# Human resource management (2.1-2.7)

International Baccalaureate · IB Diploma · Business Management · SL · Vocabulary in context

| Word | Example |
|---|---|
| **Human resource management** /ˈhjuːmən rɪˈzɔːs ˈmænɪdʒmənt/ | **Human resource management** looks after hiring, training and supporting staff. |
| **workforce planning** /ˈwɜːkfɔːs ˈplænɪŋ/ | **Workforce planning** works out how many staff the firm will need. |
| **labour turnover** /ˈleɪbə ˈtɜːnəʊvə/ | High **labour turnover** means many workers leave each year. |
| **demographic change** | An ageing population is a **demographic change** affecting recruitment. |
| **labour mobility** /ˈleɪbə məʊˈbɪlɪti/ | Better transport can improve **labour mobility** between regions. |
| **migration** /maɪˈgreɪʃn/ | **Migration** moves workers from one country to another. |
| **flexi-time** | **Flexi-time** lets staff choose when to start and finish work. |
| **teleworking** | **Teleworking** allows an employee to work from home. |
| **gig economy** | Short delivery jobs are part of the **gig economy**. |
| **recruitment** /rɪˈkruːtmənt/ | **Recruitment** finds people to fill jobs. |
| **job description** /dʒɒb dɪˈskrɪpʃn/ | A **job description** lists the tasks a worker will perform. |



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| **person specification** /ˈpɜːsn ˌspesɪfɪˈkeɪʃn/ | A **person specification** lists the skills a job applicant needs. |
| **training** /ˈtreɪnɪŋ/ | **Training** teaches employees useful work skills. |
| **induction training** /ɪnˈdʌkʃn ˈtreɪnɪŋ/ | **Induction training** introduces new staff to the business. |
| **on-the-job training** /ɒnðə dʒɒb ˈtreɪnɪŋ/ | Learning beside an experienced worker is **on-the-job training**. |
| **off-the-job training** /ɒf ðə dʒɒb ˈtreɪnɪŋ/ | A course away from normal work is **off-the-job training**. |
| **cognitive training** | **Cognitive training** builds thinking and problem-solving skills. |
| **behavioural training** | **Behavioural training** teaches staff how to work well with others. |
| **appraisal** /əˈpreɪzl/ | In the yearly **appraisal**, the manager reviews how well the worker did. |
| **dismissal** /dɪˈsmɪsl/ | Serious misconduct may lead to **dismissal**. |
| **redundancy** /rɪˈdʌndənsi/ | A job disappearing after automation can lead to **redundancy**. |
| **span of control** /spæn ɒv kənˈtrəʊl/ | A manager with six workers below them has a **span of control** of six. |
| **levels of hierarchy** | A tall organisation has many **levels of hierarchy**. |
| **chain of command** /tʃeɪn ɒv kəˈmænd/ | The **chain of command** shows who reports to whom. |

| Word | Example |
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| **delegation** /ˌdelɪ'geɪʃn/ | Through **delegation**, a manager lets a worker make some decisions. |
| **centralisation** /ˌsentrəlaɪ'zeɪʃn/ | **Centralisation** keeps key decisions with senior managers. |
| **decentralisation** /dɪˌsentrəlaɪ'zeɪʃn/ | **Decentralisation** gives more decisions to local managers. |
| **bureaucracy** /bjʊə'rɒkrəsi/ | Too much **bureaucracy** can delay simple decisions. |
| **delayering** /dɪ'leɪərɪŋ/ | **Delayering** removes levels of management. |
| **organisation chart** /ˌɔ:gənaɪ'zeɪʃn tʃɑ:t/ | An **organisation chart** shows roles and reporting relationships. |
| **functional structure** | A **functional structure** groups staff into departments such as finance. |
| **product-based structure** | A **product-based structure** groups staff by the products they handle. |
| **regional structure** | A **regional structure** groups staff by geographical area. |
| **matrix structure** /'meɪtrɪks 'strʌktʃə/ | A **matrix structure** can give an employee both project and department managers. |
| **management** /'mænɪdʒmənt/ | **Management** plans and organises work to meet objectives. |
| **leadership** /'li:dəʃɪp/ | **Leadership** gives people direction and encourages them to act. |



