



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?

R Scorecard is a tool helps measure and improve the role of HR functions

it designed to measure and evalute success of talent management

it is strategic HR measurement system

HR Scorecard identifies baseline data and strategic goals

this perspective measure the satisfaction of internal and external customers of HR Service

this perspective focuses on financial impact of HR initiative



Persona’s name
Short summary of the persona

a scorecard helps keep the goals at the tracks progress and follows initiatives for monitoring action

HR Scorecard can come in handy for designing performance reports and dashboards, ensuring the focus remain on critical strategic issue

Having a scorecard takes the question workout of trying to understand everyone's responsibilities in the team and gets the entire department synced up under one structure

R Scorecard categories aren't static

many executives need to see the impact that HR has on the bottom line to be convinced that HR deserves to be a strategic partner.

morale and engagement are intangible and therefore difficult to measure.



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?

See an example