

## 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?



We want to make sure our efforts to manage talent are actually working.

I wish i could easily visualize and communicate the HR metrics to stakeholders.

" Are we making most of our Human Resources?"

If i can't explain the data well, it might be hard to convince others to support new ideas and projects.

" we are spending a lot in hiring, but are we picking the right people ?."



Miracle

Transforming Data into Decisive Talent insights for a Future Driven Workforce

"I need a tool that can help me to create a interactive HR dashboards."

Curiosity: to

discover the

insights and

management.

in Talent

determination to

spotlight HR's value





collects data:
gathers information
on employee
performance,
turnover
rates,training
participation.

Formats reports and presents findings.

Analyzes data, researches online for best practices in HR metrics and talent management

Frustation:
when data
collection and
analysis is time
consuming.

concern and anxious about accurately evaluating employee engagement and retention rates.



## Does

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





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

