|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Topic Area | Can You ……… | Red  (No) | Amber  (Maybe) | Green (Yes) |
| 1.4 Recruiting, training and motivating staff  3.4 Motivation theory  3.4 Communication  3.4 Organisational Structure  3.4. Remuneration | * Explain how a small business recruits staff? * Explain the difference between a job description and a person specification? * Explain the different methods a business could use of select staff? * Define shortlisting * Define induction training? * Explain the advantages and disadvantages of on the job and off the job training? * Discuss how businesses are effected by legislation when recruiting staff? * Define motivation? * Explain Maslow’s Hierarchy of needs? * Draw Maslow’s hierarchy of needs? * Explain how a business can apply Maslow’s hierarchy? * Define communication, feedback, internal and external communications? * Draw a diagram to show the communication process? * Explain the difference between vertical and horizontal channels of communication? * List barriers to communication? * Explain the advantages of good communication is in a business? * Define the following terms; organisation chart, hierarchy, line manager, function, authority, subordinate, chain of command, delayering, empowerment, downsizing? * Explain he difference between a centralised and decentralised structure? * Understand a divisional structure? * Explain the differences between and wide and narrow span of control? * Explain the problems a business experiences because of its size? * Define; time rate, piece rate, commission, full time, freelance, temporary workers and fringe benefits? * Explain the advantages and disadvantages of time rate, piece rate, commission, full time, freelance, temporary workers and fringe benefits? |  |  |  |