

Exercise walk-through

2.1

Human resources in context: supported rehearsal

International Baccalaureate · IB Diploma · Business Management · HL

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The method

Method — Worked example

Structure allocates authority; delegation gives a worker authority for specified decisions while the manager retains responsibility. Motivation depends on the task and workers' circumstances. Communication needs feedback as well as an outgoing instruction.

Task: experienced staff wait for a manager to approve every stock order; new staff make ordering mistakes. Recommend one differentiated response.

Delegate routine orders to trained experienced staff within limits and retain supervision/training for new staff. Publish responsibilities and a feedback route; monitor stock-outs and errors. This may improve autonomy and speed without assuming every worker wants the same responsibility. HL can extend the analysis to culture and employee relations; these are not silently added as mandatory SL content.

Method — Worked example

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Original source / task evidence

Task: experienced staff wait for a manager to approve every stock order; new staff make ordering mistakes. Recommend one differentiated response.

Separate what is stated from the interpretation.
Human resources in context

Original classroom evidence panel for Human resources in context

Exercises 2.1-3.1

2.1 For the worked case, identify the evidence and a conclusion it can support. Explain one material limit. [3]

3.1 Growth doubles staff and informal orders are missed. Recommend a communication change with a limitation. Give a reasoned answer, evidence or method, and a relevant qualification. [3]

Exercises 2.1·3.1

2.1 For the worked case, identify the evidence and a conclusion it can support. Explain one material limit. [3]

2.1 Delegate routine orders to trained experienced staff within limits and retain supervision/training for new staff. Publish responsibilities and a feedback route; monitor stock-outs and errors. This may improve autonomy and speed without assuming every worker wants the same responsibility. HL can extend the analysis to culture and employee relations; these are not silently added as mandatory SL content. Authored points for identifying relevant evidence, explaining a supported inference and a material limit.

3.1 Growth doubles staff and informal orders are missed. Recommend a communication change with a limitation. Give a reasoned answer, evidence or method, and a relevant qualification. [3]

3.1 Use clear responsibility, a shared order record and confirmation of receipt so staff can detect omissions. Train users and retain a feedback route. More reporting can slow work, so monitor errors and time rather than assuming formalization always improves performance. Authored points for a relevant judgement, reason tied to the case and justified qualification or method. Accept a supported alternative.