



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?

The four perspectives of a traditional balanced scorecard are Financial, customer, internal process, and learning growth

The scorecard lists financials goals, customer goals, internal business goals, and innovation & learning goals. These four goals give a good overview of what the company tries to achieve, i.e. the company strategy

The HR scorecard is a strategic HR measurement system that helps to measure, manage, and improve the strategic role of the HR department

Measure employee loyalty and satisfaction

Boost your HR department's efficiency

The HR scorecard is a tool that helps measure and improve the role of the HR function within an organization

Tap into the intellectual potential of the company



HR Manager

Define a business strategy.

outline a strategy map

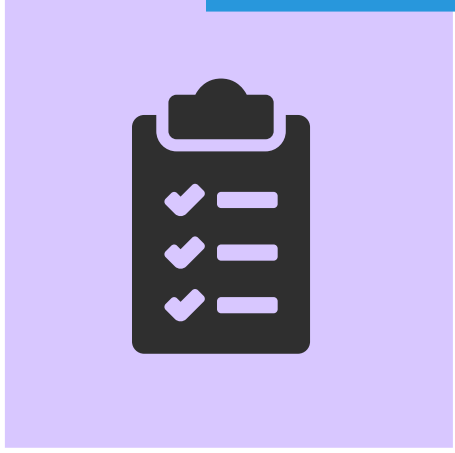
Identify required workforce competencies and behaviours

Dreams
Ambitions

Motivations
stress

Frustrations
Depressions

Identify required HR policies and activities



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?