



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 needs to
International
Business
Process
Perspective.

I desire for
Financial
Perspective.

I want to
have
Customer
Perspective.

Thinks that
Internal
Business.

Thinks often
Financial.

Thinks about
Customer.



VIJAYALAKSHMI.M

*The Tableau HR
Scorecard:*
Measuring Success in
Talent Management

To satisfy our
Shareholders
and
Customers.

To succed
financially.

To acheive
our vision.

Feels key
measures
seen by
customers.

Feels
measures of
process
efficiency and
effectiveness.

Feels Bottom-
lines
measures
such as costs
or revenues.



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?