THE TABLEAU HR SCORE CARD :
MEASURING SUCCESS IN TALENT

SUBMITTED BY

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OVERVIEW:

❖ The tableau HR scorecard is a framework designed to measure and evaluate the success of talent management strategies within an organizations.

❖ HR Scorecards emerge out of the "balanced scorecard" theory founded by management consultant Arthur M.Schneiderman. Schneiderman originated the balanced scorecard out of a work assignment to connect the dots between his employers quality improvement and strategic goals.
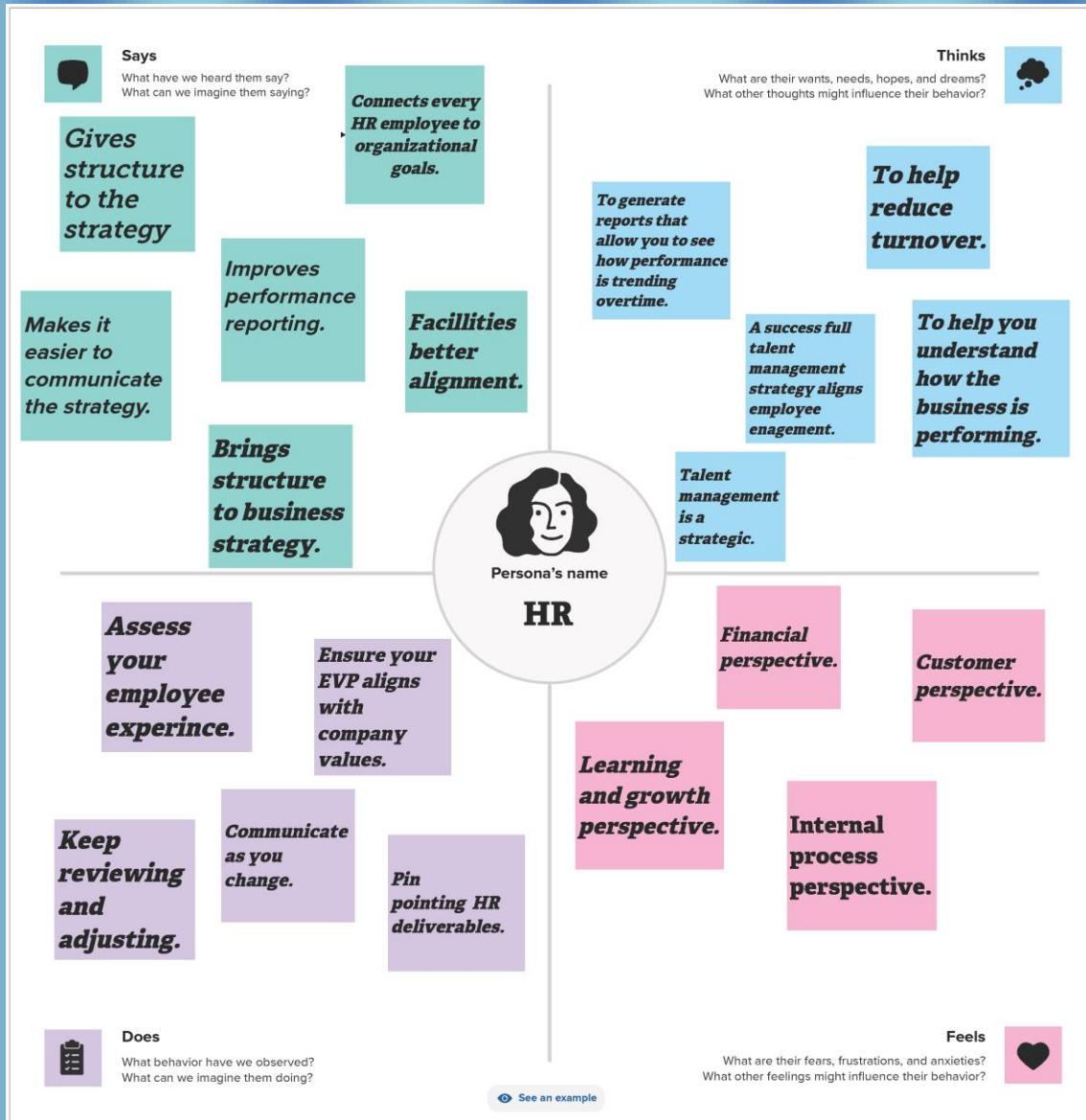
PURPOSE:

