



**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?

The process by which employees are actively involved in the decision making of an organization or business

Promote a Positive work environment by Fostering collaboration, and employee engagement.

Managing and using people effectively.



**Employee's**

Employee opinion about their HR

Employees want to be respected by their HR.

Some employees may view HR positively as a resource for support Conflict resolution, and benefits administration

Employees' opinion HR can vary widely depending on their experience and the specific HR department's effectiveness.

Business owners compensate employees for their work to grow and maintain their business.

someone that another person or company hires to perform a service.

The process of employees begins actively involved in the decision making of an organisation or business

That will help us reach our strategic Hr goals

Trust in HR's confidentiality when discussing personal or sensitive matters

Appreciation for HR's support in resolving workplace issues.



**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?