**People**

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| People | 1.4 Recruiting, training and motivating staff3.4 Motivation theory3.4 Communication3.4 Organisational Structure3.4. Remuneration |

Recruitment and Training

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| **Features of a job description** | **Features of a person specification** |
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| **How could a small business recruit staff?** | **How could a small business select staff?** |
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What information would you except to find in a job advert?

Define shortlisting \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Define induction training?

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Explain the advantages and disadvantages of on the job and off the job training?

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Discuss how businesses are effected by legislation when recruiting staff

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Motivation

Explain Maslow’s Hierarchy of needs

Label and annotate the diagram below:

What are the benefits of having motivated staff?

Name 3 financial and 3 non-financial motivators

|  |  |
| --- | --- |
| Financial | Non Financil |
|  |  |
|  |  |
|  |  |

**Communication**

Define Communication:

What is the difference between internal and external communication?

Identity and explain the different channels of communication?

|  |  |
| --- | --- |
| **Barrier to communication** | **How it could be overcome** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**Define the following terms**

Horizontal communication

Vertical communication

Informal communication.

Formal Communication

Organisation Structure

Define the following Key Terms:

Organisation Chart:

Hierarchy:

Subordinate:

Chain of Command:

Delayering:

Downsizing:

Name 2 drawback of having a long chain of command

RENUMERATION

Define the following Key Terms:

Wages:

Payment Systems:

Overtime:

Basic Pay:

Salary:

Commission:

Bonus:

Fringe Benefits:

**Revision Questions**

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**1**.What is hierarchy in business?

The number of management levels in a business

The number of staff reporting to a manager

The span of control of a manager

**2**.Who is a member of staff responsible for overseeing the work of others?

A subordinate

A line manager

An applicant

**3**.What is the chain of command?

The route a message travels along

The path of authority along which instructions are passed

Management levels in a business

**4**.In what kind of businesses do junior managers have the authority to take decisions?

Centralised

Decentralised

Flat

**5.**Which organisational structure has very few layers of hierarchy?

Centralised

Decentralised

Flat

6.What is removing a level of management in an organisation an example of?

Delayering

Decentralisation

Discrimination

7. What is recruitment?

The process by which a business hires staff

The process by which a business trains staff

The process by which a business inducts staff

**7.** How is a business most likely to encourage applications for a post?

Job adverts

Staff appraisal

Internal recruitment

**8.** Where are the details of skills and qualities required for a post usually found?

CV

Person specification

Job description

**9.**Where are the details of employee tasks for a post usually found?

CV

Person specification

Job description

**10**.Which of the following is NOT usually part of the selection process?

Short listing

Interviewing

Induction

**11**.Which of the following is a way to introduce fresh ideas into a business?

Staff promotion

Internal recruitment

External recruitment

12. How is a worker on commission paid?

According to how much time is worked

According to the level of output

According to how many items are sold

**13**. John is paid piece rates. What does this mean?

He is paid according to how much time is worked

He is paid according to how much output is made

He is paid according to how many items are sold

**14**.Which of the following is an example of a fringe benefit?

A salary

Commission

A company car

**15.**What is switching staff between different tasks to reduce monotony called?

Job rotation

Job enlargement

Top of Form

16.What type of communication is a speech by a line manager to subordinates?

One way communication

Two way communication

External communication

**17** When does feedback occur?

In all communications

In one way communication

In two way communication

**18.** What is vertical communication?

Staff at different levels in the hierarchy communicating

Staff at the same level in the hierarchy communicating

Staff in different businesses communicating

**19** Where does informal communication between staff take place most often?

On the grapevine

Through written reports

Through the chain of command

**20**.

What would an e-commerce business use the internet for?

For promotion and communication

For trading and accepting payment

For all of the above

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