❖ HR Scorecard are used when companies want to keep track of their people functions and how effectively they are contributing. It is typically used regularly to make sure HR is on the right track and making a positive impact on the company's success.
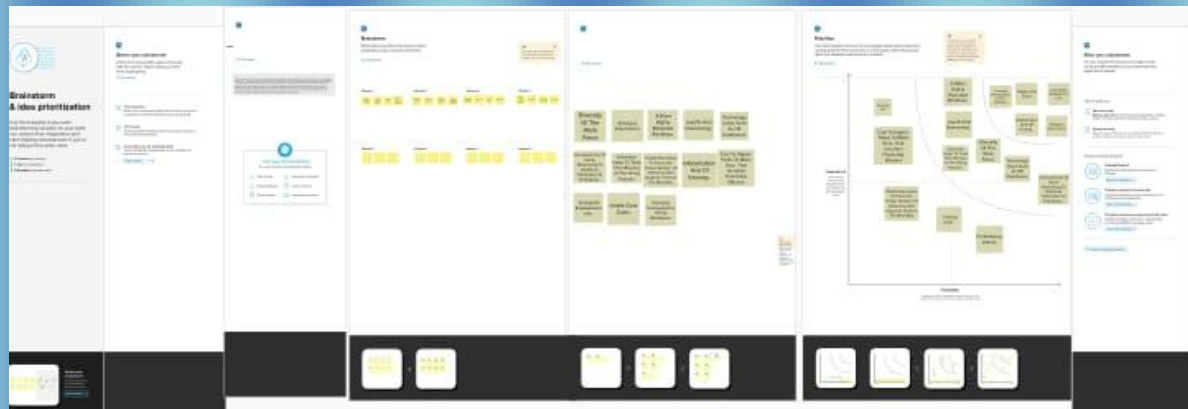
❖ Traditionally HR was only a "support" function for organisations. However,as people functions have evolved and personnel management has transformed,HR has grown to be the backbone of companies. The human resources department ensures that all other departments in an organisation are operating effectively.

PROBLEM DEFINATION & DESIGN THINKING:

1.1 EMPATHY MAP :

Says
What have we heard them say?
What can we imagine them saying?

Connects every HR employee to organizational goals.

Gives structure to the strategy

Improves performance reporting.

Makes it easier to communicate the strategy.

Facillities better alignment.

Brings structure to business strategy.

Thinks
What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

To generate reports that allow you to see how performance is trending overtime.

To help reduce turnover.

A success full talent management strategy aligns employee enagement.

To help you understand how the business is performing.

Talent management is a strategic.

Persona's name
HR

Assess your employee experince.

Ensure your EVP aligns with company values.

Financial perspective.

Customer perspective.

Learning and growth perspective.

Internal process perspective.

Keep reviewing and adjusting.

Communicate as you change.

Pin pointing HR deliverables.

Does
What behavior have we observed?
What can we imagine them doing?

