Microsoft PM Challenge '21

ENFORCERS (IIM Lucknow)

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PROBLEM DEFINITION

Studies show new hire productivity rises with an efficient and enticing onboarding experience. [90% of employees decide whether to stay with the company or not within the first 6 months of start](). The estimated new normal post the pandemic is that 25-30% of the workforce will be working-from-home multiple days a week by the end of 2021 and this trend is going to continue.

To further enhance the Employee Onboarding experience in order to make it smoother for the new hire, the hiring manager, and the team, we explored two cohorts:

1. Employees with no prior experience
2. Employees with prior work experience

Employees with no prior work experience: Employees right out of college are the most excited lot eagerly waiting for their first employment opportunity. However, the various steps one goes through for the first time during the entire onboarding process will be highly overwhelming. Hence, a chill pill, a moment of relaxation and breath will come in handy for the first timers. Viva Insights will help them unplug and mingle with their colleagues as well as take the necessary breaks and culminate into the company culture.

Employees with prior work experience: It is all the more important to keep such employees in song as they are expected to take over the project work right on the go. Moreover, their previous work experience will make them compare their current company culture with that of the organizations they worked for before. Therefore, a good onboarding experience will help retain them for a longer period of time.

Six key elements are essential for a great employee experience:
1. Wellbeing
2. Empowerment
3. Connection
4. Growth
5. Focus
6. Purpose

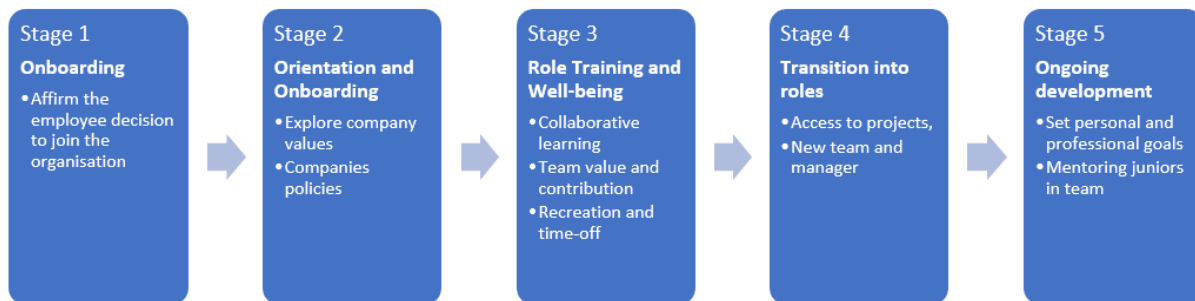Major problems with employees across the organization:

1. Employees like the flexibility of Work from Home, but the line between Work and Home has blurred and difficult to unplug
2. Managers want to help the team stay engaged, productive and focused but are overwhelmed by other commitments and are not able to do so
3. Leaders need to understand the impact on employees as work continues to evolve and ensure the resilience to future disruptions

Providing for an Employee Experience platform amplifying the Onboarding experience is in line with the digital collaboration needs created by COVID. The Employee Experience Platform offered by Microsoft named Viva Insights aims to consolidate tools into a seamless employee experience.

GOALS & NON-GOALS

| GOALS	NON-GOALS
Leverage and expand existing capability of Microsoft Viva Insights to offer great onboarding experience	Providing managers, team members an opportunity to check personal insights of an employee.
Provide exhaustive insights about the wellbeing of an employee on burnouts, improper work-life balance	Employees spending a large amount of time in fun activities
Ready the employees for Hybrid Work	Develop healthier work habits and better work environment for all the employees, managers and leaders
Build daily briefings by recommending physical wellbeing and informal chat options for mental wellbeing.	Managers to detect employee burnout and stay more connected with the team to minimize attrition
Adapting to the company work culture and understand the company's vision, values through games, quizzes, and simulations.	To make employees aware of the infrastructure of the company in online setup (simulation events).

FEATURE DESCRIPTION

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
Onboarding	**Orientation and Onboarding**	**Role Training and Well-being**	**Transition into roles**	**Ongoing development**
• Affirm the employee decision to join the organisation	• Explore company values • Companies policies	• Collaborative learning • Team value and contribution • Recreation and time-off	• Access to projects, • New team and manager	• Set personal and professional goals • Mentoring juniors in team

ONBOARDING JOURNEY OF AN EMPLOYEE

To optimally enhance the employee onboarding experience, we have identified the following potential areas from the Onboarding Journey:

