

interpersonal skills

people or communication skills; these skills involve managing and motivating people

involuntary redundancy

an employee is retrenched without wanting to be

job production

the creation of single items by either one worker or team of workers

management consultants

assist other businesses and organisations to improve their performance by analysing existing problems

market segmentation

the way in which a business divides its potential market into different groups, or segments

mentoring

a system where an experienced member of staff is attached to either new recruits or promising employees to enhance their workplace skills and increase their value to the team

motivation

the force that gives purpose and direction to behaviour

performance appraisal

a process of evaluating the performance of employees; it is usually conducted by an employee's supervisor

positioning

the development of a product image (in the mind of the consumer) in relation to other similar products

selective channel distribution

availability of products and the number of distribution channels is limited

separation

the process whereby employees leave the business; they will leave through retirement, resignation, redundancy or dismissal

stakeholder

an individual who has an interest in a business achieving its goals and objectives

strategic role of human resources

to ensure that the productivity of a business or its output per person can achieve its fullest potential because the employees of the business are effective and efficient in the way they go about their tasks

training

educating an employee in the skills and processes of the job that the employee currently holds

transformed resources

those which will be transformed or changed into finished products by operations processes; in most businesses, transformed resources will include materials, information and customers

transforming
resources

those which will cause the change or transformation process in business operations; the main transforming resources are human resources and facilities such as plant and equipment

vision

the picture of the
future for the
business