Feels
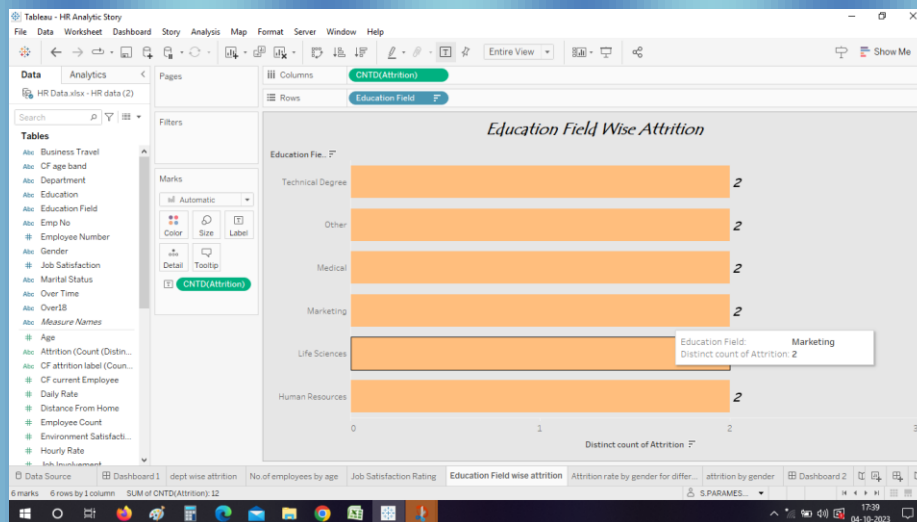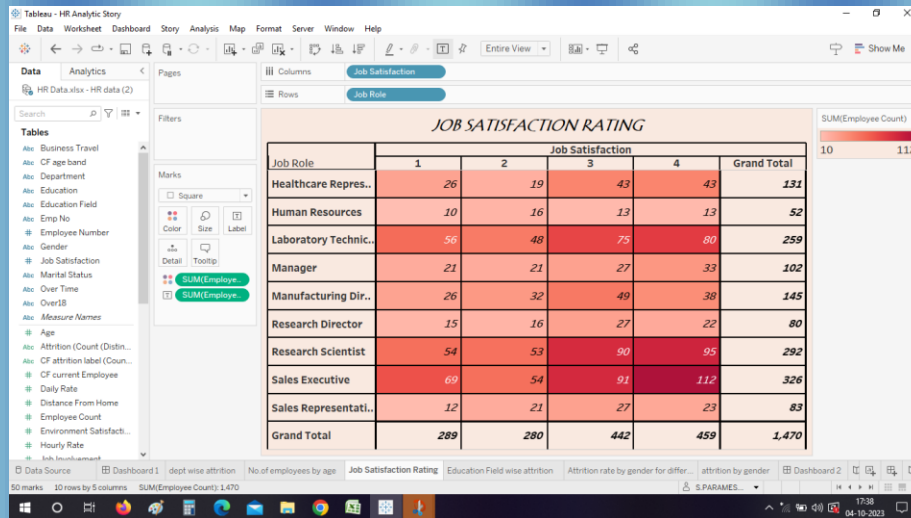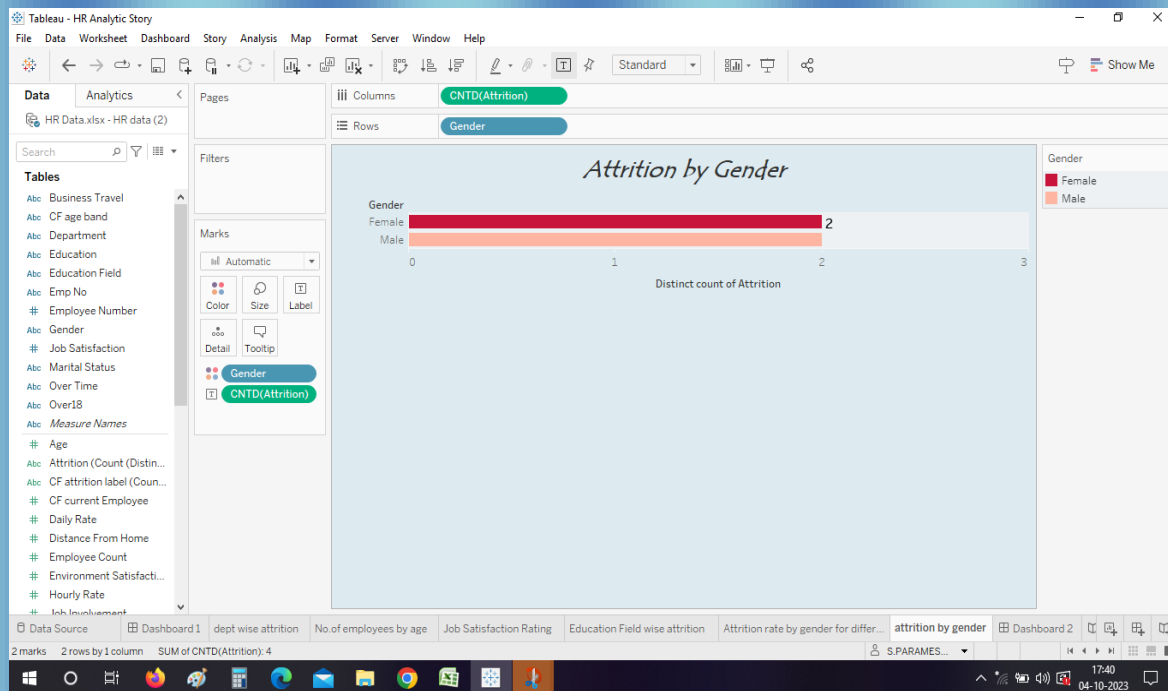