Project Report Template

1) INTRODUCTION

1.1 Overview

The Tableau HR Scorecard is a framework designed to measure and evaluate the success of talent management strategies within an organization. It provides a way for HR professionals and business leaders to track and analyze key performance indicators (KPIs) related to workforce planning, recruitment, retention, and development.

The HR Scorecard consists of four main perspectives:
1. Financial Perspective: This perspective focuses on the financial impact of HR initiatives, such as the cost of recruitment, training and development, compensation and benefits, and turnover.

2. Customer Perspective: This perspective measures the satisfaction of internal and external customers of HR services, including employees, managers, and job candidates. It includes KPIs such as employee engagement, manager satisfaction with HR support, and candidate experience.

3. Internal Process Perspective: This perspective assesses the effectiveness and efficiency of HR processes, such as recruiting, onboarding, performance management, and employee development. It includes KPIs such as time to fill vacancies, time to productivity for new hires, and training hours per employee.

4. Learning and Growth Perspective: This perspective evaluates the organization's investment in employee development and its ability to innovate and adapt to changing business needs. It includes KPIs such as employee skills and competencies, employee retention, and the percentage of employees who receive regular training and development.

1.2 Purpose
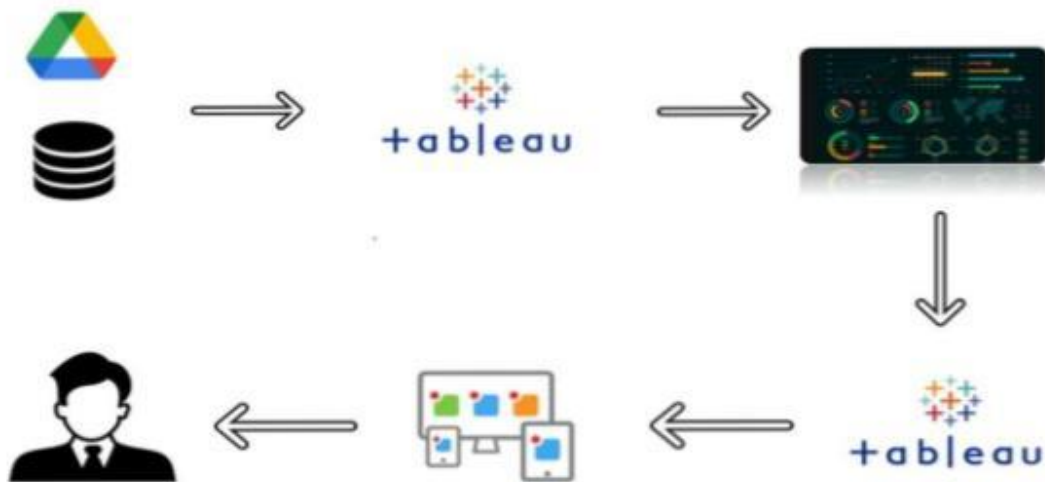
2) Problem Definition & Design Thinking

2.1 Empathy Map
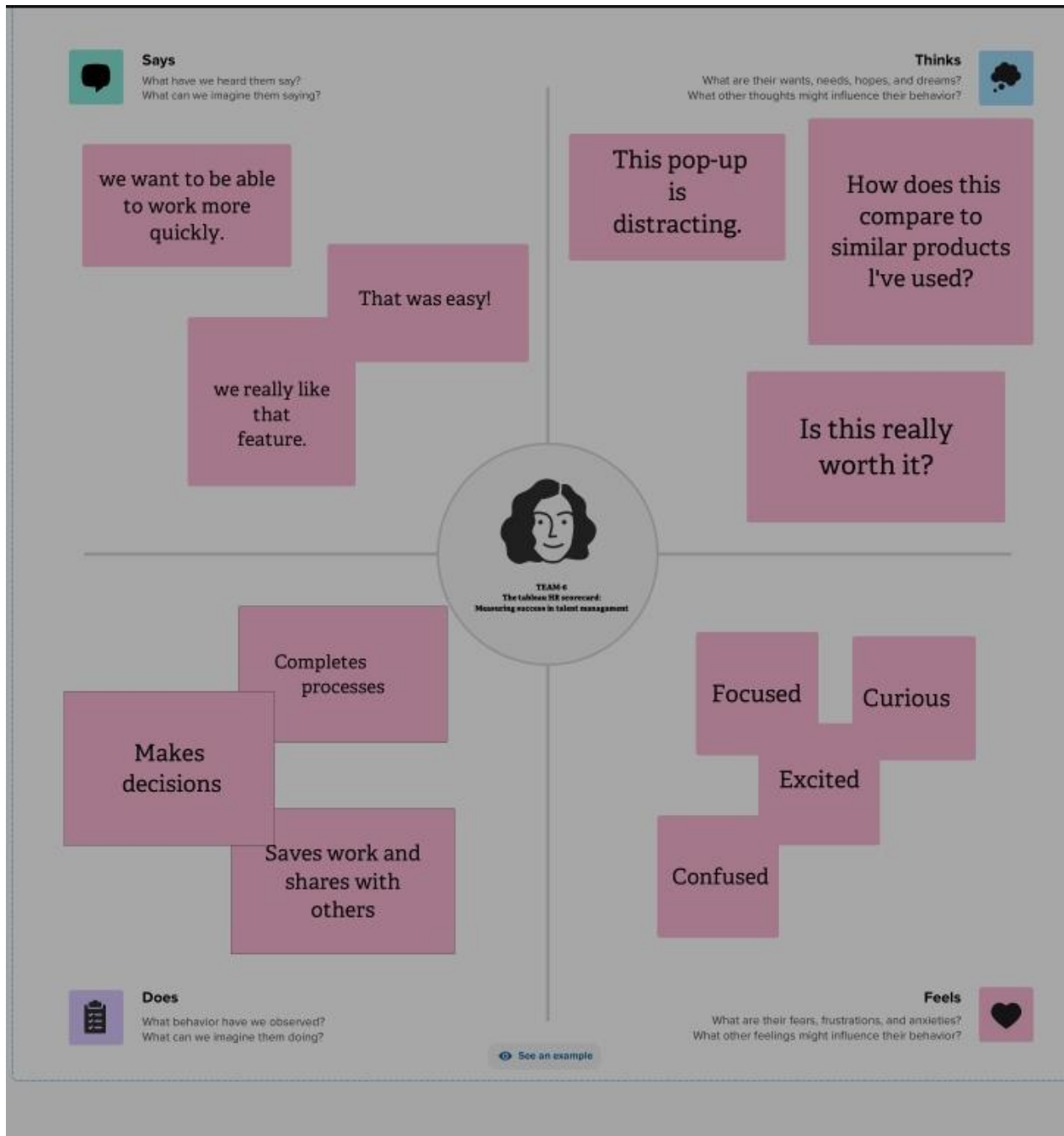
Certainly! When creating an empathy map focused on feelings, we aim to understand and capture the emotional experiences and reactions of the individuals involved. Here's how it might look for stakeholders in the context of the Tableau HR Scorecard for measuring success in talent management:

1. **Happiness**:

   When talent management efforts yield positive outcomes and contribute to organizational success.

   When their team members thrive, grow, and achieve their career goals.

   When recognized for their achievements and provided with growth opportunities.

2. **Challenges**:

   When struggling to gather and interpret relevant data for effective talent management decisions.

