



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?



Business
quality

Preference
of the
meeting
goals

Data point

Specific
metrics

Perfomence
management

Redention
and succes
planing

Create
requirement
plan

Focus on
learning and
developoment

Report that
succes rate
of human
resource

HR business
perfomence
and
productivity
rate

Valuavle
quality
business
report

Insights
work
progress

Identify HR
system

Create an
HR strategy
map

Creating HR
efficiency

Creation of HR
polities,process
and practices



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?