

Navigating the Learning Landscape: Microsoft's Works Councils Experience with Viva Learning

- **Considerations:** Below we provide more information about our own discussions with our works councils and the steps we took to address their feedback. Nothing here is meant to provide legal advice for your own deployment of Viva Learning. As always, you should carefully review your own deployment with appropriate stakeholders at your organization to ensure alignment with your workplace policies, practices, and procedures, as well as compliance with any legal requirements applicable to your organization.
- **Reviewed Topic:** We conducted an evaluation of Viva Learning's capability to enable employees to recommend learning content to their peers or direct reports.
- **Main Discussion Areas:** This feature raised concerns due to its inclusion of a Due Date and Progress field. While these fields are useful in certain contexts, they also blurred the line between mandatory and voluntary training, a distinction critical to maintain in any learning environment.
- **Addressing Works Councils Input:** The solution involved making these fields configurable. As a result, Microsoft employees no longer see Due Dates in their recommendations, and for content they've suggested, recipient status and progress remain hidden. However, the recipient can choose to mark the course "complete" manually, which makes the completion data available to admins through a download of the learner's completion records. This change was positively received by the Works Councils and brought clarity to employees. By allowing field configuration, we unequivocally established that recommendations are elective learning, maintaining the crucial distinction between mandatory and voluntary training.

- **Additional resources:**

- [Overview of Microsoft Viva Learning | Microsoft Learn](#)
- [Manage content sources for Viva Learning | Microsoft Learn](#)
- [Take action on assigned and recommended content in Viva Learning - Microsoft Support](#)
- [Download Learner Completion Records | Microsoft Learn](#)
- [Recommend and manage content in Viva Learning - Microsoft Support](#)
- [Viva la Vida! Work life is better at Microsoft with Viva](#)