Viva Goals Consulting Services

Gold
Microsoft Partner
Cloud Productivity

We are powered by technology and change

Technology

Microsoft Solutions

- Viva Consulting* Services
- FLW Strategy*, Adoption and App Development Services
- M365 Adoption* and App Development Services
- Advanced Specialization on Adoption and Change Management
- Viva and FLW Jumpstart Partner
- Member of Viva Goals Partner Program

Our "People First" Solutions

- Wellbeing Solutions
- Hybrid-work Solutions
- Chatbots
- FLW Solutions
- Power Platform and Custom Solutions

Change Management

Our "Lead The Change" Solutions

- Organizational Transformation
- Hybrid Work Transformation and Execution
- People & Organizational Network Analytics
- Strategy and Performance Systems Excellence
- Innovation Culture Assessment and Consultancy
- Social Network Amplification

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Microsoft

Viva Insights Specialist

Viva Insights Practitioner

* Solutions published on Microsoft App Source

Prosci
★ CERTIFIED ★
Change Practitioner

Key Capabilities

| Consulting and Change Management | People Analytics | Digital Enablement of FLWs |

| Community Design and Management | Platform & Custom Software Development |

Offices

Turkey   Singapore

Recent Trends of "New Work"[1]

52% of leaders say they are somewhat or extremely likely to consider **going remote or hybrid** in the year ahead.

53% of employees are more likely to prioritize **health and wellbeing over work** than before the pandemic.

252% increase in weekly time spent in meetings for the average Teams user since February 2020
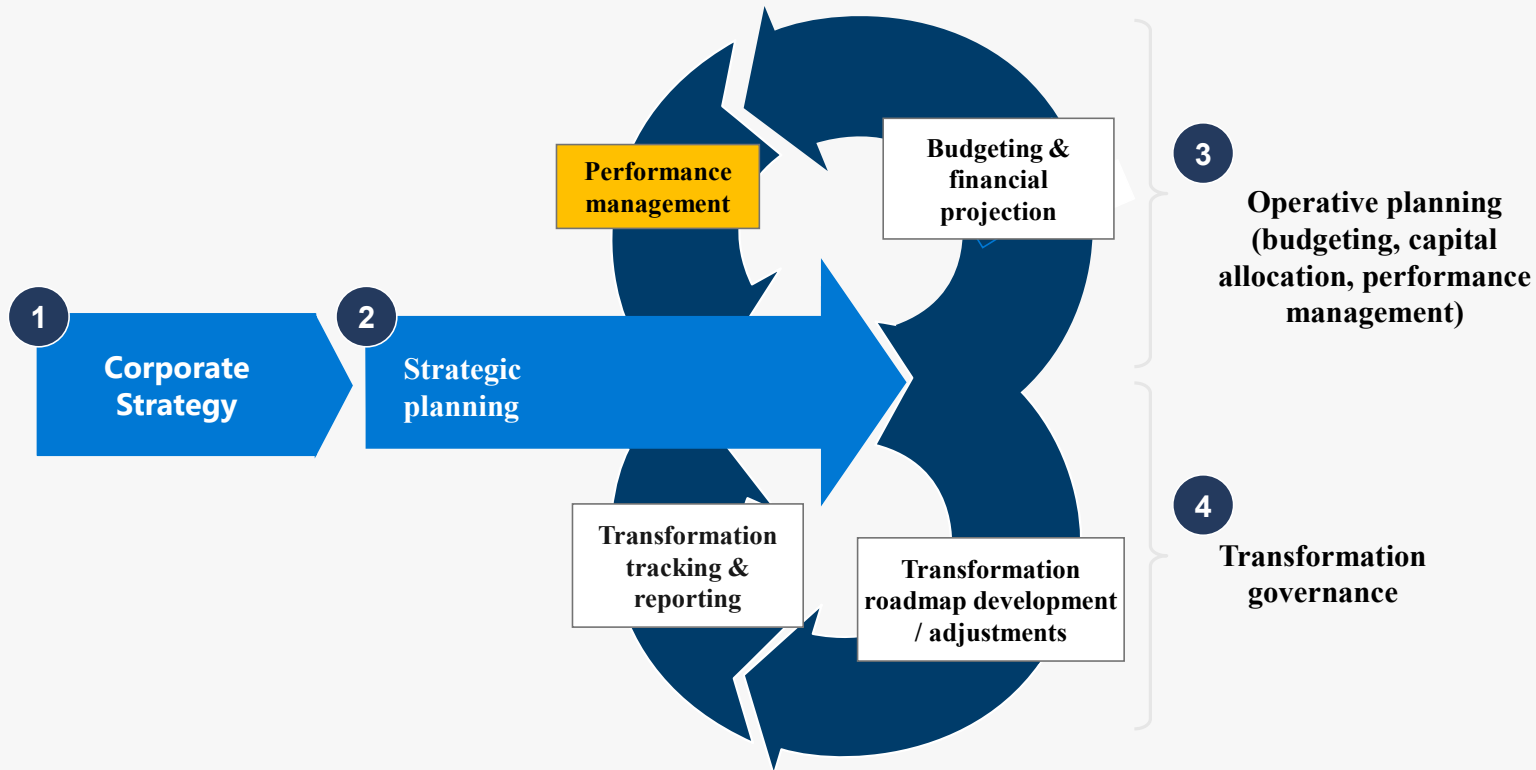
63% of frontline workers are excited about **the job opportunities tech create**

