

Microsoft Viva Goals Community Toolkit

Purpose of this toolkit: This toolkit offers an overview and step-by-step process for creating a vibrant internal community around Viva Goals within your company.



Why have a Viva Goals Community?

Creating a community of support is necessary for any change in your business. Whether you're just embarking on your Viva Goals journey, or already have a mature organizational goal-setting program, creating a community is a wonderful way to scale learning and support across your organization.

Communities can act as the "front page" of a specific topic within your business and empower employees to build off each other, seek help, and resource one another. A community creates the energy and momentum you will need to enhance culture and connection through Viva Goals and embed it into the DNA of your organization.

Technical Community Setup

In this section we will cover where and how you should set up the technical components of your community.

1. Understand where communities across your company exist today. Common locations from a software perspective include:
 2. A Community within Viva Engage
 3. A Team within Microsoft Teams
 4. A Group within Workplace
 5. A set of Channels within Slack
2. We recommend leveraging existing software infrastructure that supports those other groups to minimize change and meet employees where they are already engaging.
3. The recommended structure of the location is as follows, with more detail in the community structure section:
 - a. General Announcements (moderated)
 - b. Open Discussion and Q&A
 - c. Learning Resources
 - d. Viva Goals Champions (private)
4. Finally, we recommend setting up recurring events (see the events section) that are posted in the location to provide a sole source of truth for event invitations.



Pro Tip: Include an introduction from your Business Leader(s) on why your company uses Viva Goals, expectations for teams and individuals, and a channel/link to submit feedback.

Viva Goals Community Structure

Purpose of this section: Use this section as a guide to set up the structure of your Viva Goals community.

Channels	Description
General Announcements	A moderated channel for admins only to post announcements about your use of Viva Goals.
Open Discussion and Q&A	Your team can ask questions about Viva Goals, best practices, and more. We recommend pinning a post with the top FAQs to this channel.
Learning Resources	A consolidated list of learning resources for community members to access and leverage in a self-guided capacity.
Viva Goals Champions	A private channel for your Viva Goals Champions (users who have gone through more in-depth Viva Goals training) to share best practices, learnings, and other information amongst each other.
Training & Events Calendar	A shared calendar available to all members of the community, outlining past and future events focused on Viva Goals.

Viva Goals Roles & Responsibilities

Resources you need:

Community Manager

- Consolidates training resources into a single location for easy access
- Coordinates regular training and office hours
- Owns any award programs and selects recipients
- Identifies success stories across the business
- Regularly communicates product or training updates to the community

Viva Goals Champions

- Answers open questions across the discussion forum
- Hosts and trains the beginner Viva Goals learning sessions
- Assists their colleagues in the creation of goals or use of Viva Goals as needed



Learning Resources

Consolidating a variety of resources (outlined below) into a single location for access amongst the broader community.

- Providing a consolidated list of [online training](#) about Viva Goals
- Providing links to Case Studies of other businesses who have succeeded with Viva Goals
- Aggregating success stories across your own business of teams that have been successful in leveraging Viva Goals
- Providing a shared calendar of upcoming Live Training for easy sign-up
- Providing information and access to certification opportunities for individuals who want to continue to develop their Viva Goals skillset

Viva Goals Events

Viva Goals Training & Office Hours

We recommend that your team hosts regular learning opportunities on beginning Viva Goals training for new hires and users who are still in the process of adopting Viva Goals. Also, we recommend hosting regular office hours (bi-weekly or once-a-month) to answer questions live.

Team Highlights

In addition to training and awards, we also encourage you to spotlight teams' journeys in using Viva Goals, the decision to use Viva Goals, path to enablement, successes, and failures along the way. Typically, companies will run these either once per month or once per quarter in their community. This is a fantastic opportunity for employees to highlight their contributions to the broader company.

How to Create a Viva Goals Community Intranet

What is a Viva Goals Community intranet

A Viva Goals Community intranet is a page where you can house all your information regarding Viva Goals, such as best practices, links to learnings, and FAQs. You can host a community intranet on web-based platforms like SharePoint.

Recommended content for your Viva Goals Community intranet

Page	Description
Home Page	Brief description of Viva Goals, learning content, articles, and links to other pages including About Viva Goals, Community, and FAQs.
About Viva Goals	Deeper dive explaining what Viva Goals is and why it should be used. It is also helpful to link to your Viva Goals community here for team members to join.
Viva Goals Community	Explains what the Viva Goals Community is, the benefits of joining, and a link to join the community.
Training	Links to resources on Viva Goals software training. Also, it is helpful to embed your training events calendar if applicable.
Viva Goals Office Hours	Explains what the office hours are, plus some FAQs.
Contact Us	Add contact information like an email address for team members to ask questions and learn more.
FAQ	Add frequently asked questions and answers like "How can I get access to the software?" or "Where can I get additional training?"

Community Communications Template

Join the Viva Goals Community!

Executives

Subject: Request to promote internal
Viva Goals community

Body:

Hi **<INSERT EXECUTIVE'S NAME>**,

I'm reaching out to ask you to consider promoting our internal Viva Goals community channel to our team to encourage team members to join the community.

Why this is important:

- The community scales Viva Goals learning and support across our organization
- The community allows employees to build off each other and seek help without always requiring a specific dedicated resource
- Ultimately, the more active team members we have in the community, the more successful Viva Goals program we will have

Here is a quick message you can copy and paste to the team. Thanks for your help!

Hi team,

I wanted to ask all of you to take a moment to join our internal Viva Goals community. Ensuring that most of our team joins the community is critical for overall adoption of Viva Goals. In the community, you will have access to learning resources, Q&A, training events, and more.

Please join the community here. Thank you!

<INSERT COMMUNITY LINK>

Community Communications Template

Join the Viva Goals Community!

End Users

Subject: Please join our internal Viva Goals community!

Body:

Hi team,

I'm reaching out to ask you to join our internal Viva Goals community.

The benefits of joining include:

- Easy access to Viva Goals learning resources
- A dedicated place for Viva Goals Q&A and FAQs
- Access to our Viva Goals training events
- The ability to network with other team members who are leveraging Viva Goals in their department

Please join our internal Viva Goals community here!

<INSERT COMMUNITY LINK>

New to the Community Pinned Post

We recommend creating a "New to the community" pinned post at the top of your "Announcements" channel in the community to help guide users as to how best to leverage the community.

New to the community? Start here.

- What is the Viva Goals community?
- What is each channel used for?
- Training Resources
- Training & Events Calendar