



Says

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



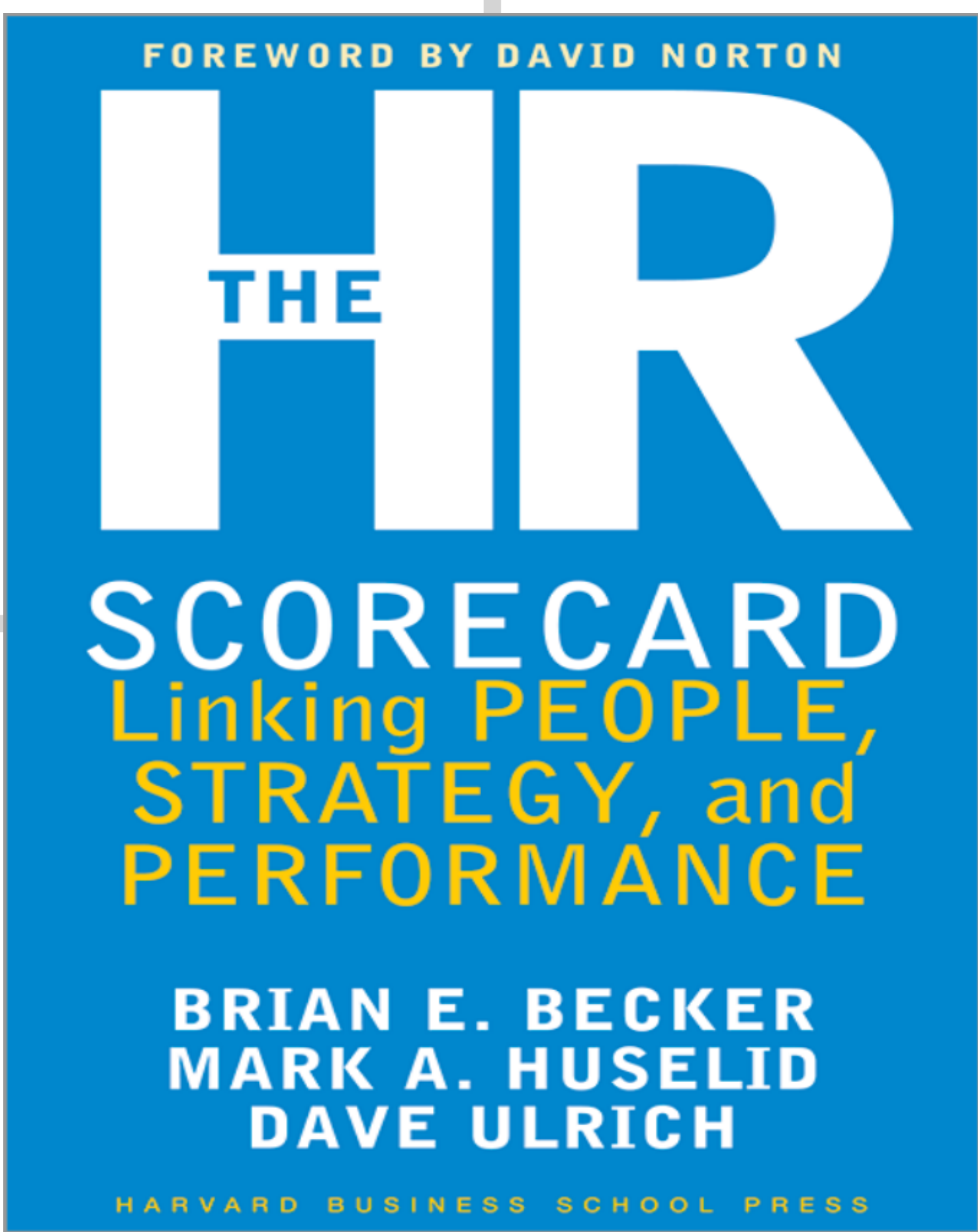
Developing
HR Scorecard

visit: www.exploreHR.org

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I need a comprehensive view of HR metrics for performance evaluation

We need insights from the scorecard to guide strategic decisions.



Balanced Scorecard

Overview Measures Strategy Map Detail

Measures	Trend	Current	Variance	Category
EBITDA Monthly Financial Statement		\$1.3M	41%	Financial
Gross Revenue Monthly Financial Statement		\$19.3M	-27%	Financial
Profit Monthly Financial Statement		5.9%	-41%	Financial
Customer Rating (%) Quarterly Survey Responses		89.3%	3%	Customer
Average Customer Size Monthly Customer Reports		\$88.2k	-4%	Customer
Customer Retention Monthly Customer Reports		91.2%	1%	Customer
On-Time Delivery Monthly Operational Data		\$1.3M	-4%	Internal
Admin Exp / Total Revenue Monthly Financial Statement		8.3%	17%	Internal
Turnover Rate Monthly HRIS Reports		1.3%	87%	Learning/Growth
Average Training Hours Monthly Learning System Reports		5.6	62%	Learning/Growth

Reviews the scorecard to align HR strategies with organizational goals.

Invests time in data collection and analysis for reporting.



Does

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

Thinks

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



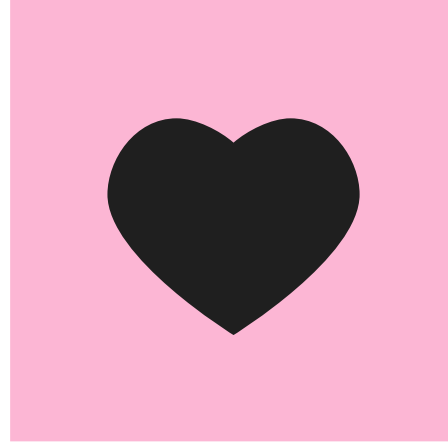
A well-structured scorecard will help me assess HR effectiveness

Clear visualization of data will aid in understanding HR's impact.



Frustration when metrics are scattered across different systems

Concern about optimizing HR practices to drive business outcomes.



Feels

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