



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?



Financial Perspective:  
Cost of  
recuirment, training  
and development,  
compensation and  
benefits and turnover.

Learing and Growth  
perspective:  
Organization's  
investment in employee  
development and its  
ability to innovate and  
adapt to changing  
business needs.

Internal process  
perspective: Time  
to fill vacancies,  
time to productivity  
for new hires and  
training hours per  
employee.

We have many  
branches all  
over india.

Giving support  
for employee's  
kids education.

Maternity  
leave will be  
given for all  
women  
employee.

Giving hike  
for a  
period of  
time.

Transportation  
facilities and  
food facilities.

Oppertunities  
for abroad  
country for  
innovative their  
knowledge.

Giving salary  
satisfaction and  
all facilities  
given for their  
employees.

Employees expect  
to be treated with  
respect, to be paid  
based on their  
performance.

Job security and  
to have  
opportunities to  
use their skills  
and abilities in  
their work.



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?