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| Word | Example |
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| **autocratic** /ˌɔ:tə'krætɪk/ | An **autocratic** leader makes decisions with little staff input. |
| **paternalistic** /pəˌtɜ:nə'lɪstɪk/ | A **paternalistic** leader decides what is best for staff, like a parent. |
| **democratic** /ˌdemə'krætɪk/ | A **democratic** leader involves staff in decisions. |
| **laissez-faire** /'leɪsez feə/ | A **laissez-faire** leader lets skilled staff decide for themselves. |
| **situational** /ˌsɪtʃu:'eɪʃənl/ | A **situational** leader changes style to fit the situation. |
| **motivation** /ˌməʊtɪ'veɪʃn/ | Praise can raise workers' **motivation**. |
| **demotivation** | Unfair treatment can cause **demotivation**. |
| **Frederick Taylor** | **Frederick Taylor** believed workers are motivated mainly by money. |
| **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. |
| **Abraham Maslow** | **Abraham Maslow** arranged human needs in a hierarchy. |
| **hierarchy of needs** /'haɪərɑ:ki ɒv ni:dz/ | Maslow's **hierarchy of needs** goes from food and safety up to personal growth. |
| **self-actualisation** /self ˌæktʃu:əlaɪ'zeɪʃn/ | **Self-actualisation** means becoming the best you can be. |

| Word | Example |
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| **Frederick Herzberg** | **Frederick Herzberg** split work factors into hygiene factors and motivators. |
| **hygiene factors** /ˈhaɪdʒiːn ˈfæktəz/ | Pay and working conditions are **hygiene factors**: they stop workers being unhappy. |
| **motivators** /ˈməʊtɪveɪtəz/ | Achievement and recognition are **motivators** in Herzberg's theory. |
| **David McClelland** | **David McClelland** studied needs for achievement, affiliation and power. |
| **need for achievement** | People with a strong **need for achievement** like hard but possible goals. |
| **need for affiliation** | People with a strong **need for affiliation** want to be liked by their team. |
| **need for power** | People with a strong **need for power** want to control others. |
| **Deci and Ryan** | **Deci and Ryan** developed self-determination theory. |
| **self-determination theory** /self dɪˌtɜːmɪˈneɪʃn ˈθɪəri/ | **Self-determination theory** says people need choice, skill and good relationships. |
| **autonomy** /ɔːˈtɒnəmi/ | **Autonomy** lets workers decide how to do their own tasks. |
| **competence** | Learning a skill increases a worker's sense of **competence**. |
| **relatedness** | Feeling connected to colleagues supports **relatedness**. |
| **salary** /ˈsæləri/ | A **salary** is usually a fixed regular payment. |



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| Word | Example |
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| **job enrichment** /dʒɒb enˈrɪtʃmənt/ | **Job enrichment** gives a worker more responsibility and more interesting tasks. |
| **wages** /ˈweɪdʒɪz/ | Workers may receive **wages** based on hours worked. |
| **job rotation** /dʒɒb rəʊˈteɪʃn/ | **Job rotation** moves workers between different tasks. |
| **commission** /kəˈmɪʃn/ | A salesperson earns **commission** on sales made. |
| **job enlargement** /dʒɒb enˈlɑːdʒmənt/ | **Job enlargement** adds more tasks at a similar responsibility level. |
| **profit-related pay** | **Profit-related pay** links rewards to business profit. |
| **empowerment** /emˈpaʊəmənt/ | **Empowerment** gives workers authority to make decisions. |
| **performance-related pay** /pəˈfɔːməns rɪˈleɪtɪd peɪ/ | **Performance-related pay** links rewards to measured results. |
| **purpose** /ˈpɜːpəs/ | Helping local families gives staff a sense of **purpose**. |
| **employee share ownership** | **Employee share ownership** lets staff own part of their company. |
| **teamwork** | Good **teamwork** helps staff solve problems together. |
| **fringe payments** | A company car is one of the firm's **fringe payments**. |
| **communication** /kəˌmjuːnɪˈkeɪʃn/ | Clear **communication** helps the two shifts work together. |
| **formal communication** | An official staff email is **formal communication**. |

| Word | Example |
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| **informal communication** | A chat over lunch is **informal communication**. |
| **grapevine** /ˈgreɪpvaɪn/ | News spreads unofficially through the workplace **grapevine**. |
| **barriers to communication** | Noise and unclear language are **barriers to communication**. |
| **jargon** /ˈdʒɑːgən/ | Technical **jargon** can confuse a new employee. |



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