Living your culture in a crisis

Microsoft and COVID-19
Purpose and culture endure...

Strategy will change
Purpose and culture endure...

Circumstances will change
Purpose and culture endure...

A crisis will define you
We’ve been on a culture journey

Our mission
Empower every person and every organization on the planet to achieve more
Our culture

Growth mindset
- Customer obsessed
- Diverse and inclusive
- One Microsoft
- Make a difference

Leadership principles
- Create clarity
- Generate energy
- Deliver success

Values
- Respect
- Integrity
- Accountability

Manager expectations
- Model
- Coach
- Care
Modernizing HR

1. More intentional about culture and people priorities
2. Using more data to drive insights and decision-making
3. Better at simplifying processes, standardizing, and delivering self-service
4. Enhancing and helping bolster employee skills
2/28
- Kurt DelBene updates employees on COVID. Shares non-essential travel limitations and points employees to Global Security Website
- SLT begin daily COVID meetings
- Colleen Daly begins daily reports to SLT

3/1
SLT begins external benchmarking & partnership w/ Challenge Seattle

3/4
- Employees in Puget Sound and Bay Area told to work from home when/if possible
- All interviews move virtual

2/29
Four cases of COVID-19 and one death in the Puget Sound

3/2
- Kurt DelBene emails employees; reaffirms guidance from WHO and CDC on travel
- SLT takes action to obtain equipment/resources on campus
- Data center capacity doubled across Europe and US

3/5
- Microsoft employees test positive, global email sent with new cleaning protocol
- Microsoft announces Teams and O365 available to every customer free

1/29
Enterprise Crisis Mgt Team activates, begins updating SLT on developments in GCR; Kurt DelBene appointed head of ECMT

1/31
- Virtual Interviews in GCR; Hong Kong CMT activate
- CDC Travel Alert moves to level 3

1/22
GCR Area Crisis Mgt Team activates

1/28
Pandemic Team activates

1/30
Colleen Daly connects with King County health

2/2
Kathleen Hogan emails all employees w/ COVID updates in GCR office
Leadership principles

Create clarity
Generate energy
Deliver success
Values
Respect
Integrity
Accountability

Guide to working from home

Set up your workspace
Stay connected to each other
Manage your time and well-being

 coastline.png

- Every day, people are making a lot of sacrifices, with kids at home and other struggles. If I'm going to be a leader for this program, I want to be there for my people' - Kris Valencia, director of catering services.

Navrina Singh
Co-founder Credo.AI @ AI Fund (We're Hiring !) | Ex-Microsoft, Qualcomm | You...
Manager expectations

Model

Coach

Care

From: Kathleen Hogan
Sent: Monday, April 13, 2020 7:47 PM
To: All Managers
Subject: Manager Guidance Update on COVID-19 04.13.20

Managers,

On behalf of the SIT, I want to reach out and express our continued gratitude as you lead your teams through this uncertain time. Many of you have reached out to me and other SIT members with input, provided feedback via AdPulse, as well as through the Daily Pulse survey, which we have updated with more questions for managers. Thank you for continuing to let us know how you're doing and what more we can be doing to help you and your teams amidst this pandemic. Please continue to do so. We want to help.

We also want to thank you for continuing to model, coach, and care during these difficult times. We know you are committed, working incredibly hard, showing ingenuity, and facing constraints, challenges, and in some cases heartache. This is hard and we understand that your ability to be the best manager you can be will ebb and flow depending on the day. We get it, and we empathize. Even as I share the guidance below, I am asking myself where I am doing what I say, and where I can do better. And so acknowledging that reality, based on input from you and employees, here are the areas that I would ask all of us as managers to focus on:

Schedule and honor 1:1 conversations:
While we all grow more accustomed to working from home, many employees have expressed feelings of isolation, anxiety, and being overwhelmed. Some have increased workloads, some have children at home who need support with online learning or care, and some are struggling with stricter in-place mandates that restrict access to the outdoors, physical activity, loved ones, and social events. Not to mention...
Our culture

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- One Microsoft
- Making a difference
Welcome 2020 Microsoft interns – announcing our virtual intern program

April 6, 2020 | Kathleen Hogan – Executive Vice President and Chief People Officer

At Microsoft, we’re embracing the “new normal” for how we work and live as the world comes together to fight the COVID-19 pandemic. The health and safety of our employees, interns, and their families is our highest priority, which means shifting in-person experiences online and working together to find creative solutions to new challenges.

