



## Says

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

Identify  
business  
metrics and  
measures

Divide the  
teams on  
basis of  
talent skills

Focus on  
both  
strength and  
weakness

Seek  
opportunities  
for skill  
enhancement

Set strategic  
goals and  
allocate  
resources

Motivating  
by achieving  
team  
success



## Does

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

[See an example](#)

## Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?



A low turnover rate  
suggests that  
employees are  
satisfied and the  
organization is  
retaining its talent

Innovative  
ideas for the  
improvement  
of management

Need  
accurate  
data to make  
informed  
decisions

Experience  
sometime  
personally  
stands to win or  
lose something

Plan for the  
development  
and  
replacement

## Feels

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



The Tableau HR score card:  
Measuring success in  
Talent Management