Human resource management

A-Level Business · Vocabulary in context

Word	Example
human resource management /ˈhjuːmən rɪˈzɔːs ˈmænɪdʒmənt/	**Human resource management** looks after hiring, training and paying staff.
workforce planning /ˈwɜːkfɔːs ˈplænɪŋ/	**Workforce planning** works out how many workers the firm will need.
recruitment /rɪˈkruːtmənt/	**Recruitment** finds people to fill jobs.
selection /sɪˈlekʃn/	**Selection** means choosing the best person for the job.
training /ˈtreɪnɪŋ/	**Training** teaches employees useful work skills.
development /dɪˈveləpmənt/	Staff **development** helps workers grow their skills.
job description /dʒɒb dɪˈskrɪpʃn/	A **job description** lists the tasks a worker will perform.
person specification /ˈpɜːsn ˌspesɪfɪˈkeɪʃn/	A **person specification** lists the skills a job applicant needs.
qualifications /ˌkwɒlɪfɪˈkeɪʃnz/	The job needs a degree and other **qualifications**.
internal recruitment /ɪnˈtɜːnl rɪˈkruːtmənt/	**Internal recruitment** fills a job with someone already in the firm.
external recruitment /ekˈstɜːnl rɪˈkruːtmənt/	**External recruitment** brings in someone from outside the firm.
interviews /ˈɪntəvjuːz/	The firm held **interviews** with five people for the job.

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induction training /ɪnˈdʌkʃn ˈtreɪnɪŋ/	**Induction training** introduces new staff to the business.
on-the-job training /ɒnðə dʒɒb ˈtreɪnɪŋ/	**On-the-job training** happens while the worker is doing the job.
off-the-job training /ɒf ðə dʒɒb ˈtreɪnɪŋ/	A course away from normal work is **off-the-job training**.
productivity /ˌprɒdəkˈtɪvɪti/	Better machines raise **productivity**: more output per hour.
redundancy /rɪˈdʌndənsi/	A job disappearing after automation can lead to **redundancy**.
dismissal /dɪˈsmɪsl/	Serious misconduct may lead to **dismissal**.
employer /emˈplɔɪə/	The **employer** pays the workers' wages.
employee /emˈplɔɪiː/	An **employee** has full rights, such as holiday pay.
rights /raɪts/	Workers have **rights**, such as safe working conditions.
restructuring /rɪˈstrʌktʃərɪŋ/	**Restructuring** changes how the business is organised.
management of change /ˈmænɪdʒmənt ɒv tʃeɪndʒ/	Good **management of change** explains new plans clearly to staff.
labour turnover /ˈleɪbə ˈtɜːnəʊvə/	High **labour turnover** means many workers leave each year.
labour productivity /ˈleɪbə ˌprɒdəkˈtɪvɪti/	Output per worker-hour measures **labour productivity**.

Word	Example
exit interviews	**Exit interviews** ask leaving workers why they are going.
motivation /ˌməʊtɪ'veɪʃn/	Praise can raise workers' **motivation**.
scientific management /saɪən'tɪfɪk 'mænɪdʒmənt/	**Scientific management** studies tasks to find efficient working methods.
piece rate /pi:s reɪt/	A **piece rate** pays workers for each unit produced.
human relations /'hju:mən rɪ'leɪʃnz/	The **human relations** school says workers want to feel valued.
hierarchy of needs /'haɪərɑ:ki ɒv ni:dz/	Maslow's **hierarchy of needs** goes from food and safety up to personal growth.
two-factor theory /tu: 'fæktə 'θɪəri/	Herzberg's **two-factor theory** separates things that motivate from things that only stop unhappiness.
achievement /ə'tʃi:vmənt/	Finishing a hard task gives a feeling of **achievement**.
expectancy theory /ek'spektənsi 'θɪəri/	**Expectancy theory** says people work hard if they believe it will bring a reward they want.
physiological needs /ˌfɪzɪə'lɒdʒɪkl ni:dz/	Food, water and rest are **physiological needs**.
esteem needs /e'sti:m ni:dz/	Praise and respect meet our **esteem needs**.
recognition /ˌrekəg'nɪʃn/	A good boss gives **recognition** for good work.
self-actualisation /self ˌæktʃu:əlaɪ'zeɪʃn/	**Self-actualisation** means becoming the best you can be.

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hygiene factors /'haɪdʒi:n 'fæktəz/	Pay and working conditions are **hygiene factors**: they stop workers being unhappy.
motivators /'məʊtɪveɪtəz/	Achievement and recognition are **motivators** in Herzberg's theory.
financial motivators /faɪ'nænʃl 'məʊtɪveɪtəz/	Pay and bonuses are **financial motivators**.
wages /'weɪdʒɪz/	Workers may receive **wages** based on hours worked.
manual work /'mænju:əl wɜ:k/	Building and cleaning are **manual work**.
salary /'sæləri/	A **salary** is usually a fixed regular payment.
commission /kə'mɪʃn/	A salesperson earns **commission** on sales made.
bonus /'bəʊnəs/	Staff got a **bonus** for meeting their sales target.
profit sharing /'prɒfɪt 'ʃeərɪŋ/	With **profit sharing**, workers get a part of the firm's profit.
performance-related pay /pə'fɔ:məns rɪ'leɪtɪd peɪ/	**Performance-related pay** links rewards to measured results.
fringe benefits /frɪndʒ 'benɪfits/	A company car is one of the **fringe benefits** of the job.
non-financial motivators /nɒn faɪ'nænʃl 'məʊtɪveɪtəz/	Praise and training are **non-financial motivators**.
job enrichment /dʒɒb en'rɪtʃmənt/	**Job enrichment** gives a worker more responsibility and more interesting tasks.

Word	Example
job rotation /dʒɒb rəʊˈteɪʃn/	**Job rotation** moves workers between different tasks.
job enlargement /dʒɒb enˈlɑːdʒmənt/	**Job enlargement** adds more tasks at a similar responsibility level.
empowerment /emˈpaʊəmənt/	**Empowerment** lets workers make their own decisions.
teamworking /ˈtiːmwɜːkɪŋ/	**Teamworking** puts workers in small groups that share tasks.
management /ˈmænɪdʒmənt/	**Management** plans and organises work to meet objectives.
planning /ˈplænɪŋ/	**Planning** means deciding what to do before you start.
organising /ˈɔːgənaɪzɪŋ/	**Organising** means putting people and resources in place.
commanding /kəˈmændɪŋ/	**Commanding** means telling staff what to do.
coordinating /kəʊˈɔːdɪneɪtɪŋ/	**Coordinating** means making sure everyone works together.
controlling /kənˈtrəʊlɪŋ/	**Controlling** means checking that the work follows the plan.
roles /rəʊlz/	Every worker has clear **roles** in the team.
leadership /ˈliːdəʃɪp/	Strong **leadership** helps a team stay on track.
vision /ˈvɪʒn/	Her **vision** was to open a shop in every city.

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