Microsoft Store employees are training schools, businesses in remote working.
By Kim Lyons | April 15

Microsoft Store Locations Temporarily Closing Due to COVID-19

Published on March 16, 2020

David Porter
Corporate Vice President, Microsoft Store

As we continue to partner with public health officials, our team and our customers, it is apparent how COVID-19 will touch each of us and our communities.

We’ve been monitoring the situation carefully every day, increasing our safety procedures and protocols and reducing our operations to help limit the spread of the virus, while helping our valuable customers during this challenging time.

Transitioning to digital events

The Verge reports that an email to Microsoft MVPs explains the decision.

“In light of the challenges presented by COVID-19, Microsoft has been closely monitoring the developing global situation and re-assessing the overall company-wide in-person event strategy,” the email states. “As a company, Microsoft has made the decision to transition all external and internal events to a digital-first experience through July 2021.”

Global Support Welcome To Microsoft New Hire Orientation

In response to crisis / epidemic situations (i.e. coronavirus (COVID-19)), the following steps will help you set up your account, access Microsoft resources, and use VPN, Microsoft Teams, Live Events, and Engineering resources when you are not at a Microsoft location.
Our commitment to customers during COVID-19

By Jared Spataro, Corporate Vice President for Microsoft 365

Delivering information and eliminating bottlenecks with CDC’s COVID-19 assessment bot

Moving to a virtual classroom

Creating an online classroom is an important step in moving to a remote learning environment. Microsoft Teams for Education provides an online classroom so students and teachers can find new ways to continue to focus on learning — free for schools and universities.

LEARN MORE ABOUT VIRTUAL CLASSROOMS
Diverse and inclusive

Lead inclusive online meetings
As you move your meetings online, take these steps to make them productive and welcoming for everyone

Be present and respectful
Limit multitasking during meetings. Turning on your video can show that you are paying attention and allow you to focus on the person or people on your call. Blur your background to reduce distractions.

Pause for others to speak
It can be hard to find space to speak in a meeting, and even harder when everyone is virtual. Make sure there’s time and opportunity for all voices to be heard.

Monitor meeting chat
People may not feel comfortable breaking into the conversation or may be having technical difficulties. Check the Teams meeting chat often for comments.

#MicrosoftTogether | #MicrosoftLife
See how the people of Microsoft are making a difference, and share your story.
Responding to COVID-19 together

As the world responds to the outbreak of COVID-19, our thoughts are with the people affected and the medical professionals working around the clock to help those most in need. At Microsoft, we're working to do our part by ensuring the safety of our employees, striving to protect the health and well-being of the communities in which we operate, and providing technology, tips and resources to our customers to help them do their best work while remote.
Making a difference

As manufacturers work to accelerate the production of ventilators for the NHS, we’re supporting them with access to the latest technology, including mixed reality and collaboration tools.

Global companies come together to make ventilators for the NHS
news.microsoft.com

Partnering with researchers to accelerate work to find a cure

Partnering to map immune system response to COVID-19

Donating GitHub compute capacity to aid efforts to find a drug treatment

Supporting customers and organizations on the front line

Providing curated dashboards in our community COVID-19 Data Stories

Making it possible for the community to submit Power Apps and use our ...
Living your culture in a crisis

- Shared values define your priorities, choices, and actions
- Aligned leadership accelerates decision-making
- When decisions and actions reflect the culture, employees embrace them
- Focus on company purpose fuels leader and employee esprit-de-corps
- Communication creates shared understanding
- Managers are the front line for employee well-being
- Technology accelerates inclusion and collaboration
- A strong foundation of integrity and customer trust leads to welcomed support