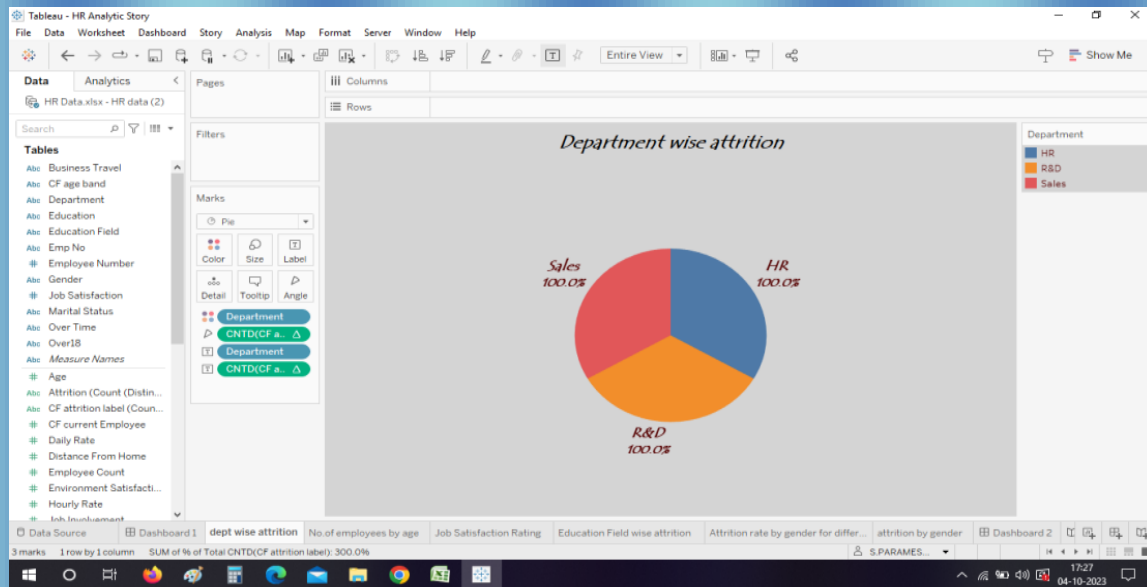What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?
