

## 2 What human resource management does – Part 1

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

### Vocabulary

*Write each word three times.*

| English                   | Write it 3 times (English) |       |       |
|---------------------------|----------------------------|-------|-------|
| Human resource management | _____                      | _____ | _____ |
| workforce planning        | _____                      | _____ | _____ |
| Recruitment               | _____                      | _____ | _____ |
| selection                 | _____                      | _____ | _____ |
| job description           | _____                      | _____ | _____ |
| person specification      | _____                      | _____ | _____ |
| internal recruitment      | _____                      | _____ | _____ |
| external recruitment      | _____                      | _____ | _____ |
| Training                  | _____                      | _____ | _____ |
| induction training        | _____                      | _____ | _____ |
| on-the-job training       | _____                      | _____ | _____ |
| off-the-job training      | _____                      | _____ | _____ |
| productivity              | _____                      | _____ | _____ |

## Recall

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Every business needs people to do its work. Bring this with you:

- A business hires staff and gives them jobs to do.
- People work better when they are trained and treated well.

At AS we look at how a firm plans for, hires, and trains its people.

## New ideas

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### ■ 1 What HRM does

**Human resource management** (HRM) is the part of a business that looks after its **people**. It makes sure the firm has enough staff, with the right skills, who are well trained.

A key job is **workforce planning** – working out how many staff, and what skills, the business will need in the future.

**Micro-check.** State what workforce planning works out. [1]

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### ■ 2 Recruitment and selection

**Recruitment** means finding people to apply for a job; **selection** means choosing the best one.

First the firm writes a **job description** (the duties of the job) and a **person specification** (the skills the right person needs). Then it recruits:

- **internal recruitment** – fill the job from inside the firm (cheaper, the person is known, but no new ideas);
- **external recruitment** – hire from outside (brings new skills, but costs more and is slower).



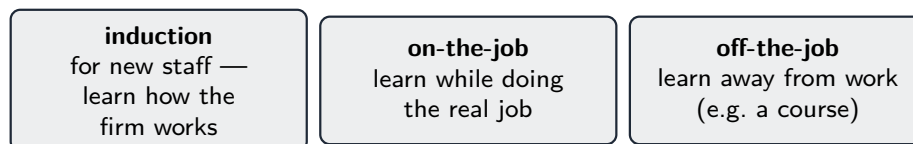
**Micro-check.** State one advantage of internal recruitment. [1]

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### ■ 3 Training

**Training** improves the skills staff need. Three common types:

- **induction training** – for new staff, to learn how the firm works;
- **on-the-job training** – learning while doing the real job;
- **off-the-job training** – learning away from work, such as on a course.



Training costs time and money, but it raises quality, **productivity** (output per worker) and motivation, and helps keep staff.

**Micro-check.** Which training type is given to brand-new staff? [1]

**Watch out:** recruitment = *finding* applicants; selection = *choosing* the best. Internal recruitment is cheaper (the person is known) but brings no new ideas; external brings new skills but costs more. Training costs money up front but raises productivity.

## Practice

**2.1** State what HRM (human resource management) looks after in a business. [1]

**2.2** State the difference between a **job description** and a **person specification**. [2]

**2.3** Give **one** advantage of internal recruitment and **one** advantage of external recruitment. [2]

**2.4** State which type of training each is: (a) a new worker's first-week course; (b) learning by doing the real job. [2]

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**2.5** Explain **one** benefit a business gains from training its staff. [2]

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**2.6 Challenge.** A fast-growing firm cannot find enough skilled workers inside the business. Recommend whether it should recruit internally or externally, and justify your choice. [2]

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