



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?

Role
design

Think
about
success
planning

Think
about job
rotation

Talent
education and
development

personnel
preservation
program

search for,
attraction,recruirtment.



SUCCESS ANALYSIS

Fulfilling
performance
management

Total reward

Skill group
analysis

Done
competencies

Done
internal
talent
assessment

Done
performance
appraisal



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?