



MS-080T00: Employee Experience Platform Specialist

Course ID #: 7000-871-ZZ-Z

Hours: 7

Course Content

Course Description:

In this course, you will 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:

Upon successful completion of this course, students will be able to:

- Create an adoption plan to use Viva to solve business scenarios for the four employee experience areas of Connection, Insight, Purpose, and Growth
- List technical requirements/prerequisites for Viva Connections implementation
- Plan and design for the Dashboard, the Feed, and Resources by scenarios and audiences
- Coordinate the implementation of Viva Learning
- Build a new featured set of content in Viva Learning
- Assess existing employee productivity and wellbeing solutions
- Optimize your SharePoint environment to take advantage of Viva Topics
- Identify scenarios you can automate
- Identify the three timeframes for sending out resources and where to find these resources
- And so much more!



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Prerequisites:

None.

Target 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.

Topics:

Lesson 1: Design digital employee experiences

- Introduction
- Evaluate current employee experiences
- Consider employee privacy and data requirements
- Assemble business stakeholders and define goals
- Explore Viva experience areas
- Understand Viva licensing
- Knowledge check
- Summary and resources

Lesson 2: Introduction to the Microsoft Viva suite

- Introduction to Microsoft Viva
- Understand Viva apps
- Get started with Microsoft Viva
- Use Viva to keep everyone informed, included, and inspired
- Use Viva to get actionable insights to foster well-being and productivity
- Use Viva to align people's work to team and organization goals
- Use Viva to help employees learn, grow, and succeed
- Knowledge check
- Summary



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Lesson 3: Introduction to Viva Connections

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

Lesson 4: Plan for Viva Connections

- Introduction
- 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
- Knowledge check
- Summary

Lesson 5: Design skilling and growth experiences with Viva Learning

- Introduction
- Case study - Tailwind Traders
- Plan for Viva Learning
- Assemble Viva Learning admins and stakeholders
- Understand content sources with Viva Learning
- Coordinate setup and configuration of Viva Learning
- Develop adoption strategies for Viva Learning
- Develop an org-wide learning culture
- Knowledge check
- Summary and resources

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

- Introduction to Viva Learning featured sets
- Prepare your environment
- Exercise - Add Knowledge Administrator and Knowledge Manager
- Exercise - Configure learning content sources
- Exercise - Add SharePoint as a content source
- Exercise - Manage learning content in SharePoint
- Exercise - Create featured content set
- Summary and resources

Lesson 7: Design productivity and wellbeing experiences with Viva Insights

- Introduction
- 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
- Knowledge check
- Summary and resources

Lesson 8: Introduction to Viva Topics

- Introduction
- 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
- Knowledge check
- Summary



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

- Introduction
- 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
- Knowledge check
- Summary

Lesson 11: Learn OKR essentials with Viva Goals

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

Lesson 10: Role of an OKR Champion

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

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