1. Role Training and Well being
2. Transition into roles

We have the below characteristics identified which we need to focus upon

Characteristic 1	Characteristic 2	Characteristic 3
• Wellbeing	• Engagement	• Capabilities
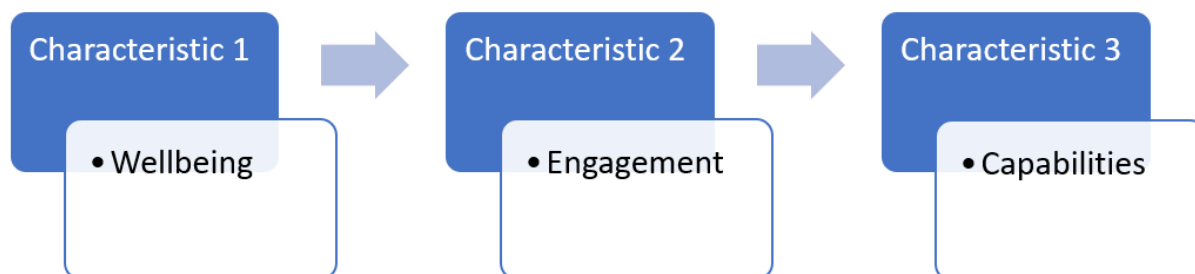
To improve new employee's wellbeing, engagement and capabilities; we had conducted a survey among 200 people and identified the following needs.

1. After receiving the call letter, people wanted to know about their company's culture, code of conduct, projects
2. Lack of recreational breaks and excessive workload
3. Building network outside the team
4. Employees have fear of acquiring diseases (obesity, low blood pressure, eye strain etc.) due to sedentary lifestyle

We therefore, would like to suggest the following solutions to the above problems

Feature 1 description

After receiving the offer letter and prior to the onboarding experience itself, employees have certain expectations from the company which the leadership and management might not be aware of. We therefore, through this feature strive to work on this mismatch for a better employee experience.

Implementation

1. Prior to joining the firm, the new joinee would be asked to fill a survey which would contain questions pertaining to their prior experience, technologies they are familiar with, and the kind of projects they are looking forward to working in
2. For the freshers out of college, their interests on the kind of roles they are looking forward to can be asked for.
3. Although it will be done individually for each employee, Managers will be able to see the overall picture of the team.
4. After joining, an employee can be offered a chance to switch departments if he/she is unhappy with the current team.
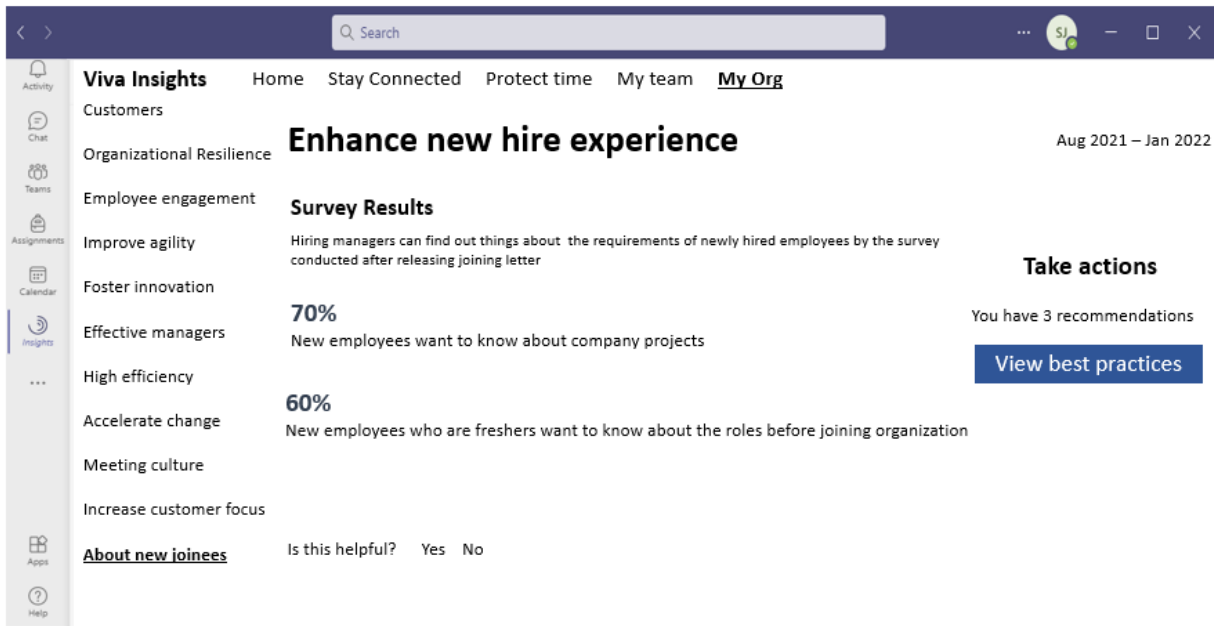
User Interaction

Step 1: After receiving joining letter, employee will be asked to fill a survey
Step 2: Integration of the survey to Viva Insights
Step 3: Leaders can identify the major requirements of the new employees
Step 4: Viva insights will provide some suggestions to take actions
Step 5: Leaders can take actions to smoothen the new employees' experience

Feature 2 description

With a remote set up in place, the lack of informal interaction which are fun and merry have come to a halt. This new feature is to make room for play during work and make the overall work a jolly some process.