   When faced with talent-related issues and lack of insights to address them adequately.

   When feeling overlooked or undervalued despite putting in significant effort.

3. **Anxiety**:

   When unsure about the effectiveness of implemented talent management strategies.

   When uncertain about making the right decisions regarding talent allocation and development.

   When uncertain about their career growth within the organization.

4. **Contentment**:

   When seeing positive trends and improvements in talent retention, development, and satisfaction.

When their team members are content, engaged, and motivated, leading to better productivity.

When feeling content with their work, growth, and contributions being acknowledged.

Understanding these emotional aspects helps in tailoring the HR Scorecard and associated strategies to address and positively influence the feelings and experiences of all stakeholders involved in talent management.

2.2 Ideation & Brainstorming Map

1. **Key Metrics Visualization:*- Explore different visualizations for displaying key HR metrics like employee turnover, retention rates, and recruitment efficiency.

2. **Real-Time Dashboards:* - Discuss ways to create real-time dashboards that provide up-to-date HR insights for better decision-making.

3. **Employee Engagement Heatmap:*- Brainstorm on how to design a heatmap showing employee engagement levels across different departments or teams.

4. **Talent Development Radar Chart:**- Consider creating a radar chart to assess employee skills, potential, and development needs for talent management.

5. **Diversity and Inclusion Dashboard:** - Explore visual representations of diversity metrics and inclusion initiatives within the organization.

6. **Benchmarking Comparative Analysis:** - Discuss integrating features for comparing HR metrics with industry benchmarks and trends.

7. **Predictive Analytics Integration:** - Brainstorm on how predictive analytics can be incorporated to forecast HR trends and help in proactive decision-making.

8. **Training and Development Funnel:** - Explore a funnel visualization to track and optimize the progression of employees through training and development programs.

9. **Cost of Employee Turnover Analysis:** - Discuss ways to visualize the cost associated with employee turnover and strategies to minimize it.

Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- **10 minutes** to prepare
- **1 hour** to collaborate
- **2-8 people** recommended

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

⏱ 10 minutes

Team gathering
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

Set the goal
Think about the problem you'll be focusing on solving in the brainstorming session.

Learn how to use the facilitation tools
Use the Facilitation Superpowers to run a happy and productive session.

Open article →

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

⏱ 5 minutes

PROBLEM

Though talent management is considered as an important aspect in contemporary organization, there is a misconstrued notion between its founding human resources management. Lack of proper understanding not only make its usefulness vague but of less important than not beneficial.

Key rules of brainstorming
To run an smooth and productive session

- Stay in topic.
- Encourage wild ideas.
- Defer judgment.
- Listen to others.
- Go for volume.
- If possible, be visual.

7

Brainstorm

Write down any ideas that come to mind
that address your problem statement.

🕐 10 minutes

TIP
You can select a sticky note
and hit the pencil (switch to
sketch) icon to start drawing!

Person 1

HR scorecard is a
framework used to
measure success in
talent management
by employing key
performance
indicators
(KPIs) and metrics.

Use Tableau or similar
tools to create
visualizations that display
your KPIs. Dashboards
could include graphs,
charts, and tables to
present data in an easy-to-
understand format.

Establish realistic
and measurable
targets for each
KPI. These targets
should reflect your
organization's goals
and benchmarks

Person 2

It aims to evaluate various
aspects of talent
management, such as
recruitment, employee
development, retention, and
overall
organizational effectiveness.

Determine how you will
gather the required data.
This could involve
integrating HRIS (Human
Resources Information
System) data, conducting
employee surveys, or
analyzing performance
reviews.

As you gather more
data and gain
experience, refine
your KPIs and
targets. The HR
scorecard is a
dynamic tool that
evolves over time.

Person 3

Incorporate feedback
from managers,
employees, and other
stakeholders to
improve the relevance
and effectiveness of
your HR scorecard.

By tracking these
metrics, organizations
can gain insights into
their talent strategies
and make data-driven
decisions to optimize
their workforce
management practices.

Regularly analyze the data
to gain insights into your
talent management efforts.
If KPIs are not meeting
targets, take corrective
actions and adjust your
talent management
strategies accordingly.

Person 4

Share the HR scorecard
findings with relevant
stakeholders, such as HR
teams, managers, and
executives. Clear
communication ensures
everyone is aligned and
aware of progress.

Continuously track and
monitor your selected
KPIs. Regularly
updating your HR
scorecard helps in
identifying trends,
issues, or areas that
need improvement.

Clearly define the
objectives of your talent
management strategy,
such as attracting top
talent, improving
employee performance,
or reducing turnover.

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

⏱ 20 minutes

> TIP
>
> Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

HR scorecard could include metrics like employee retention rates, time-to-fill positions, training and development participation, diversity ratios, and performance appraisal results to measure success in talent management.

Determine how you will gather the required data. This could involve integrating HRIS (Human Resources Information System) data, conducting employee surveys, or analyzing performance reviews.