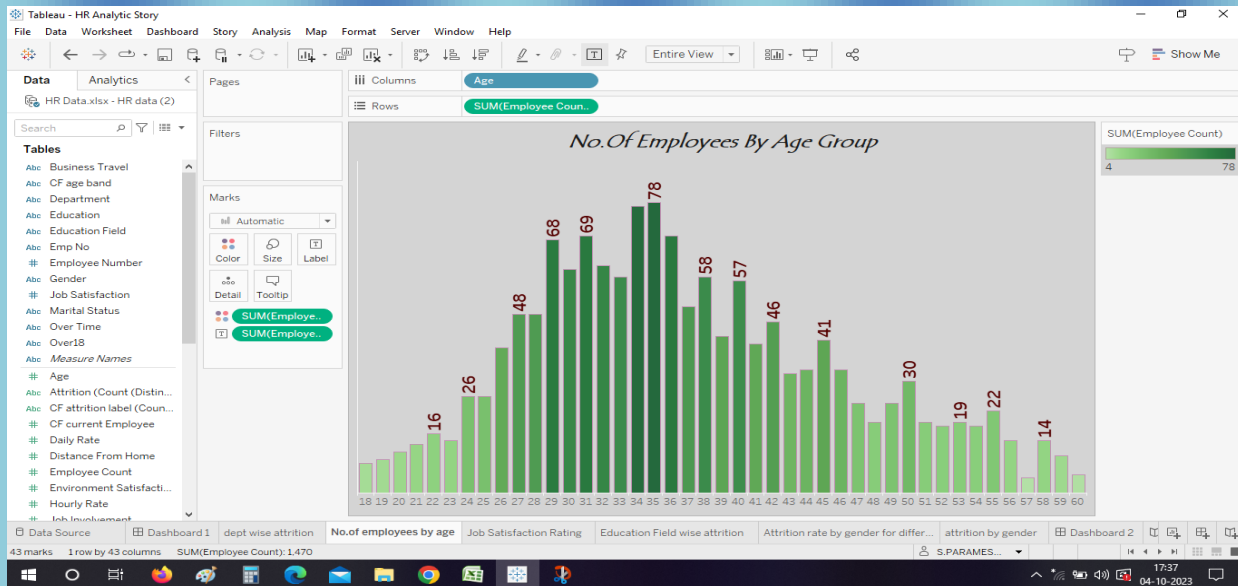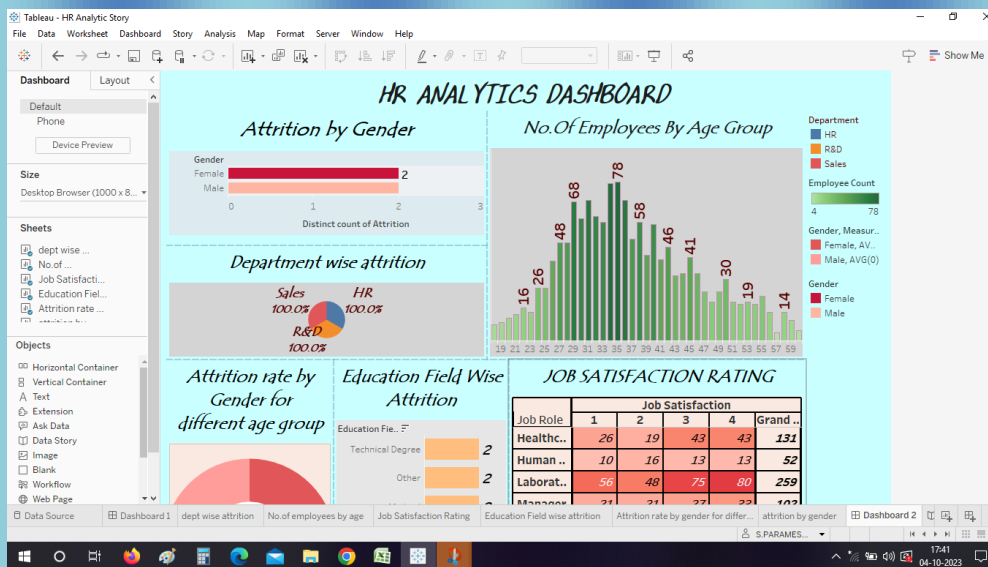
👁 See an example

