



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?



Persona's name
Short summary of the persona



Feels

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



Does

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

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 Tableau HR Scorecard is a framework designed to measure and evaluate the success of talent management strategies within an organization.

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.

Customer Perspective: This perspective measures the satisfaction of internal and external customers of HR services, including employees, managers, and job candidates

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.

It includes KPIs such as employee engagement, manager satisfaction with HR support, and candidate experience.