Regularly analyze the data to gain insights into your talent management efforts. If KPIs are not meeting targets, take corrective actions and adjust your talent management strategies accordingly.
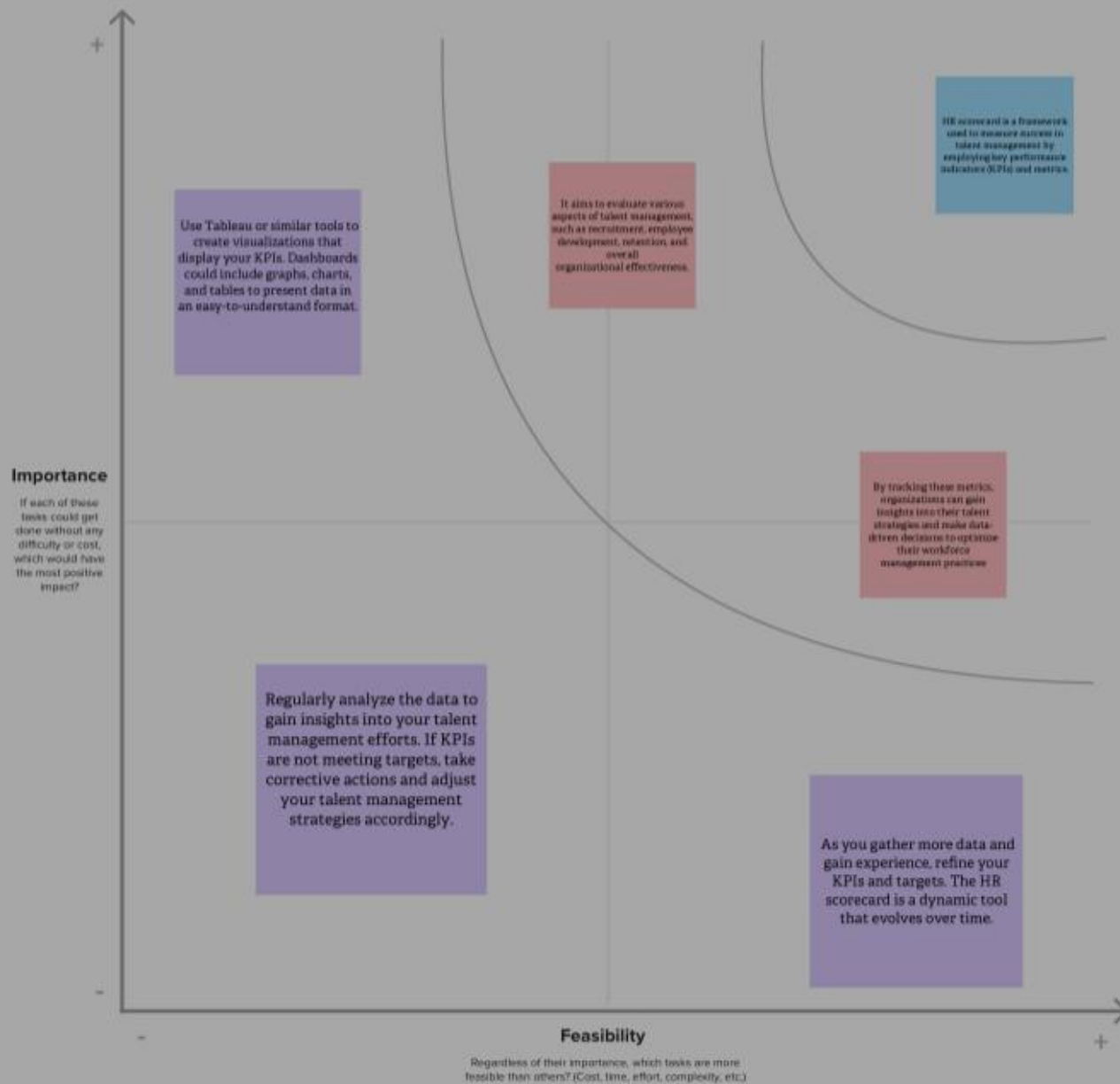
④

