

# Connecting People Supporting Customers

How Microsoft uses Viva Engage  
to empower employees to  
achieve more

Connected Communities



# Speakers



**Jaime McGeathy**

Director

Connected Communities



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Senior Business Program Manager

Connected Communities



# Connecting Across Silos



# Connected Communities

A managed program that facilitates sharing implicit knowledge, peer-to-peer connection, and social learning for 60,000 Microsoft employees across organizational silos around customer priority areas.



Creating a home that **connects** Microsoft across role, org, and geo around our customer priorities and provides stability in a changing environment.



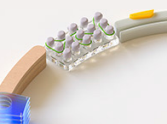
Augmenting formal learning by leveraging the experiences and expertise of peers across Microsoft to **grow** knowledge, perspective, and empathy.



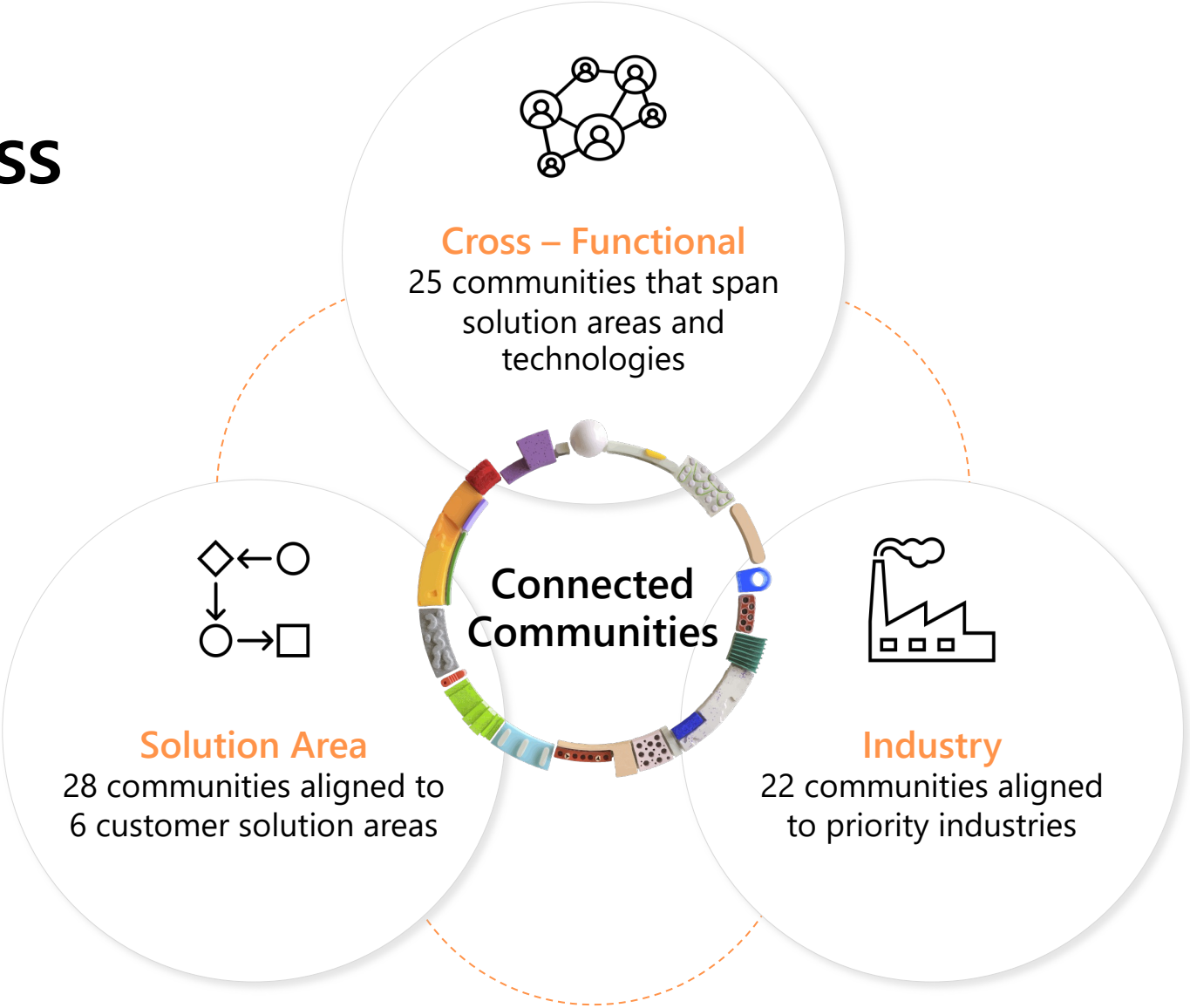
Developing **leaders** through experience and training and providing members with opportunities to build their skills and reputation.



