

canvas

Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

Originally created by Dave Gray at

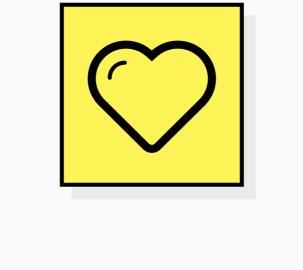


Share template feedback



Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.



WHO are we empathizing with?

Who is the person we want to understand? What is the situation they are in? What is their role in the situation?

the Hr scorecard for

Lots of companies search their empployees via internet

Others have praised

its ability to provide a view of HR performance

What are they hearing others say? What are they hearing from friends? What are they hearing from colleagues? What are they hearing second-hand?

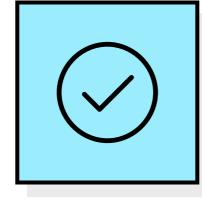
Find employees on the other countries is hard

What do they HEAR?

In the HR scorecard, diferent departments within HR work together to align their stategies anf

> organizations can socialize by promoting its benefits and sharing success stories with their employees

> > They can conduct training sessions to educate employees about the HR scorecard



What do they DO?

What do they do today? What behavior have we observed? What can we imagine them doing?

GOAL

What do they THINK and FEEL?

To predict the potential growwth of the organisation

(J.)

GAINS

What are their wants,

It becomes easier to

align HR goals and

strategies with the

overall tactics or

strategies of the

whole organization.

HR Scorecard

makes it easier

to communicate

the strategy.

needs, hopes, and dreams?

PAINS

What are their fears, frustrations, and anxieties?

> There are many HR Scorecard templates, it can be timeconsuming and tedious especially for first time users.

HR Scorecards usually require managers to report information, which can cause some resistance.

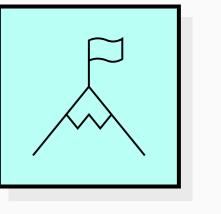
What other thoughts and feelings might influence their behavior?

To measure leading HR indicators of business performance

> Encouraging open discussions can help for the HR scorecard

What do they need to DO?

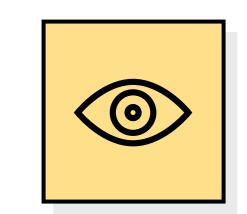
What do they need to do differently? What job(s) do they want or need to get done? What decision(s) do they need to make? How will we know they were successful?



It conduct workshops to educate employees

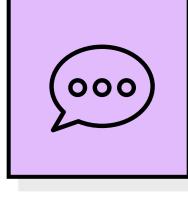
It is valuable for identifying areas of improvement to optimize work force management

Help to measure, manage and improve the role of the HR department



What do they SEE?

What do they see in the marketplace? What do they see in their immediate environment? What do they see others saying and doing? What are they watching and reading?



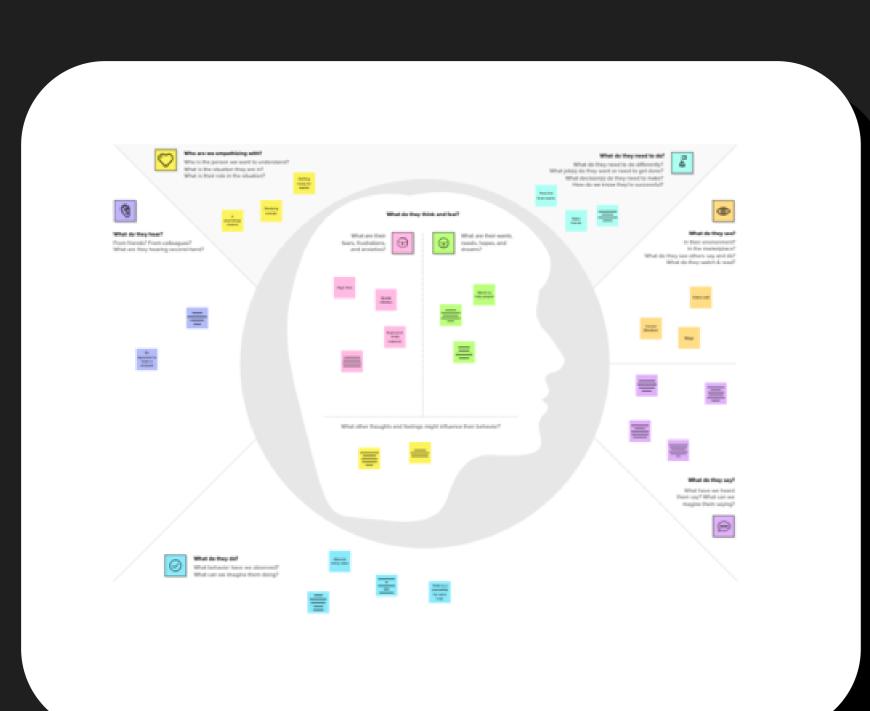
What do they SAY?

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

What is ambition of HR scorecard?

> Why do you thing HR scorecard in an important

A set of mechanisms designed to increase the probabiliy that people will behave in diferent ways



Need some inspiration? See a finished version of this template to kickstart your work.