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.
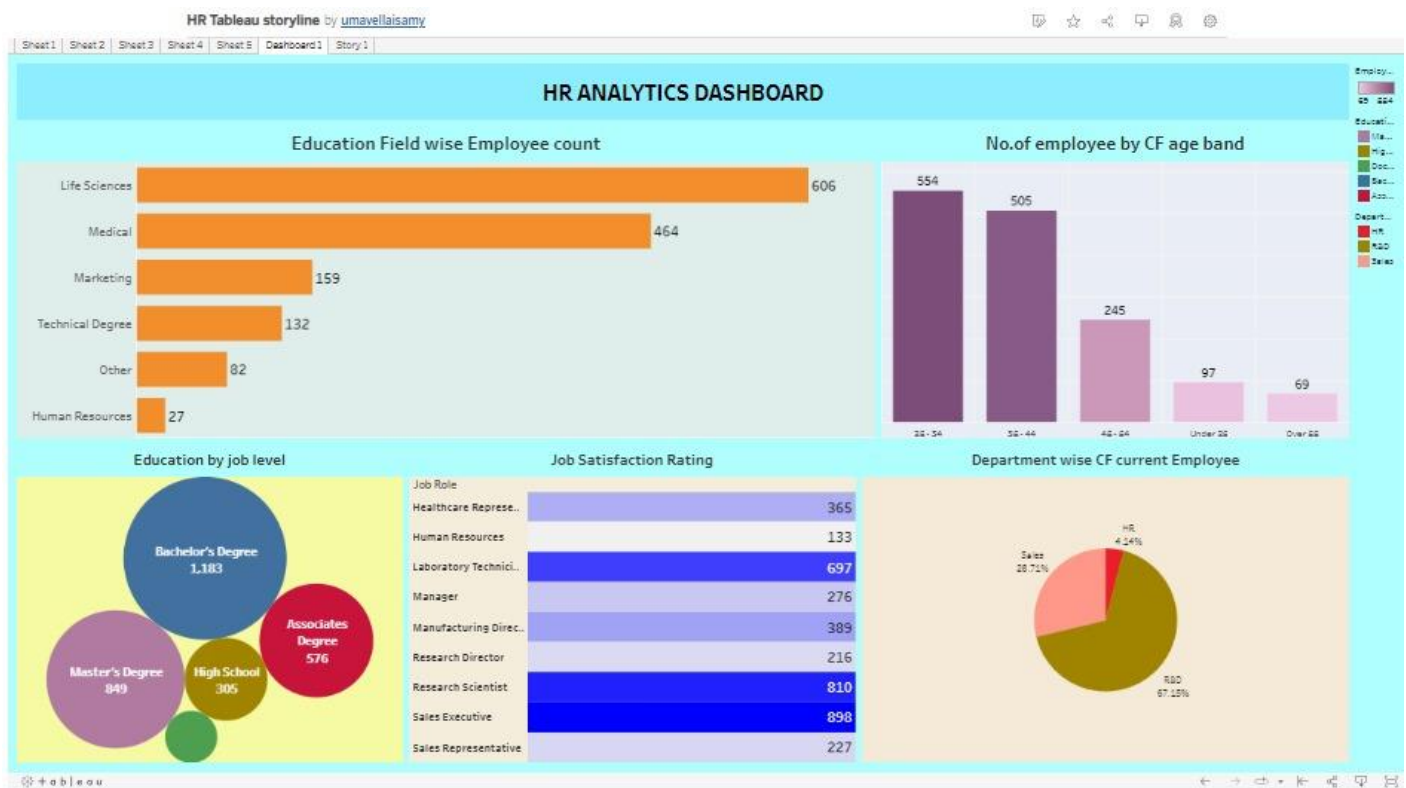