**Influencing** our product roadmaps and how Microsoft and our customers think about communities of practice



# Communities aligned to business outcomes





**People**

**&**

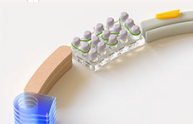
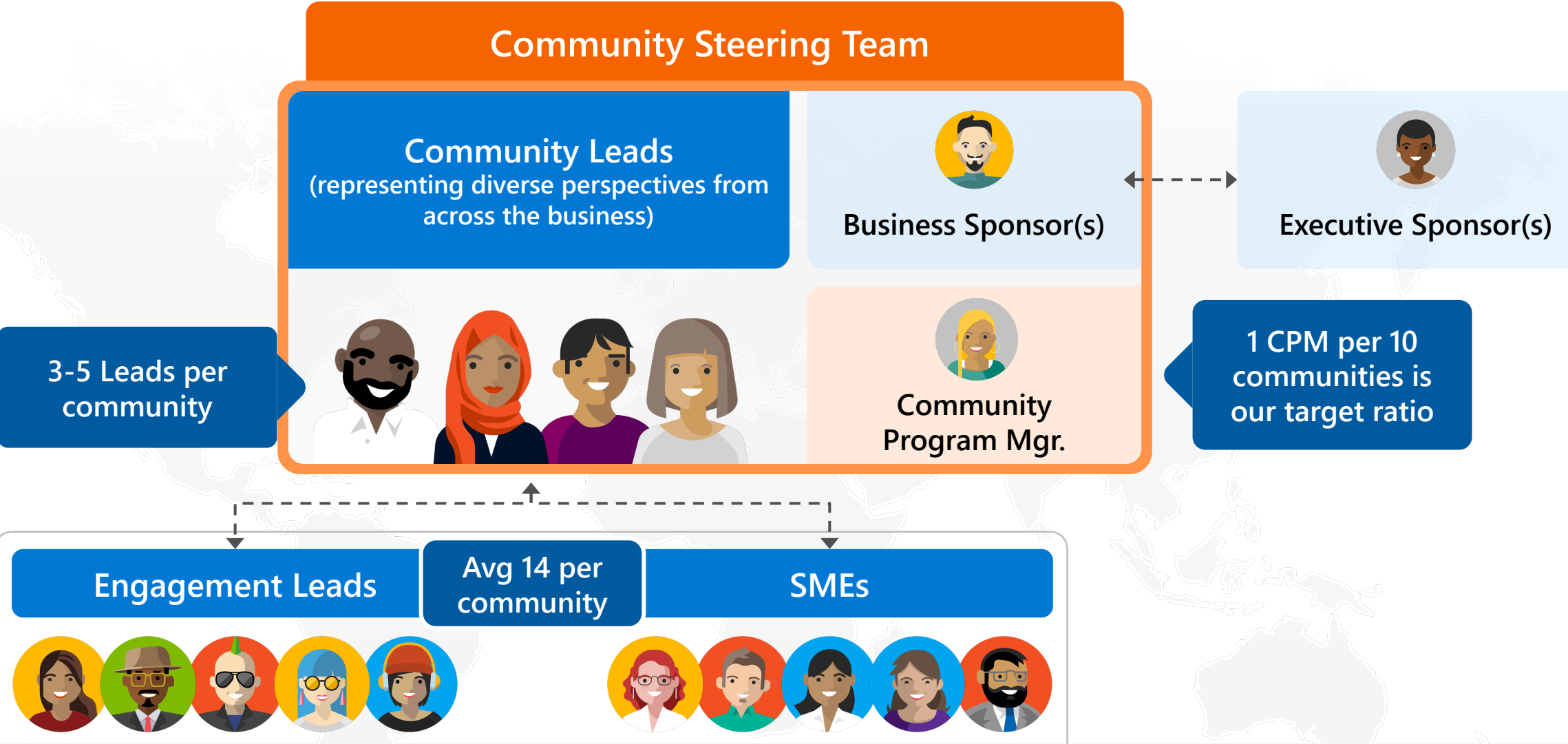


