



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?



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?

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**Persona’s name**  
Short summary of the persona

The HR Scorecard is a strategic tool used by organization to measure and manage their human resources effectively.

The primary purpose of the HR activities with the overall business strategy and demonstrate the value of HR initiatives.

It outlines key performance indicators (KPIs) and metrics that HR professionals can use to measure success in talent management.

Tableau, a data visualization tool, is often used to creat visual representations of HR data.

The HR Scorecard emphasizes the importance of aligning HR goals and initiatives with the broader strategic goals of the organization.

The HR Scorecard may include metrics related to the recruitment and on boarding process, such as the quality of hours, cost per hire, and time - to-productivity for new employees.

Organization often compare their HR metrics to industry benchmark to assess their competitiveness and identify areas for improvement.

Effective communication of HR metrics and insights is essential.

The HR Scorecard provides a framework for presenting data to senior leadership and stakeholders.

The HR Scorecard encourages a cycle of continuous improvement by regularly measuring and evaluating HR performance and adjusting strategies accordingly.

It may also assess how well the organization is developing it's employees through training and development programs, measuring factors like skill acquisition and career progression.

A critical aspect is measuring employee satisfaction, engagement, and retention rates, as these factors directly impact an organization success.