



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?

Feedback on
Training and
Development
program

Opinions on
the value of
ongoing
learning within
the company

Clear
Communication
about Career
paths and growth
Opportunities

Expression of
Satisfaction or
Frustration with
performance
evaluation

Assumptions
about the
fairness of
Promotion
processes

Recognises
the
importance of
growth and
development



Personnel

Actively
participates in
Training
sessions and
Workshops

Aware of
Personal
strength and
Weakness

Focussed on
personal and
Professional
Growth

Excitement
about the
Potential for
career
advancement

Seeks
additional
responsibilities
and project to
enhance skills

Confidence is
the
Organization's
support for skill
enhancement



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?