**Process**



**Enabled by  
technology**

# Volunteers drive community engagement



# Our operating philosophy





# Enabling Structures and Processes



Leadership community & skill development



Advisory board



Community runbook



Portfolio reviews



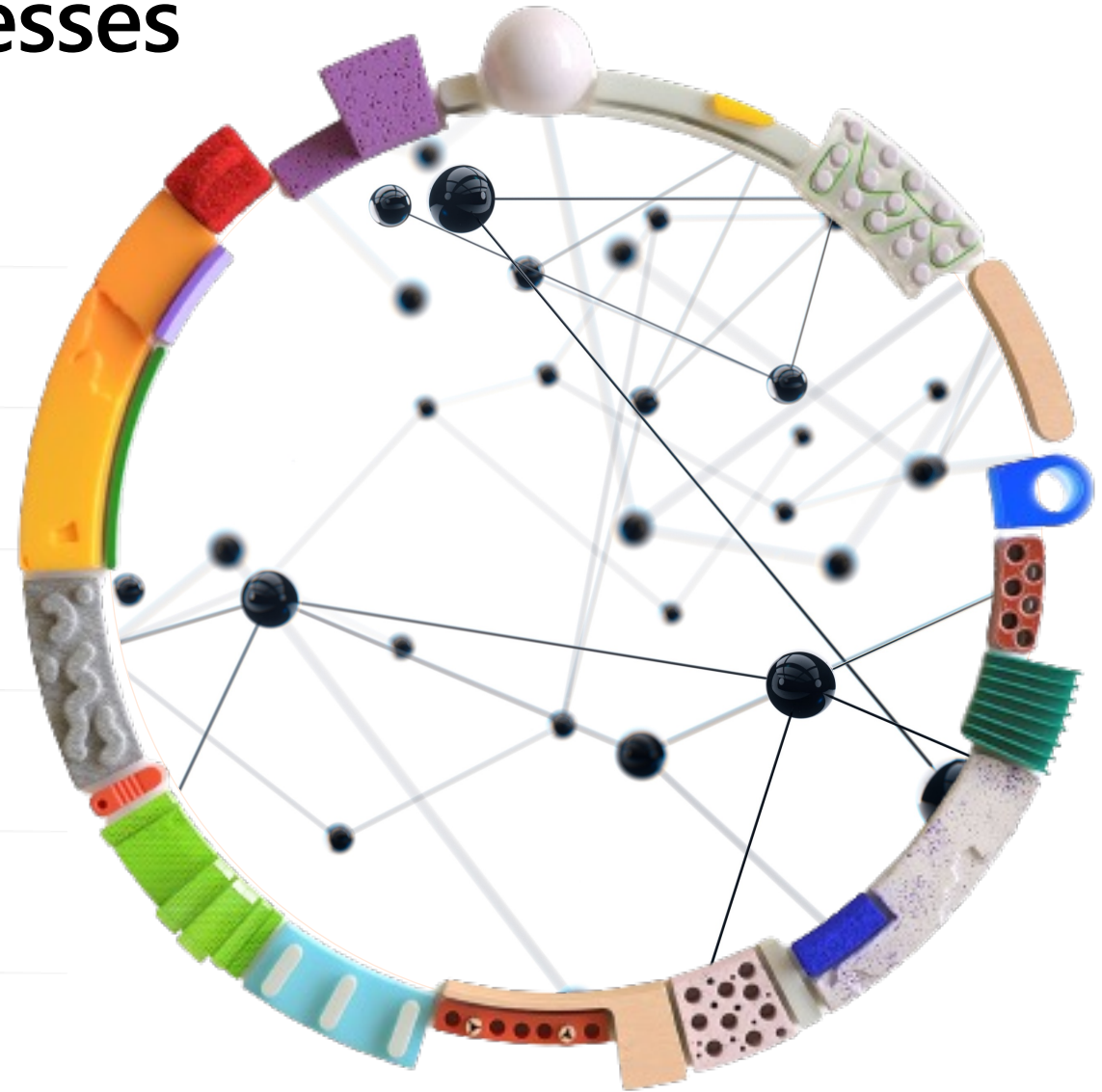
Standard infrastructure



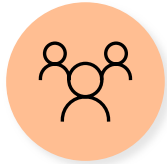
Branding and templates



Analytics



# Communicating at the right level



Targeted communications to any of the 75 communities in the Connected Communities program



