

1. <b>interpersonal skills</b>	people or communication skills; these skills involve managing and motivating people	16. <b>transforming resources</b>	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
2. <b>involuntary redundancy</b>	an employee is retrenched without wanting to be	17. <b>vision</b>	the picture of the future for the business
3. <b>job production</b>	the creation of single items by either one worker or team of workers		
4. <b>management consultants</b>	assist other businesses and organisations to improve their performance by analysing existing problems		
5. <b>market segmentation</b>	the way in which a business divides its potential market into different groups, or segments		
6. <b>mentoring</b>	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		
7. <b>motivation</b>	the force that gives purpose and direction to behaviour		
8. <b>performance appraisal</b>	a process of evaluating the performance of employees; it is usually conducted by an employee's supervisor		
9. <b>positioning</b>	the development of a product image (in the mind of the consumer) in relation to other similar products		
10. <b>selective channel distribution</b>	availability of products and the number of distribution channels is limited		
11. <b>separation</b>	the process whereby employees leave the business; they will leave through retirement, resignation, redundancy or dismissal		
12. <b>stakeholder</b>	an individual who has an interest in a business achieving its goals and objectives		
13. <b>strategic role of human resources</b>	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		
14. <b>training</b>	educating an employee in the skills and processes of the job that the employee currently holds		
15. <b>transformed resources</b>	those which will be transformed or changed into finished products by operations processes; in most businesses, transformed resources will include materials, information and customers		