



Says

What have we heard them say?  
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

Measure the  
inflow ,  
throughflow, and  
outflow of talent  
in organization

Sucession  
planning

Onboarding  
and  
Engagement

Improve the  
skills of the  
employees

One of the  
best ways to  
ensure  
organization  
has  
leadership

Competitive  
Future

Finding and  
hiring the  
right people

Increased  
Innovation

Defne  
Predictors of  
outstanding  
performance



Build a high  
performance  
workplace

People  
drives the  
success of  
organisation

Human  
Capital  
Management



Does

What behavior have we observed?  
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?