# 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?

Offering a higher salary is not

the only important that factor

employees working with an

organization but other kinds

of motivation such as career

and open communication are

path, career development,

important factors as well.

motivating talented



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 [KPLs] related to workforce planning recruitment, retention, and development.

Talent management is aimed at improving business performance through practices that make employees more productive.

A practical talent management framework aims to ensure that an organization has the right people in the right positions with the necessary skills and knowledge to drive business success.

The HR scorecard consists of four main perspectives: 1. financial perspective

- 2. customer perspective
- 3. internal process perspective.
- 4. learning and growth perspective.

### Persona's name

Short summary of the persona

Talent management is how employers recruit and develop a workforce that is as productive as possible and likely so stay with their organization long time.

Qualities of HR manager are:

- Sympathetic Attitude. Quick Decisions
- Integrity
- Patience
- Formal Authority
- Leadership
- Social responsibility
- Good Communication Skills

Talent Management deals with engagement and development throughout the employee lifecycle from hire to retire. Talent acquisition is the part of this process that focuses specifically on recruitment of the employee.



# Does

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

Worries about your job performance, Working relationships, Working excessive hours, upcoming deadlines, your job security or a toxic workplace culture.

Positive emotions such as joy and hope can improve our productivity and help us to build positive relationships with our colleagues.

The most frustration thing about being human resources is being a mediator between a company and a not happy employee. Here you have to be neutral as things might go wrong against you. Most of the time you have to deal with middle level executives but in the end you have to report to your superior this might influence their behavior of HR.

# **Feels**

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?