1.2. IDEATION & BRAINSTORMING MAP:
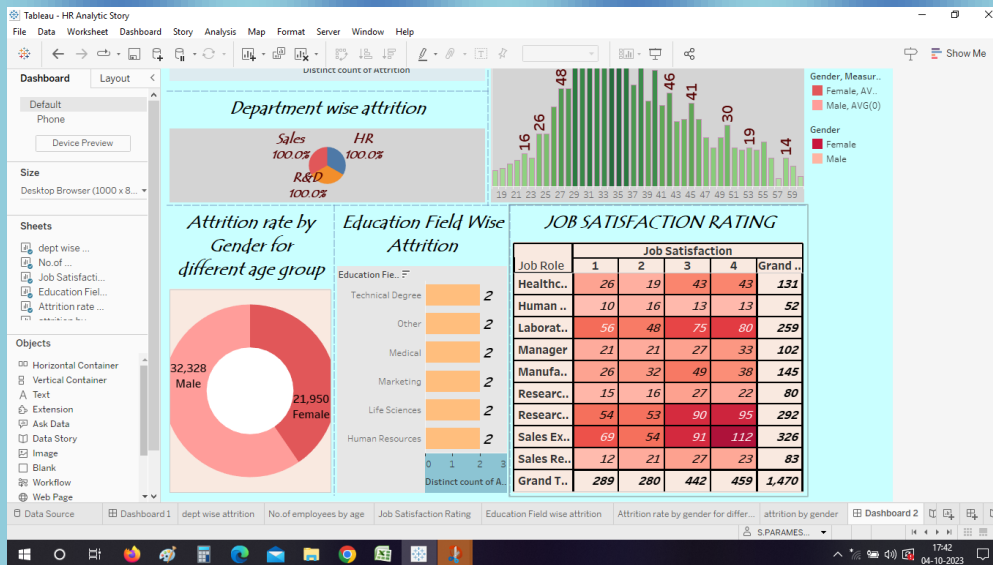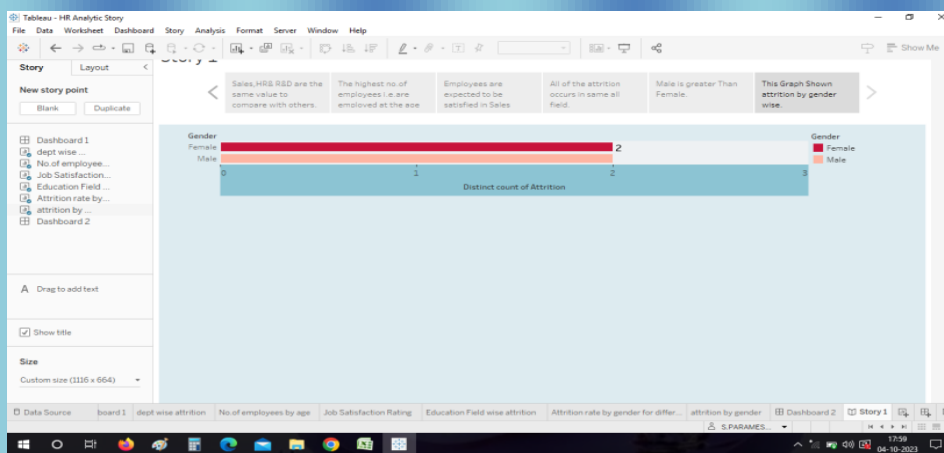