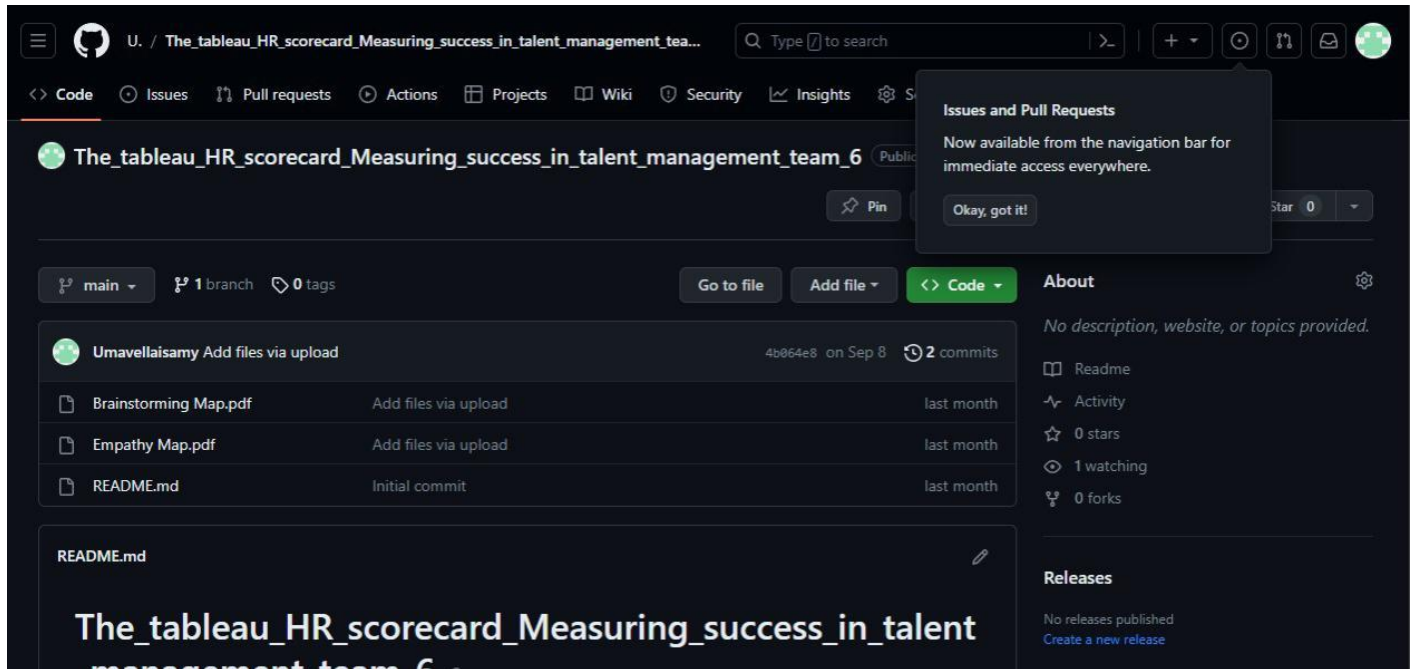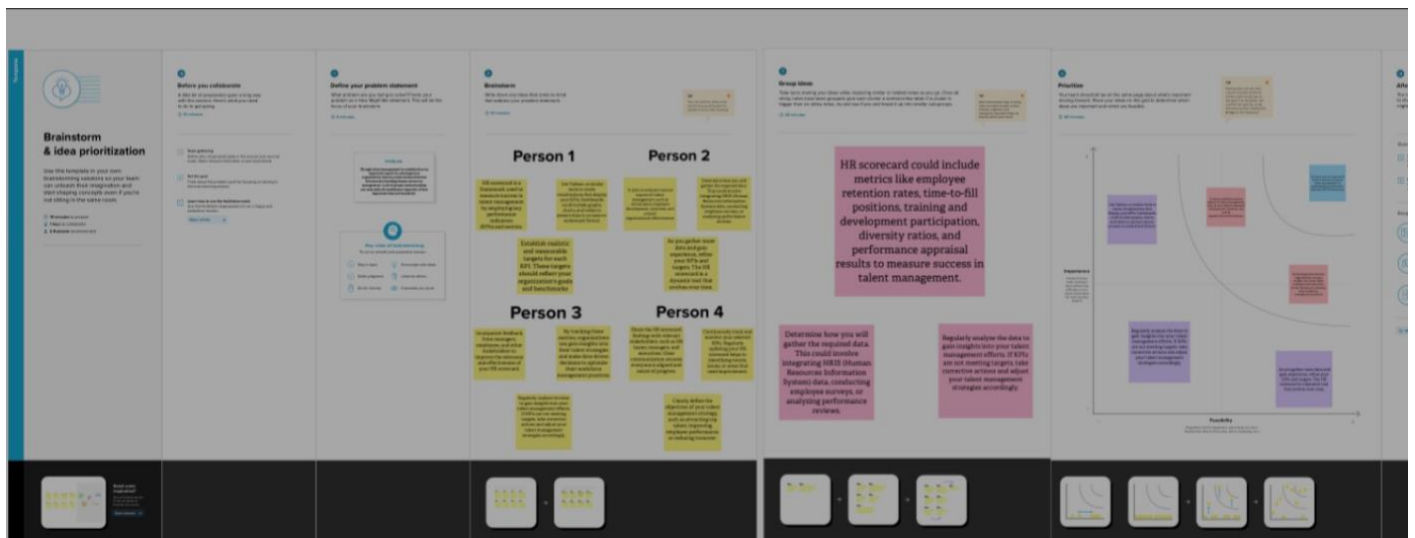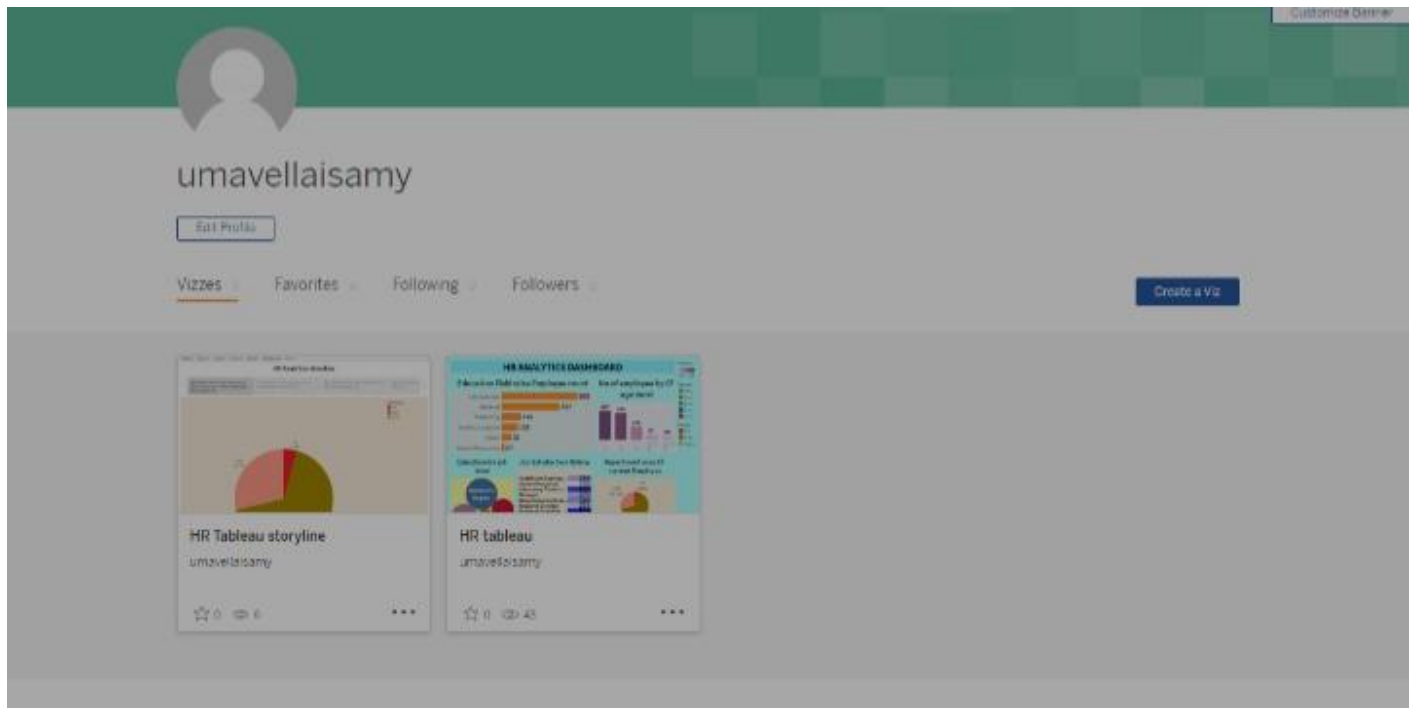
🕐 20 minutes

Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

HR scorecard is a framework used to measure success in talent management by employing key performance indicators (KPIs) and metrics.

Use Tableau or similar tools to create visualizations that display your KPIs. Dashboards could include graphs, charts, and tables to present data in an easy-to-understand format.

It aims to evaluate various aspects of talent management, such as recruitment, employee development, retention, and overall organizational effectiveness.

By tracking these metrics, organizations can gain insights into their talent strategies and make data-driven decisions to optimize their workforce management practices

Regularly analyze the data to gain insights into your talent management efforts. If KPIs are not meeting targets, take corrective actions and adjust your talent management strategies accordingly.

As you gather more data and gain experience, refine your KPIs and targets. The HR scorecard is a dynamic tool that evolves over time.

Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)

3) RESULT

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 be able to work more quickly.

That was easy!

we really like that feature.

This pop-up is distracting.

How does this compare to similar products I've used?

Is this really worth it?

TEAM 6
The tableau HR scorecard:
Measuring success in talent management

Completes processes

Makes decisions

Saves work and shares with others

Focused

Curious

Excited

Confused

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?

See an example

4) ADVANTAGES & DISADVANTAGES

4.2 Advantages:

1. **Data Visualization**: Tableau's powerful visualization capabilities enable HR professionals to represent complex HR data in easy-to-understand charts and graphs, enhancing data interpretation and communication.

2. **Real-Time Monitoring**: Tableau allows real-time tracking and monitoring of key HR metrics, enabling timely decision-making and proactive adjustments to talent management strategies.

3. **Customization and Flexibility**: HR teams can tailor Tableau dashboards to their specific needs, making it flexible and adaptable to changing organizational goals, objectives, and metrics.

4. **Integration and Data Connectivity**: Tableau can integrate with various HR systems, databases, and spreadsheets, consolidating diverse data sources into a single platform for comprehensive analysis and insights

5. **Informed Decision-Making**: By presenting HR data in an insightful manner, Tableau empowers HR professionals to make data-driven decisions and develop informed strategies for talent recruitment, retention, and development.

6. **Identifying Trends and Patterns**: The platform's analytics capabilities allow HR to identify trends, patterns, and correlations within talent-related data, helping in predictive modeling and proactive talent planning.

7. **Enhanced Reporting**: Tableau offers robust reporting capabilities that streamline the reporting process, making it easier to share HR performance insights with stakeholders, executives, and teams.

8. **Efficiency and Productivity**: Streamlined data analysis through Tableau can lead to increased efficiency and productivity within the HR department, saving time and resources in data processing and reporting.

9. **Performance Monitoring**: HR Scorecards in Tableau enable ongoing tracking of employee performance metrics, helping to assess progress toward performance goals and KPIs.

10. **Scalability**: Tableau can scale with the growth of an organization, accommodating increasing data volumes and evolving talent management needs.

4.2 Disadvantages:

1.**Costs and Licensing**: Tableau can be expensive to implement and maintain, especially for smaller organizations or businesses with limited budgets. Licensing fees and ongoing costs for updates and support can add up.

2. **Learning Curve**: Learning to use Tableau effectively requires time and training. HR professionals may need to invest significant effort to master the platform and its features, delaying its implementation.

3. **Data Integration Challenges**: Integrating data from various HR systems and databases into Tableau can be complex, particularly if the existing data sources have different formats, structures, or quality standards.

4. **Data Security and Privacy Concerns**: Storing sensitive HR data in Tableau raises security and privacy concerns. Ensuring compliance with data protection regulations and safeguarding confidential employee information is crucial but can be challenging.

5. **Dependency on IT Support**: Creating and maintaining Tableau dashboards may require IT expertise, creating a dependency on IT professionals for ongoing support and customization.