Implementation

1. Within the Home tab of Viva Insights app, we would have "Workplace Fun zone"
2. This Workplace Fun Zone will consist of simple games like Pictionary which can be played in groups, Jigsaw Puzzles, Company Trivia, video charades and interactive games.

User Interaction:

Step 1: In the Home tab, click on the space depicting "Workplace Fun Zone." Similarly, in the mobile app, under "Your daily briefings" we would have a "Workplace fun zone"

Step 2: On clicking "Workplace Fun Zone", we can see a flurry of games
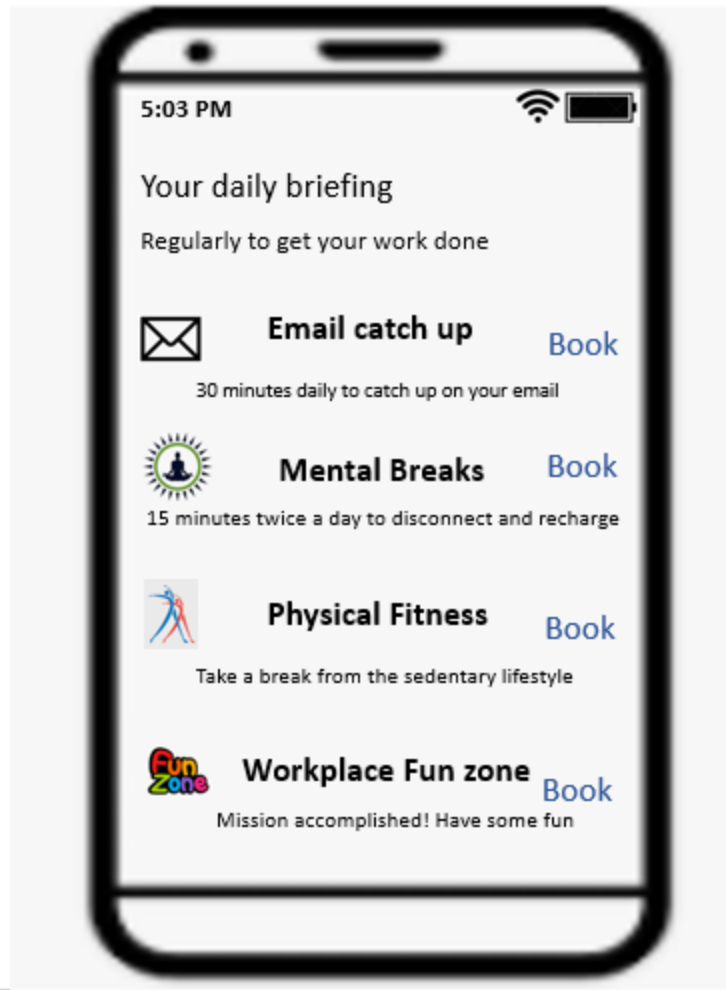
5:03 PM

Your daily briefing

Regularly to get your work done

Email catch up   Book

30 minutes daily to catch up on your email

Mental Breaks   Book

15 minutes twice a day to disconnect and recharge

Physical Fitness   Book

Take a break from the sedentary lifestyle

Workplace Fun zone   Book

Mission accomplished! Have some fun

Feature 3 Description:

Along with meditation, the app can include the physical wellbeing of the employees. The app will prompt the employees to take small healthy breaks

Implementation

1. Integrate Microsoft Health with Viva Insights on the lines similar to that of the integration of headspace with Viva.
2. Users can set goals pertaining to physical and mental wellbeing.

User interaction

Step 1: In the Home tab, click on the space depicting "Physical Fitness" Similarly, in the mobile app.

Step 2: On clicking "Physical fitness", employee can set his goals.

Feature 4 description:

Excessive screen time can cause stress to the eyes. Amidst the busy and taxing schedule of the employees, they seldom care for their eyes.

