



3. TRIGGERS

TR

What triggers customers to act?

Inequality makes employee trigger and also the colleagues working with them, who are not fit for their role.

4. EMOTIONS: BEFORE / AFTER

EM

How do customers feel when they face a problem or a job and afterwards?

Employees feel insecure and not in the environment of working when they face a problem and afterwards if employee discusses with the organization i.e., HR, may solve the problem of the employee.

10. YOUR SOLUTION

SL

Solution to this problem is that, analyzing the workforce, building teams according to personalities, goal setting and engagement, learning and training metrics, hire and fire the right people and offer flexibility to the employees.

8. CHANNELS of BEHAVIOUR

CH

8.1 ONLINE

What kind of actions do customers take online?

Through online mode, an employee can mail to the HR about the problem he/she is facing in the organization.

8.2 OFFLINE

What kind of actions do customers take offline?

In offline mode, the employee can directly talk to the HR or the organization head about their problem and can be solved accordingly.