		Customer Success What specific customer desires and expectations must be satisfied?	Financial Success What specific financial commitments must be met?
	Workforce Behavior	Workforce Success	Operational
	Are the leadership team and workforce consistently behaving in a way that will lead to achieving our strategic objectives?	Has the workforce accomplished the key strategic objectives for the business?	Success What specific internal operational processes must be optimized?
	Workforce Mindset	Workforce	
HR SystemsAlignIntegrateDifferentiate	and Culture Does the workforce understand our strategy, embrace it, and do we have the culture we need to support strategy execution?	Competencies Does the workforce, especially in the key or "A" positions, have the skills it needs to execute our strategy?	
HR Workforce Competencies • Strategic Partner • Change Agent • Employee Advocate • Administrative Expert	HR Practices • Work Design • Staffing • Development • Perf. Management • Rewards • Communication		-

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