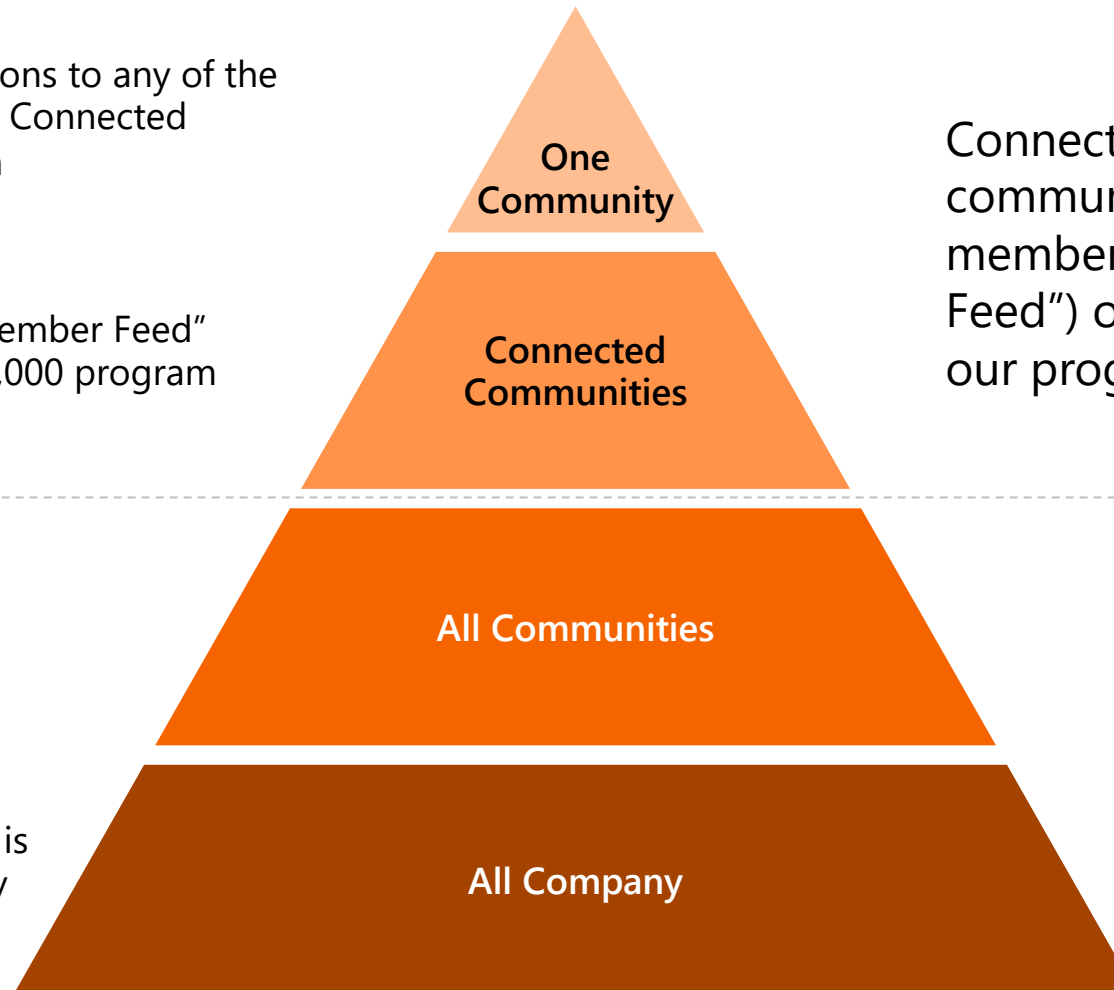
We maintain an "All Member Feed" community with all 60,000 program members



