioritize scenarios for Viva Connections
- Plan and design for the Dashboard, the Feed, and Resources by scenarios and audiences
- Consider how your organization will scale adoption

Lessons:

- Build your team and meet requirements
- Analyze tasks and scenarios for Viva Connections
- Plan for Viva Connections Dashboard, Feed and Resources
- Plan to announce, launch, and scale adoption

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Learning Objectives:

- Identify key stakeholders for the deployment of Viva Connections
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Lessons:

- Build your team and meet requirements
- Analyze tasks and scenarios for Viva Connections
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Module 5: **Design skilling and growth experiences with Viva Learning**

In this module, you'll gain a clear sense of the functions, benefits, and parameters of Viva Learning and how to set it up. You'll see the key steps for rolling out and maintaining momentum for your new learning and development trajectory supported by the Viva Learning solution, and all the roles needed are listed and described.

Learning Objectives:

- Assess your organization's existing learning experiences.
- Plan and strategize for Viva Learning.
- Coordinate the implementation of Viva Learning.
- Recommend an adoption strategy for Viva Learning.

Lessons:

- Case study - Tailwind Traders 3 min
- Plan for Viva Learning 5 min
- Assemble Viva Learning admins and stakeholders 3 min
- Understand content sources with Viva Learning 5 min
- Coordinate setup and configuration of Viva Learning 5 min
- Develop adoption strategies for Viva Learning 8 min
- Develop an org-wide learning culture

 Module 6: Guided Project - Create featured set of content in Viva Learning

In this project, you'll be configuring different content providers for Viva Learning and creating a featured set of content to help educate learners about updated safety practices and guidelines at Tailwind Traders.

Learning Objectives:

- Manage permissions and content sources for Viva Learning.

- Manage SharePoint as a content source.
- Build a new featured set of content in Viva Learning.

Lessons:

- Introduction to Viva Learning featured sets 2 min
- Prepare your environment 10 min
- Exercise - Add Knowledge Administrator and Knowledge Manager 8 min
- Exercise - Configure learning content sources 5 min
- Exercise - Add SharePoint as a content source 10 min
- Exercise - Manage learning content in SharePoint 12 min
- Exercise - Create featured content set

Module 7: Design productivity and wellbeing experiences with Viva Insights

Microsoft Viva Insights empowers individuals, teams, and organizations to build better work habits, achieve balance, and improve business outcomes with personalized insights and recommended actions. This module includes our recommended best practices to help you get immediate value from Viva Insights.

Learning Objectives:

- Identify core team and business stakeholders
- Assess existing employee productivity and wellbeing solutions
- Define goals and target scenarios
- Coordinate setup and configuration of Viva Insights
- Understand best practices for communication and adoption planning

Lessons:

- Measure workplace patterns with Viva Insights
- Identify Viva Insights stakeholders
- Assess experiences and define goals
- Coordinate setup and deployment of Viva Insights
- Communication and adoption planning

Module 8: Introduction to Viva Topics

Viva Topics is an add-on service in Microsoft Viva, an employee experience platform (EXP) for a unified knowledge and content experience across Microsoft 365 and Microsoft Search. Viva Topics can help your people learn in the flow with Microsoft 365 apps without manually mining disparate applications or repositories.

- Describe how AI interacts with Viva Topics
- Identify the administrator scenarios for Viva Topics
- Optimize your SharePoint environment to take advantage of Viva Topics
- Sign up for a trial of Viva Topics
- Create a Topic center & assign licenses

- Change the name of the Topic center

Lessons:

- How AI interacts with Viva Topics
- How to use Viva Topics for administrators
- Modernize SharePoint for Viva Topics
- Sign up for and configure a Viva Topics trial
- Create a Topic center & assign licenses
- Change the name of the Topic center

Module 9: Plan roles, automation, and training for Viva Topics

Learn about the Viva Topics roles you'll need for your organization. Identify opportunities for automation. Make a plan to train your users on how to get the most from Viva Topics.

Learning Objectives:

- Describe the different Viva Topics roles.
- Identify scenarios you can automate.
- List the skills your users need to get the most out of Viva Topics.

Lessons:

- Review the roles available in Viva Topics
- Identify opportunities to use Viva Topics to automate standard tasks
- Review the skills needed to deploy, manage, and use Viva Topics
- Train employees to use Viva Topics

Module 10: Role of an OKR Champion

Learn about your role as an OKR Champion, how to communicate effectively and what resources are available to set you and your team up for success.

Learning Objectives:

- Define the role of an OKR Champion
- Name and describe the four key responsibilities of an OKR Champion.
- Identify three strategies for effective communication.
- Identify the three timeframes for sending out resources and where to find these resources.

Lessons:

- Roles and responsibilities
- How to communicate about OKRs and Viva Goals with your team
- How to successfully leverage resources

Module 11: Learn OKR essentials with Viva Goals

Learn the key components of OKRs, their framework, and the benefits they provide to users in various roles.

Learning Objectives:

- Define the key components of an OKR and articulate how they fit together in the OKR framework.
- Identify the five OKR Superpowers and how to leverage them.
- Explain best practices for getting started with OKRs and Viva Goals, including key phases of change management.

Lessons:

- Introduction
- What are OKRs?
- Why OKRs?
- Best practices for getting started with OKRs and Viva Goals