6. **Limited Accessibility for Non-Technical Users**: Tableau may pose challenges for non-technical HR staff in terms of understanding and utilizing the tool effectively, limiting its accessibility and adoption across the HR department.

7. **Scalability Issues for Large Organizations**: Large organizations with vast amounts of HR data may face scalability issues as Tableau's performance may degrade with a massive influx of data, affecting responsiveness and usability.

8. **Potential Overemphasis on Metrics**: Depending too heavily on metrics and visualizations may overlook qualitative aspects of talent management, such as employee engagement, creativity, or cultural fit, which are essential but challenging to measure quantitatively.

9. **Maintenance and Updates**: Ongoing maintenance, updates, and troubleshooting of Tableau can require dedicated resources and time, impacting HR's focus on other critical responsibilities.

10. **Customization Complexity**: While Tableau offers customization options, complex customizations may require advanced skills, making it difficult for organizations to tailor the tool to their specific needs without significant investment.

5) APPLICATIONS

1. **Recruitment Analysis**: Tracking and analyzing recruitment metrics, such as time-to-hire, cost-per-hire, and source effectiveness, to optimize recruitment strategies and processes.

2. **Employee Performance Monitoring**: Creating dashboards to monitor employee performance metrics, set goals, track progress, and provide timely feedback for performance improvement.

3. **Training and Development Assessment**: Evaluating the effectiveness of training programs by visualizing training participation, skills development, and learning outcomes, aiding in targeted training initiatives.

4. **Retention Analysis**: Analyzing turnover rates, identifying reasons for attrition, and developing retention strategies based on insights gained from the data.

5. **Diversity and Inclusion Tracking**: Monitoring diversity metrics and inclusion initiatives to ensure a diverse workforce and an inclusive work environment.

6. **Succession Planning**: Visualizing employee skills, competencies, and career aspirations to facilitate succession planning and talent pipeline development within the organization.

7. **Employee Engagement Measurement**: Building dashboards to assess employee engagement levels, satisfaction, feedback, and sentiment analysis to enhance employee engagement initiatives.

8. **Compensation and Benefits Analysis**: Analyzing compensation and benefits data to ensure fairness, competitiveness, and alignment with industry standards, helping in strategic decision-making.

9. **Workforce Planning and Optimization**: Utilizing Tableau to forecast workforce needs, identify skill gaps, and optimize workforce planning based on business goals and strategies.

10. **HR Strategy Alignment**: Aligning HR strategies with organizational goals by visualizing HR metrics in relation to broader business objectives, facilitating strategic decision-making.

11. **Compliance and Policy Monitoring**: Monitoring compliance with HR policies, regulatory requirements, and legal obligations by visualizing relevant data and ensuring adherence.

12. **Employee Well-being and Satisfaction**: Creating dashboards to track employee well-being, satisfaction, work-life balance, and overall wellness initiatives within the organization.

6) CONCLUSION

In conclusion, the Tableau HR Scorecard emerges as a powerful tool in the realm of talent management, offering a comprehensive approach to measure success. Its strengths lie in advanced data visualization, real-time monitoring, customization, and seamless integration, facilitating informed decision-making and strategic alignment. However, challenges such as implementation costs, a learning curve, and potential data complexities need consideration. Caution is warranted to prevent an overemphasis on quantitative metrics, potentially overshadowing qualitative aspects.

7) FUTURE SCOPE

a. Integration of predictive modeling and machine learning to forecast employee attrition, identify potential talent gaps, and anticipate workforce needs.

b. Incorporating NLP to extract insights from employee feedback, performance reviews, and communication channels to gauge employee sentiment and engagement.

c. Enabling real-time data integration and updates to ensure HR professionals have the most current and accurate information for decision-making.

d. Implementing AI algorithms to generate actionable insights from HR data, providing recommendations for talent management, training programs, or employee engagement strategies.

e. Improving visualization capabilities for HR metrics, allowing for interactive and customizable dashboards that enable deeper exploration of HR data.

f. Strengthening security measures to protect sensitive HR data and ensure compliance with privacy regulations.

g. Seamless integration with existing HR management systems, applicant tracking systems, and other HR tools for a comprehensive and centralized view of HR metrics and analytics.

h. Developing a mobile-friendly interface for on-the-go access to HR Scorecard insights, enabling HR professionals to stay informed and make decisions from anywhere.

i. Incorporating features to compare HR metrics and performance against industry benchmarks, helping organizations assess their standing and competitiveness in the market.

j. Integrating employee self-service features within the scorecard, allowing employees to access relevant HR information and track their own performance and development.

8) APPENDIX

8.1 References:

- https://public.tableau.com/app/profile/aparna.sivam/vizzes

- https://github.com/Umavellaisamy/The_tableau_HR_scorecard_Measuring_success_in_talent_management_team_6