The set of every community created in Viva Engage

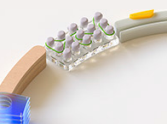


Everyone at Microsoft is part of this community by default

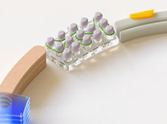
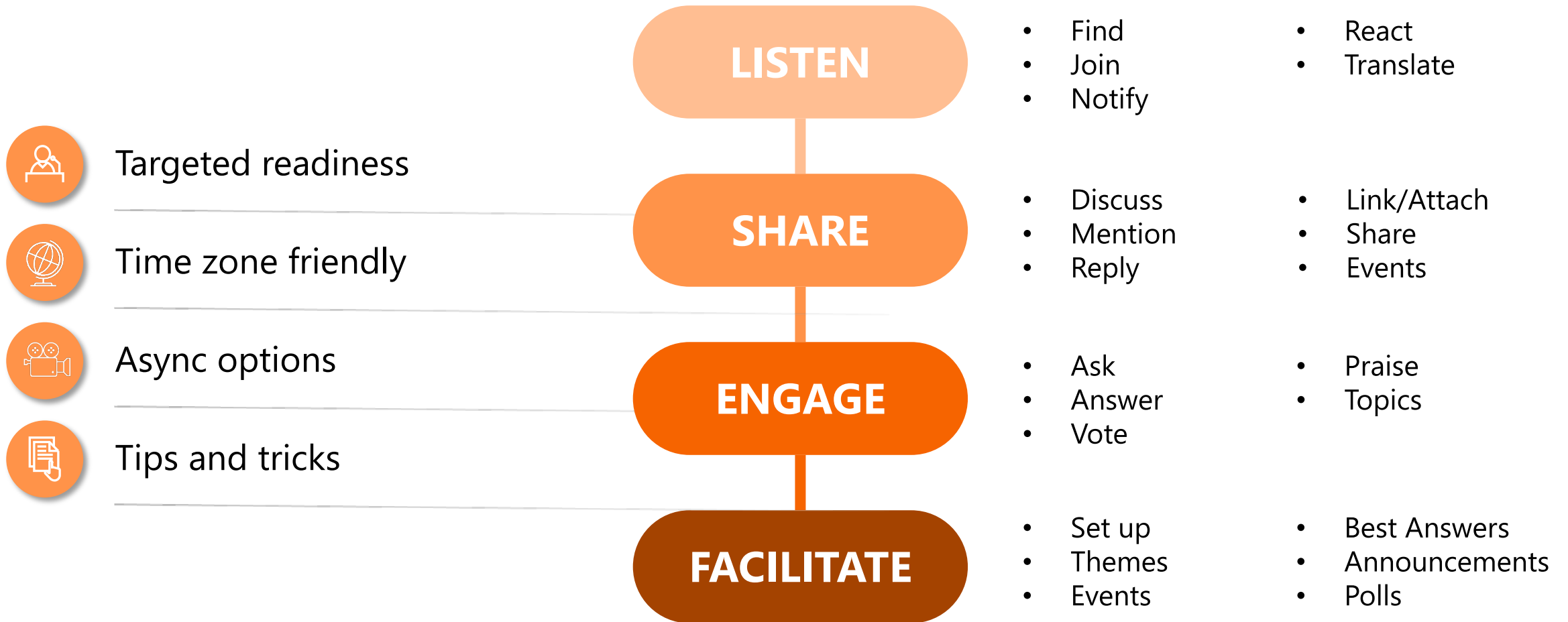


Connected Communities can target communications to all program members (through our "All Member Feed") or to individual communities in our program.

Many communities exist at Microsoft that are not part of the Connected Communities program.



# Example: "Get Engaged" with Connected Communities



*This was an amazing session! I have not used Yammer that much until now and I feel really excited to get more engaged.*

Surprisingly engaging and insightful and relevant

I'm inspired to both post some things that have been on my mind and also respond to folks after being in this session.

*Yammer had always been a mystery to me but these 3 sessions made it much more approachable and I'm setup to participate. That wouldn't have happened without these 3 sessions so I am very grateful, thank you :)*

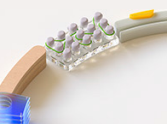
Good advice to make communities part of a regular routine.

*Fascinating session! Also able to implement, as we went along and deepen my knowledge/use of the topic.*

We need to evangelize this much more.

*Knowledge shared is useful well beyond the Connected Communities circle... Thanks!*

Great learnings on how to better leverage the CC's !!



# New experiences that empower our people

## Answers

What is a Connected Community? Collapse 30/150

Add more details (optional)

**Top related questions** Hide

- What is Connected Communities? ✓ Best answer →
- How do I join a Connected Community? ✓ Best answer →
- What's the difference between an Engage community and a Connected community? ✓ Best answer →
- Microsoft Graph Field Community Call - October 2023 0 answers →
- Widgets on iOS for Microsoft 365 Apps 0 answers →

[View all results](#)

Add people

Add topics (Pick at least one)

## Articles

Posted in Education Connected Community Seen by 518



### Spooky Manor: A Python Adventure Game for Halloween

Spooky Manor is a great way to introduce students (and families) to Python programming through a text-based adventure game. This interactive tutorial is aligned for beginners and intermediate learners but can be adapted to different levels of difficulty. Using Visual Studio Code for Education, there's nothing to download, setup or configure - just provide a link to your students and they're ready to code!

In Spooky Manor, students will explore an old house that is full of surprises and mysteries. They will have to use their Python skills to solve puzzles, rescue their friends who have disappeared, and escape from the house before dawn. Learners will learn about Python fundamentals as they explore the multiple secrets and endings, so your students can replay it and try different choices. The game is especially fun to play on this upcoming Halloween, as it has a spooky and humorous theme that will keep your students (or children) engaged, motivated, and interested in learning more about Python.

To get started exploring Spooky Manor, visit <https://aka.ms/spooky-manor>.

- Learn more about the lesson at <https://aka.ms/spooky-manor/about>
- Learn more about Visual Studio Code for Education and our Introduction to Python course at <https://aka.ms/vscedu>

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# Open Discussion





# Connected Communities