



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?

increase credit for peremployee

want anything different

help reeduce transfer rates

want to be able to work more rapidly

help to rate the business policy and whether the company is hiring the right people

measure employee dedication and saticfaction

improve performanece of the organisation

boost HR departments efficeency



give rese to new ideas and bussiness opportunities

get larger employee retension value

future proofing the company

saves work and shares with others

exhilarated

hopeful

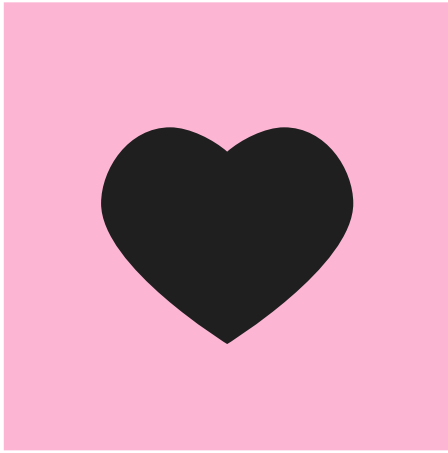
employing feedback for management

focused



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?