Human resource management (A Level)

A-Level Business · Vocabulary in context

Word	Example
organisational structure /ˌɔːgənaɪˈzeɪʃənl ˈstrʌktʃə/	The **organisational structure** shows who reports to whom.
hierarchy /ˈhaɪərɑːki/	A tall **hierarchy** has many levels of managers.
chain of command /tʃeɪn ɒv kəˈmænd/	The **chain of command** shows who reports to whom.
span of control /spæn ɒv kənˈtrəʊl/	A manager with six workers below them has a **span of control** of six.
centralisation /ˌsentrəlaɪˈzeɪʃn/	**Centralisation** keeps key decisions with senior managers.
decentralisation /dɪˌsentrəlaɪˈzeɪʃn/	**Decentralisation** gives more decisions to local managers.
delayering /dɪˈleɪərɪŋ/	**Delayering** removes some levels of management.
matrix structure /ˈmeɪtrɪks ˈstrʌktʃə/	A **matrix structure** can give an employee both project and department managers.
delegation /ˌdelɪˈgeɪʃn/	Through **delegation**, a manager lets a worker make some decisions.
accountability /əˌkaʊntəˈbɪlɪti/	**Accountability** means you are responsible for your results.
communication /kəˌmjuːnɪˈkeɪʃn/	Clear **communication** helps the two shifts work together.

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sender /ˈsendə/	The **sender** starts the message.
medium /ˈmiːdiəm/	Email is a quick **medium** for messages.
receiver /rɪˈsiːvə/	The **receiver** gets the message.
feedback /ˈfiːdbæk/	**Feedback** lets the system check the result and adjust.
barrier /ˈbærɪə/	Noise is a **barrier** to clear communication.
leadership style /ˈliːdəʃɪp staɪl/	Her **leadership style** is friendly and open.
leader /ˈliːdə/	A good **leader** listens to the team.
autocratic /ˌɔːtəʊˈkrætɪk/	An **autocratic** leader makes decisions with little staff input.
democratic /ˌdeməˈkrætɪk/	A **democratic** leader involves staff in decisions.
paternalistic /pəˌtɜːnəˈlɪstɪk/	A **paternalistic** manager acts like a caring parent but still decides alone.
laissez-faire /ˈleɪseɪ feə/	A **laissez-faire** leader lets skilled staff decide for themselves.
emotional intelligence /ɪˈməʊʃənl ɪnˈtelɪdʒəns/	**Emotional intelligence** helps a manager understand how staff feel.
redeployment	**Redeployment** moves workers to a different job in the same firm.
human resource management /ˈhjuːmən rɪˈzɔːs ˈmænɪdʒmənt/	**Human resource management** looks after hiring, training and paying staff.

Word	Example
hard HRM /hɑːd ˌeɪtʃ ɑː ˈem/	**Hard HRM** treats workers as a cost to keep low.
soft HRM /sɒft ˌeɪtʃ ɑː ˈem/	**Soft HRM** treats workers as people to develop.
workforce planning /ˈwɜːkfɔːs ˈplænɪŋ/	**Workforce planning** works out how many workers the firm will need.
redundancy /rɪˈdʌndənsi/	A job disappearing after automation can lead to **redundancy**.
labour turnover /ˈleɪbə ˈtɜːnəʊvə/	High **labour turnover** means many workers leave each year.
absenteeism /ˌæbsənˈtiːɪzəm/	High **absenteeism** means many workers miss work.
management of change /ˈmænɪdʒmənt ɒv tʃeɪndʒ/	Good **management of change** explains new plans clearly to staff.
employer-employee relations /emˈplɔɪə emˈplɔɪiː rɪˈleɪʃnz/	Good **employer-employee relations** mean fewer arguments at work.
trade union /treɪd ˈjuːnɪən/	A **trade union** speaks for workers when they ask for higher pay.
collective bargaining /kəˈlektɪv ˈbɑːgɪnɪŋ/	In **collective bargaining**, the union talks with managers about pay for all workers.
industrial action /ɪnˈdʌstrɪəl ˈækʃn/	A strike is a form of **industrial action**.
strike /straɪk/	A **strike** stops work to put pressure on an employer.
arbitration	In **arbitration**, an outside person decides how to end the dispute.

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