



**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?

Taking the valuable projects for the company

Giving time limit to complete the project

Understand turnover rate for the project

Hire the well knowledged and experienced employees for the project

Raising the salary according to their project

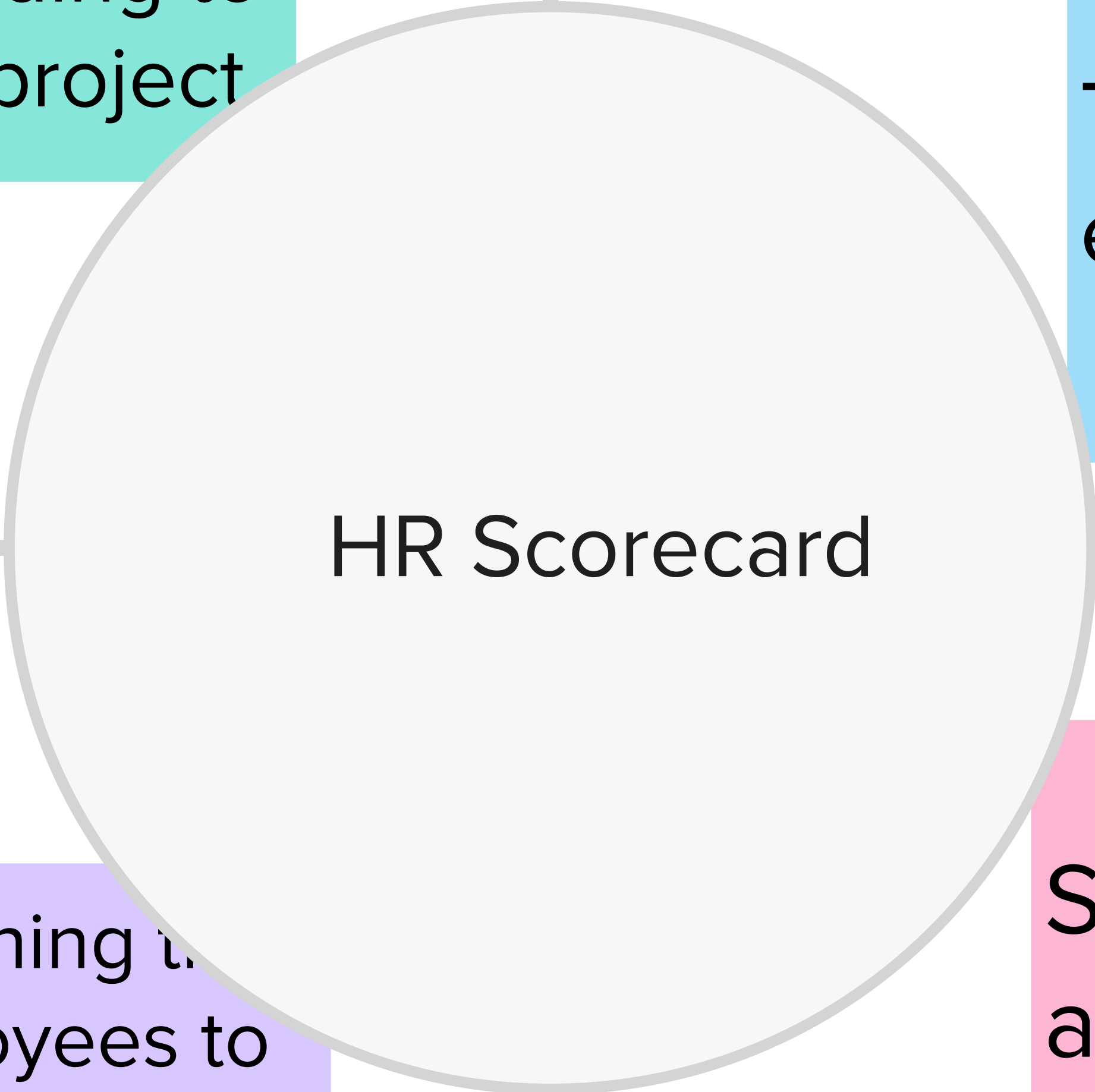
It is my duty to developing the company

Form the recruitment group

Retentioning the employees for long time

Training the employees

Developing the company with new ideas



HR Scorecard

Hire the employees by interview

Giving reward for the best performer of the project

Develop methods for trimming the costs associated with workforce management

Assigning the employees to research about the project

Crub excessive spending and save money in long run

Stressed about dead lines

Annoyed at employees

Need to organize my time better

Getting relazation after completing the project

Feeling happy after doing all the work



**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?