People in business

IGCSE Business Studies · Vocabulary in context

Word	Example
motivation /ˌməʊtɪˈveɪʃn/	Praise can raise workers' **motivation**.
workforce /ˈwɜːkfɔːs/	The **workforce** of the factory is 500 people.
employees /emˈplɔiiːz/	The firm has 50 **employees**.
productivity /ˌprɒdəkˈtɪvɪti/	Better machines raise **productivity**: more output per hour.
absenteeism /ˌæbsənˈtiːɪzəm/	High **absenteeism** means many workers miss work.
labour turnover /ˈleɪbə ˈtɜːnəʊvə/	High **labour turnover** means many workers leave each year.
hierarchy of needs /ˈhaɪərɑːki ɒv niːdz/	Maslow's **hierarchy of needs** goes from food and safety up to personal growth.
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.
wage /weɪdʒ/	Her **wage** is the money she gets for each hour of work.
time rate /taɪm reɪt/	Under a **time rate**, workers are paid for each hour.
piece rate /piːs reɪt/	A **piece rate** pays workers for each unit produced.
salary /ˈsæləri/	Her **salary** is $40,000 a year.

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commission /kəˈmɪʃn/	A salesperson earns **commission** on sales made.
bonus /ˈbəʊnəs/	Staff got a **bonus** for meeting their sales target.
profit sharing /ˈprɒfɪt ˈʃeərɪŋ/	With **profit sharing**, workers get a part of the firm's profit.
fringe benefits /frɪndʒ ˈbenɪfɪts/	A company car is one of the **fringe benefits**.
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.
job enrichment /dʒɒb enˈrɪtʃmənt/	**Job enrichment** gives a worker more responsibility and more interesting tasks.
autonomy /ɔːˈtɒnəmi/	Staff with **autonomy** decide how to do their work.
teamworking /ˈtiːmwɜːkɪŋ/	**Teamworking** puts workers in small groups that share tasks.
training /ˈtreɪnɪŋ/	**Training** teaches employees useful work skills.
promotion /prəˈməʊʃn/	She got a **promotion** to manager.
organisational chart /ˌɔːgənaɪˈzeɪʃənl tʃɑːt/	The **organisational chart** 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.

Word	Example
span of control /spæn ɒv kən'trəʊl/	A manager with six workers below them has a **span of control** of six.
subordinates /sʌ'bɔ:dɪnəts/	The manager has five **subordinates**.
delayering /dɪ'leɪərɪŋ/	**Delayering** removes some levels of managers.
management /'mænɪdʒmənt/	**Management** plans and organises work to meet objectives.
planning /'plænɪŋ/	**Planning** means deciding what to do before you start.
organising /'ɔ:gənaɪzɪŋ/	**Organising** means putting people and resources in place.
coordinating /kəʊ'ɔ:dɪneɪtɪŋ/	**Coordinating** means making sure everyone works together.
commanding /kə'mændɪŋ/	**Commanding** means telling staff what to do.
controlling /kən'trəʊlɪŋ/	**Controlling** means checking that the work follows the plan.
leadership style /'li:dəʃɪp staɪl/	Her **leadership style** is friendly and open.
autocratic /ˌɔ:tə'krætɪk/	An **autocratic** leader makes decisions with little staff input.
democratic /ˌdemə'krætɪk/	A **democratic** leader involves staff in decisions.
laissez-faire /'leɪsez feə/	A **laissez-faire** leader lets skilled staff decide for themselves.
trade union /treɪd 'ju:nɪən/	A **trade union** speaks for workers when they ask for higher pay.

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recruitment /rɪ'kru:tmənt/	**Recruitment** finds people to fill jobs.
selection /sɪ'lekʃn/	After interviews, **selection** picks the best person.
job analysis /dʒɒb ə'næləsɪs/	A **job analysis** lists the skills a job needs.
job description /dʒɒb dɪ'skrɪpʃn/	The **job description** lists the main duties.
person specification /'pɜ:sn ˌspesɪfɪ'keɪʃn/	A **person specification** lists the skills a job applicant needs.
internal recruitment /ɪn'tɜ:nl rɪ'kru:tmənt/	**Internal recruitment** fills a job with someone already in the firm.
external recruitment /ek'stɜ:nl rɪ'kru:tmənt/	**External recruitment** brings in someone from outside the firm.
application form /ˌæplɪ'keɪʃn fɔ:m/	Fill in the **application form** to apply for the job.
CV /ˌsi: 'vi:/	Send your **CV** with your job application.
interview /'ɪntəvju:/	The Speaking test is a short **interview** with an examiner.
tests /tests/	The company uses **tests** to check typing skills.
induction training /ɪn'dʌkʃn 'treɪnɪŋ/	**Induction training** introduces new staff to the business.
on-the-job training /ɒnðə dʒɒb 'treɪnɪŋ/	Learning beside an experienced worker is **on-the-job training**.

Word	Example
off-the-job training /ɒf ðə dʒɒb ˈtreɪnɪŋ/	A course away from normal work is **off-the-job training**.
redundancy /rɪˈdʌndənsi/	A job disappearing after automation can lead to **redundancy**.
dismissal /dɪˈsmɪsl/	Serious misconduct may lead to **dismissal**.
employment laws /emˈpləɪmənt lɔːz/	**Employment laws** set a minimum wage.
contract of employment /ˈkɒntrækt ɒv emˈpləɪmənt/	Read your **contract of employment** before you sign it.
communication /kəˌmjuːnɪˈkeɪʃn/	Clear **communication** helps the two shifts work together.
sender /ˈsendə/	The **sender** starts the message.
message /ˈmesɪdʒ/	The **message** is the main idea the writer wants to share.
medium /ˈmiːdɪəm/	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.
one-way communication /wʌn weɪ kəˌmjuːnɪˈkeɪʃn/	A notice on the wall is **one-way communication**.
two-way communication /tuː weɪ kəˌmjuːnɪˈkeɪʃn/	A meeting is **two-way communication**.

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internal communication /ɪnˈtɜːnl kəˌmjuːnɪˈkeɪʃn/	Emails between staff are **internal communication**.
external communication /ekˈstɜːnl kəˌmjuːnɪˈkeɪʃn/	Adverts are **external communication**.
customers /ˈkʌstəməz/	Happy **customers** come back and buy again.
suppliers /səˈplaɪəz/	Our **suppliers** sell us the raw materials we need.
communication barrier /kəˌmjuːnɪˈkeɪʃn ˈbærɪə/	Noise in the office is a **communication barrier**.