Implementation:

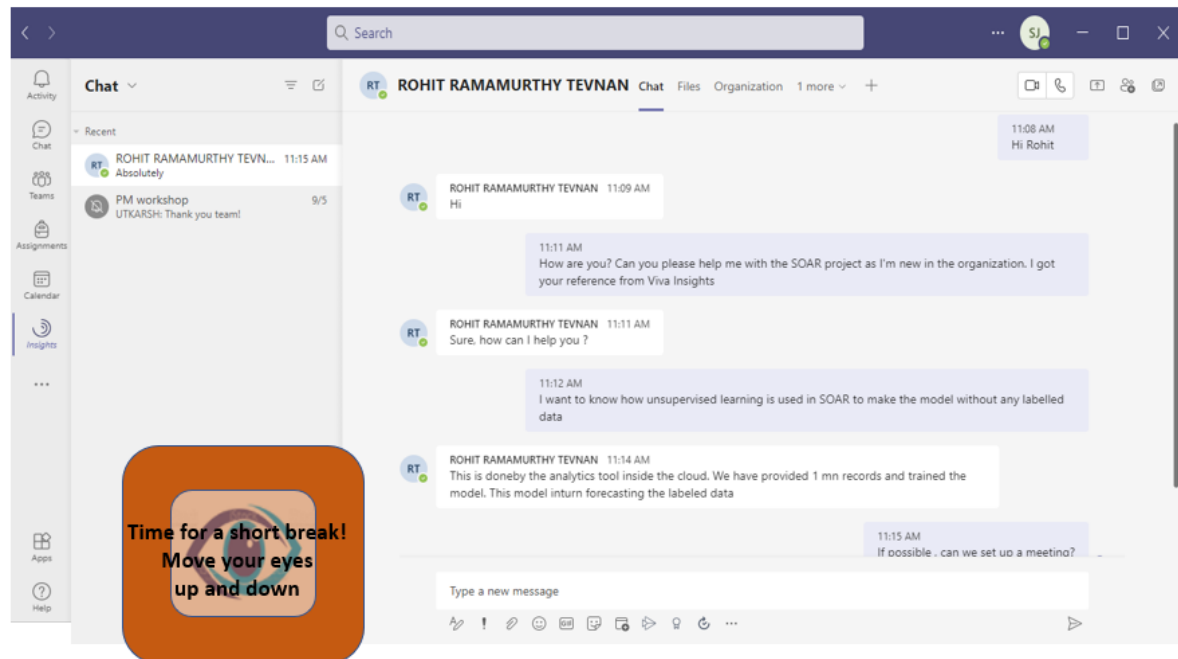A popup to do simple exercises like rolling your eyes, looking up/down and left/right, as per the settings made by the user.

User Interaction:

Step 1: In the settings, Click on Viva eye

Step 2: Select the long break duration

Step 3: Select the short break duration

Step 4: Check for the other options pertaining to sounds, inactivity tracker etc.

Step 5: Save and close

Settings   Information

⏰ ☑ Take a long break every [50 minutes ▾] for [5 minutes ▾]

💬 ☑ Notify me about a long break coming in [30 seconds ▾]

⏰ ☑ Take a short break every [10 minutes ▾] for [8 seconds ▾]

🔔 ☑ Enable sounds

👫 ☐ Enable strict mode

🖥 ☐ Let me close notifications with the right mouse button

🖼 ☑ I have a window nearby

🖼 ☑ Enable inactivity tracking

💬 ☑ Show status notifications

🖼 ☐ Display short break windows in full screen mode

[Try short break]   [Try long break]

Feature 5 description:

Employees take timely breaks for lunch, tea and simply to rejuvenate themselves. Employees post a break find it difficult to reacclimate themselves to the job. This additional feature is an attempt to unlock from the break mood and come back to work

Implementation:

1. When employees leave their desk, they lock the screen of their laptops.
2. Implement adding motivational quotes into the lock screen and this will be seeing by them after returning to the desk.

User Interaction:

Step 1: In the Viva Insights app, click on Settings, click on Reflection
Step 2: Under "Set Daily Motivation reminders", set the time between when the motivational quotes must be on display

Set daily Motivation reminders.

How many	−	10X	+
Start at	−	09:00	+
End at	−	22:00	+

Feature 6 description:

The My Team tab of Viva app depicts the percentage of employees within the team who are working over and above their stipulated working hours

Implementation:

Integrate outlook with Viva Insights wherein whenever an email is sent or received beyond the working hours the sender of the mail can tag the mail as "Very Urgent", "Urgent" and "Not Urgent."

