



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 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.

Financial 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 measures the satisfaction of internal and external customers of HR services, including employees, managers, and job candidates.

It is vital to understand how effective this function is in executing tasks.

It gives management insights into the HR department's success or failures.

Internal process perspective assesses the effectiveness and efficiency of HR processes, such as recruiting, onboarding, performance management, and employee development.

Learning and Growth perspective evaluates the organization's investment in employee development and its ability to innovate and adapt to changing business needs.



HR Customer

It becomes easier to align HR goals and strategies of the overall tactics or strategies of the whole organization.

It can come in handy for designing performance reports and dashboards, ensuring the focus remains on critical strategic issues and helping the HR department monitor the execution of its plan.

The measuring intangibles is difficult, if not impossible, without imparting a degree of subjectivity on the part of HR staff.

Employees have been known to fudge on exit interviews and workplace surveys, which results in inaccurate HR scorecards that propose measurements of employee sentiment.

Having a scorecard takes the guesswork out of trying to understand everyone's responsibilities in the team and gets the entire department synced up under one structure.

It helps keep the goals at the center, uses specific parameters to track progress, and follows initiatives for monitoring actions.

HR practitioners who fully understand the implications of workplace metrics should interpret HR scorcard results.

Their usefulness can be limited by both HR staff and the company's leadership. Ideally, an HR scorecard doesn't just contain metrics related to HR functionality and the linkages between HR, the workforce and the organization's business goals.



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?