41% of the global workforce is likely to consider **leaving their current employer** within the next year

Performance management guarantees the achievement of strategic goals

Performance management

Budgeting & financial projection

3

Operative planning (budgeting, capital allocation, performance management)

1 **Corporate Strategy**

2 **Strategic planning**

Transformation tracking & reporting

Transformation roadmap development / adjustments

4 **Transformation governance**

Crucial for corporate strategy to cascade down to BU strategy and execution by maintaining linkage between each step of strategy governance

Why there is a need for an OKR system?

Volatility,uncertainity,complexity and ambiguity

Evolving Complexity

The workforce and market environment are increasingly complex with changing demographics, a distributed workforce and borderless organizations.

Accelerating Technology

Advances in technology are creating task disruption, shaping skills of the future, and transforming business models as innovation and speed become critical for growth and sustained competitive advantage.

Increasing Transparency

Changing societal expectations around environmental, social and governance impacts, in addition to emerging data driven approaches.

Viva Goals MindWorks Services

Viva Goals Build Intent Workshop

- Assess the Customer
  - Pre-Engagement Kickoff Conversation
  - OKR Maturity Questionnaire
  - Optional: Bersin Assessment
- Art of the Possible
  - Art of the Possible Kickoff Conversation
  - OKR Fundamentals & Value
  - Viva Goals Overview and Demo
- Build the Plan
  - Build the Plan Kickoff
  - Use Case and Scenario Discovery
  - Adoption & Change Management Planning
  - Report and Recommendations

Viva Goals Standardized Pilot

- Plan
  - Confirm stakeholders
  - Align on top scenario to solve for during pilot
  - Run an OKR Maturity Assessment
  - Kickoff & Scoping
  - Identify pilot user group
- Enable
  - Deploy Licenses & configure Viva Goals
  - Train users in OKRs and Viva Goals
  - Assist in the development of top-level OKRs (for pilot scope)
  - Assist in the creation of Dashboards for OKR review
  - Enable Viva Goals in Teams
- Grow
  - Executive Readout
  - Showcase next steps for acquiring licenses and reaching full deployment
  - Attach additional consulting services and offers to deliver on additional prioritized business use-case scenarios
  - Adoption & Change Management Planning

Training– Viva Goals Academy

- Classroom training on OKR and Viva Goals:
  - OKR theory
  - Writing effective OKRs (workshop session)
  - Following a full OKR cycle as a team
  - Using Viva Goals as the OKR tracker platform
  - Key points for a successful OKR program

OKR Coaching

- Classroom training on OKR and Viva Goals:
  - OKR theory
  - Writing effective OKRs (workshop session)
  - Following a full OKR cycle as a team
  - Using Viva Goals as the OKR tracker platform
  - Key points for a successful OKR program
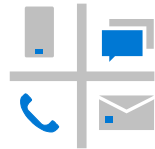 - Support clients after-sales with OKR writing & governance