User Interaction:

Step 1: Under My Teams tab of Microsoft Viva, under Email Overload section, Managers while sending email can tag the emails as "Very Urgent", "Urgent" or "Not Urgent"
Step 2: Employees can also tag their emails voluntarily as "Very Urgent", "Urgent" and "Not Urgent"

SUCCESS METRICS

1. **Decrease in % of employees working post office hours:**

The feature to have a tag of "Very Urgent", "Urgent" and "Not Urgent" post working hours and on the weekends will help employees to prioritize work and hence decrease the burn out.

2. **Minimal dropouts**

Most of the drop-outs happen in the first month, or gap after signing the contract. The survey conduction option can help hiring leaders to understand tnew employee needs and can take actions accordingly.

3. **Decrease in number of sick leaves taken by employee**

After joining the organization, employees try to perform their best in order to make a good impression. But in some days, due to physical and mental fatigue employees take sick leaves. Physical exercises, meditation and fun zone features can help the company to overcome this.

4. **Increase in number of short breaks and proportionate decrease in number and duration of long breaks**

A short time away from system give employees a chance to stretch tired muscles, find relief from sustained positions and retain any information. This can be measured by how often an employee has used physical exercise, meditation or eye popup.

WORKFLOW

Stage 1: Offer releasing and acceptance

After a successful interview hiring manager releases the offer letter

Offer accepted

Offer not accepted
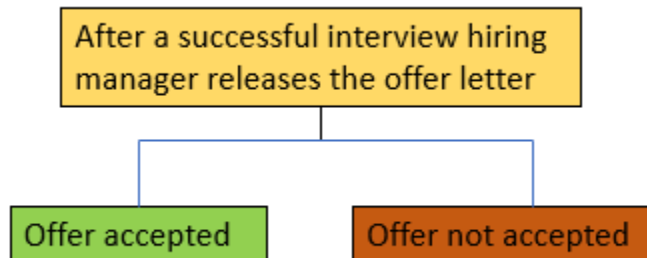
Stage 2: Duration between the acceptance and first day of the work

Offer accepted

Build a personal touch	Welcome package	New hire update on social media portals	Company information kit	Access to Fun zone
Survey can help to understand the requirements	Company branded gear(shirts, coffee, mugs)	Will increase the retention rate	Make new hire aware about the culture and feel special	To make informal chat and build connections
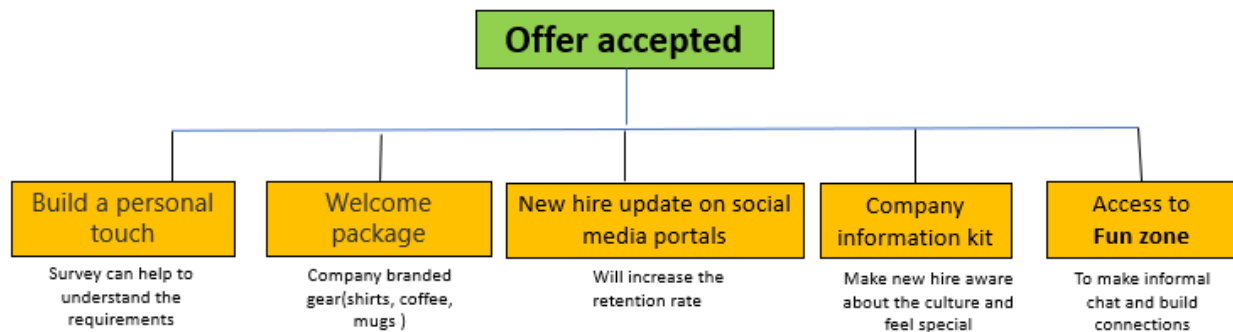
Stage 3: Welcoming new hires at day 1

Welcome at First day

Onboard new hires in cohorts

Help them meet their coworkers

Assign a buddy

Walk the talk

Formal meetings

Informal meetings

Virtual

Person

Demonstrate the company culture through simulations and Quiz

Leadership talks

Short breaks

Special games can be organized at fun zone

Artificial Intelligence Chat bot system (availability for 24 hours)

Stage 4: Journey of first 90 days

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                              Journey of first 90 days
        ┌──────────────┬──────────────┼──────────────┬──────────────┐
   Know the team   Meet the timelines   Training & roles   Wellbeing   Build connections
                         ┌────────────────┼──────────────────────────┐
                  Keep stress away   Keep the motivation on      Maintain your health
              ┌───────┴───────┐           │              ┌───────────┼───────────┐
         Enjoy the Fun Zone           Lock screen    Physical      Eye          Brain
                                      motivational   exercise      exercise     power
     Play Pictionary  Organize  Go on a virtual   message popup  reminders     reminders    Meditation
     and Jigsaw       new games company tour
     puzzles                    through Company
                                trivia
```