

## A ROLE OF HUMAN RESOURCES

1	HR	The recruitment, communication, motivation and training of staff
2	HR Plan	A plan detailing the workers a business will need i.e. number, skills, hours
3	Functions	Different types of work that need to be done by a business i.e. finance

## B STRUCTURES & WAYS OF WORKING

1	Organisation chart	A diagram showing the organisation of workers in a business
2	Authority	The power of one person to make decisions within a business
3	Chain of command	The order of authority in a business from top to bottom
4	Span of control	The number of people a manager is directly in control of
5	Delegation	Giving permission and responsibility to another to make decisions
6	Tall	A structure that has more layers but a smaller span of control
7	Flat	A structure that has less layers, but a much bigger span of control
8	Full-time	When someone works hours equal to the normal working week 35-40
9	Part-time	Where someone works fewer hours than a normal working week i.e. 20
10	Flexible working	A way of working that suits an employees needs i.e. no set start/finish time
11	Temporary Work	The employment of a worker for a fixed amount of time i.e. 3 months
12	Work from home	The ability of an employee to work from their own house
13	Mobile working	Where an employee might have multiple bases or travel around
14	Self-employed	Where a person works for themselves rather than a business.

## C COMMUNICATION

1	Written	Communication by written words i.e. letter, text, email
2	Verbal	Communication by speaking verbally i.e. phone call, video call, meeting

3	Formal	Communication using the official methods and channels in a business
4	Informal	Communication outside the official channels in a business

## D RECRUITMENT AND SELECTION

1	Recruitment	The hiring of an employee through different methods i.e. adverts
2	Selection	The process of choosing between applicants for a job
3	Job Description	The main tasks and responsibilities of a worker
4	Person Spec.	Lists the qualities, qualification, knowledge and skills of an employee

## E MOTIVATION AND RETENTION

1	Retention	When an employee chooses to remain with a business rather than leave
2	Financial	Methods of motivation that involve paying more money to an employee
3	Non-Financial	Methods of motivation that do not involve paying an employee more

## F TRAINING AND DEVELOPMENT

1	Induction training	Training the introduces the worker to a business when they start
2	Development	Long-term training given to employees to help realise their potential
3	On-the-job	Training whilst working, usually with another member of staff
4	Off-the-job	Training away from the business/job i.e. college course

## G EMPLOYMENT LAW

1	Discrimination	Where a worker is treated differently for no acceptable reason
2	Contract	A legal agreement between an employer and employee
3	Holiday	The amount of paid holiday a worker can take in one year
4	Working Hours	A limit to the number of hours workers can work each week