Adoption & Change Management

MindWorks will support during the cultural change process

People don't automatically change

Resistance is a normal, human behavior that takes time to overcome

Shadow IT is more prominent than ever

80% admit to using their communication tool of choice

M365 and Viva are not a technical migration

'Deploy it and they will come' doesn't work

People & change are not one-size-fits-all

Organizations are made up of innovators, laggards and everyone in between

Launching new technologies that effect how people work

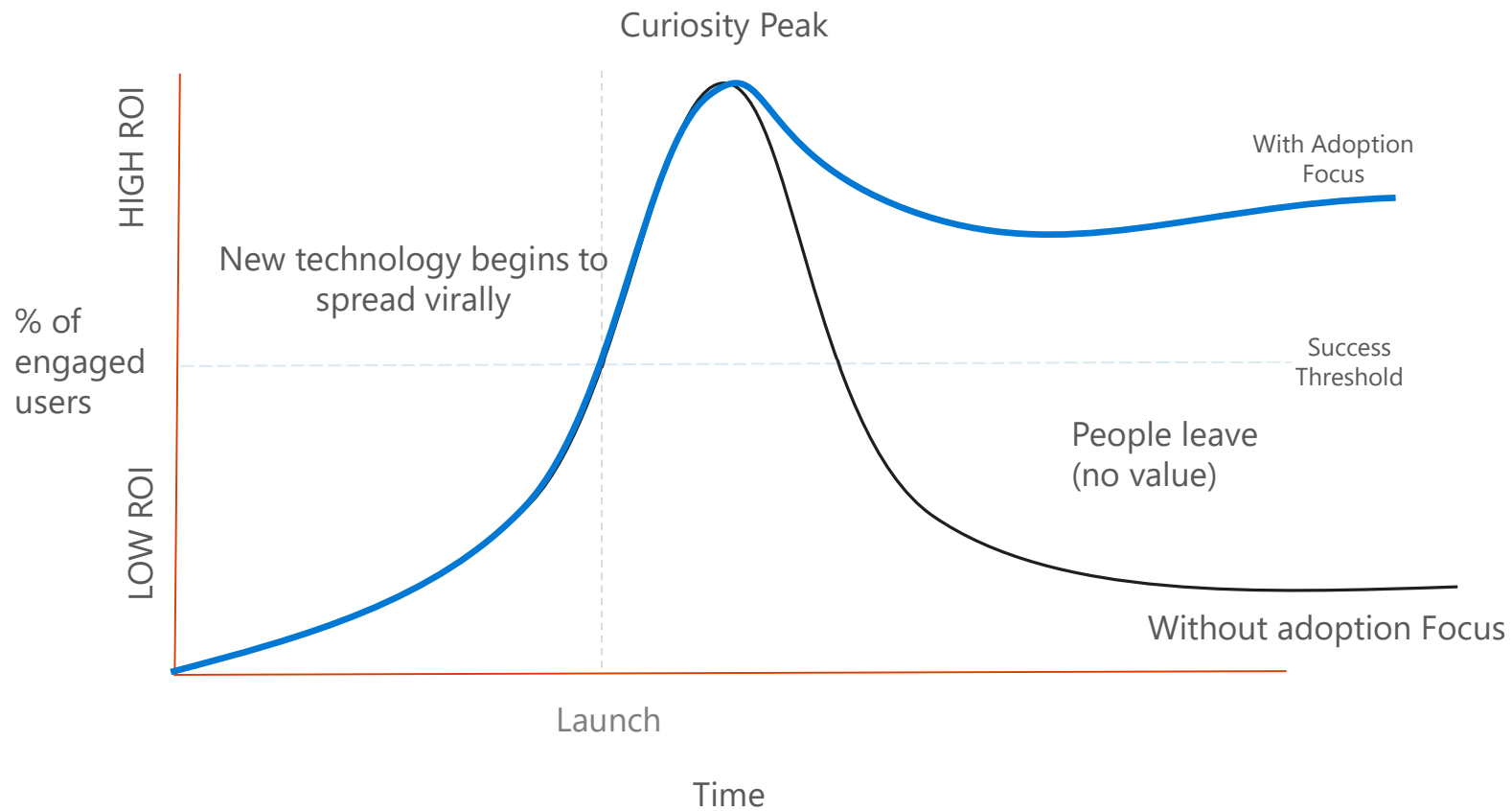| Challenges	Ideal Solution	Desired Outcomes
• New technologies usually requires change of habits of people • Without managing the people side it is very hard to achieve desired outcomes of digital transformation • Need for alignment between IT & Business Units	• Effective change management, going beyond standard communication & training • Focus on behaviors & habits • Scenario based adoption focusing on business problems	• Increase the return of investment of technology • Drive business value via scenarios • Increase speed of adoption, utilization and proficiency
• Average effective usage rate of the enterprise software is only 54 % [1] • Only 14% of software deployments are rated "very successful" [1]	• Within an hour of receiving training, people usually forget an average of 50 percent of the information presented, and within 24 hours they forget an average of 70 percent [2]	• Effective change management increases project success by 6 times [3]

1) Source: Wood, J.B., Hewlin, T., Lah, T., "Consumption Economics"   2) Source: Nicolai, R., Chua, M., Best, R., "Accelerating Modern Workplace Adoption"   3) Source: PROSCI Research

Adoption & Change Management can increase usage & ROI

THANK YOU…