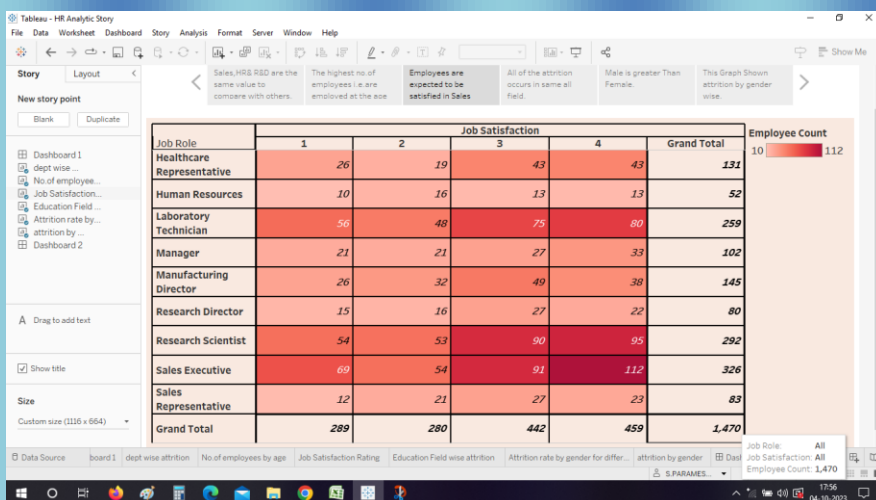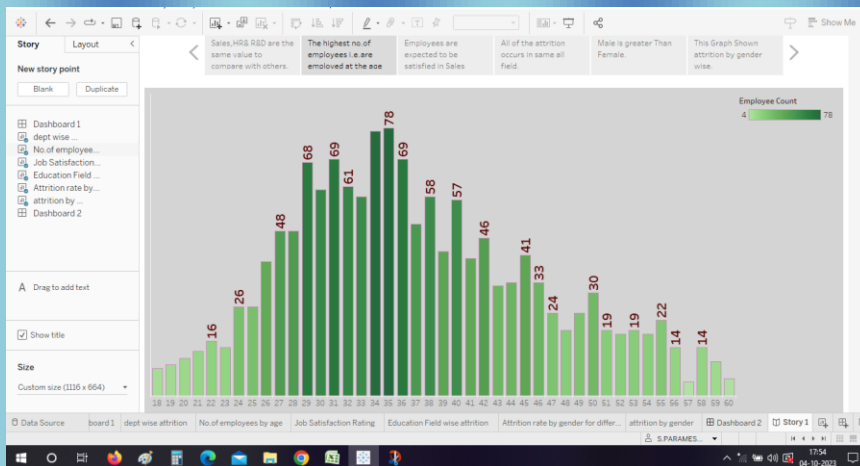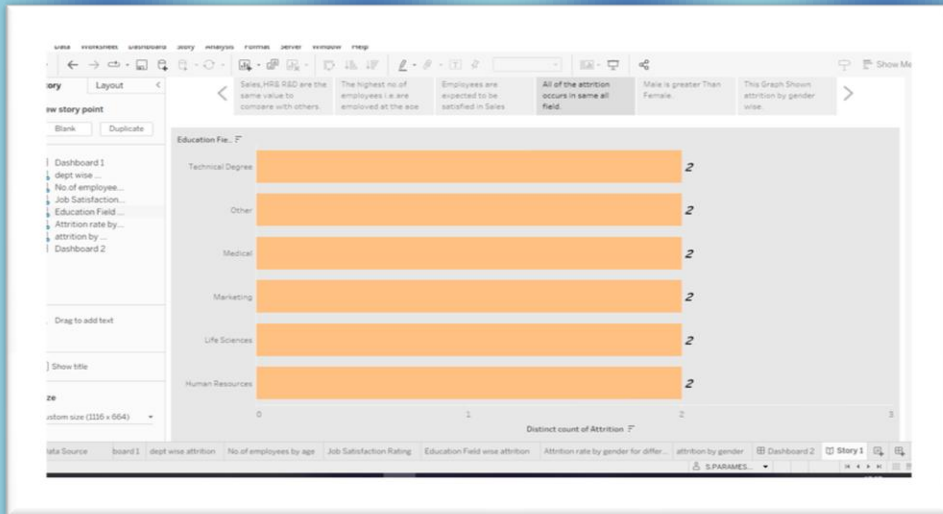
RESULT:

VISUALLISATION SCREENSHOT:

DASHBOARD SCREENSHOT:

STORY SCREENSHOT'S:

ADVANTAGES:

- ➢ It provides a visual picture of strategy.
- ➢ It works as a base for the discussion.
- ➢ It works on three leveis of abstraction.
- ➢ Support of the business context by design.
- ➢ Easier data collection.
- ➢ Cascading and alignment explained.
- ➢ Easier strategy reporting.
- ➢ The framework is well access by the business community.
- ➢ Measure employee loyalty and satisfaction.
- ➢ Lack of time dimension.
- ➢ Lack of risk analysis.

DISADVANTAGES:

- ➢ One of the disadvantages of the HR scorecard is that measuring intangibles is difficult ,if not impossible, without imparting a degree of subjectivity on the part of HR staff.
- ➢ It can be an overwhelming framework.
- ➢ It can't be copied precisely from examples.
- ➢ It requires strong leadership support to be successful.
- ➢ It can be difficult to keep everyone on the same page.
- ➢ It may appear too rigid for the way you manage.
- ➢ It must be tailored to the organization.
- ➢ It needs buy-in from leadership to be successful.

APPLICATIONS:

BALANCED SCORECARD SOLUTIONS :

1.START SIMPLE AND SLOWLY BUILD A HIGH-LEVEL FRAMEWORK:

❖ If you have exaggerated expectations of what your scorecarding process should look like, pause them. Start by simply building your strategy map. Then you can see if that map does a good job communicating your strategy throughout the organization.

2.Start a discussion with upper management:

❖ If you're having issues getting buy-in, consider how your organization is different and the language you actually use and how that compares with the language of the Balanced Scorecard. Your issue may boil down to something that simple. Otherwise, talk to your CEO or executive director about why you believe the BSC may be the right strategic framework for your organization and hear them out on their concerns.

3.Use software to help manage the process.

❖ If you're having trouble keeping everyone on the same page, a software application may be the ticket. It'll give everyone involved in the strategy one central reference with the most up-to-date strategic information. We may be biased on what software is best for most organizations, but there is no doubt that using a great software system can help you extract the value from your strategy and scorecard.

4.Be flexible with your scorecard:

❖ If you use different names for perspectives or initiatives than those prescribed in the Norton & Kaplan lingo, that's just fine. In fact, if you need to change the names of your perspective or your strategy becomes irrelevant, you could change your entire strategy map and

scorecard I the middle of the year to reflect the new realities of your business. Give yourself some leeway here.

CONCLUSION :

- ❖ ***If you already have a Balanced Scorecard and you're not getting the value you want out of it, start thinking about the reasons why.***They may or may not among the five problems listed above—but regardless, see if there are ways you can be more flexible with the framework to address the problem and move forward.

- ❖ Additionally, if you're looking at the Balanced Scorecard as the solution to all of your problems, **be aware that organizations implement the BSC in different ways.** Carefully take into consideration the way your leadership team operates to be certain you move into the BSC at an appropriate pace.
- ❖ The balanced corecard focuses attention not only on the financial objectives of the company but also highlights the non-financial objectives that an organizations must achieve in order to meet its financial objectives.
- ❖ The HR Scorecard plays a crucial role in measuring and improving employee engagement. By tracking metrics such as employee satisfaction, performance feedback,and career development opportunities, HR leaders gain insights into the factors that impact employee engagement.

FUTURE SCOPE:

- **Digitized global talent pools.** *Advances in social networking will facilitate smart sourcing by digitizing global talent and passive candidate pools. Technology will allow companies to reach social networks and more fully develop digital profiles of global talent, making passive candidates (that is, those not actively seeking positions) available to recruitments.*

- **Succession and career viewpoints.** *Predictive succession planning will automate recommendations for global succession plans by blending digitized talent pools with internally identified positions for succession development. Personal preferences and profiles will allow succession planning and career development to be automatically pushed to individuals. On-the-job training, mentoring, and buddy systems will deliver assistance for career path planning using virtualization and social networking rather than one-on-one counseling.*

- **Developmental views.** *Simulation and gaming will be used for workforce development, and performance management will case to be based on yearly reviews. Instead , users will receive continuous feedback based on business systems that monitor work. Development systems will use this information to make recommendations for advancement and/or corrective actions. With tools like Microsoft's ESP, companies will take advantage of simulations and gaming to help with skills development.*

- **Business and talent management orchestration.** *By orchestrating business and talent management strategies and systems, organizations will blur the lines between talent management and business systems. Better tools will be delivered to simulate talent*

requirements based on fluctuations in business demand. Talent gaps will be automatically identified and reported.

THANK YOU