

arbitration

the process where a third party hears both sides of a dispute and makes a legally binding decision to resolve the dispute

conciliation

a process where a third party is involved in helping two other parties reach an agreement

a diverse workforce

includes employees from diverse cultural and ethnic backgrounds, who were able to demonstrate the ability to speak in more than one language, and to demonstrate cultural awareness and sensitivity in their interactions with people from other cultures

employee poaching

the practice of enticing employees to work for another business

ethnocentric

approach that uses parent country staff in its organisation

external recruitment

involves filling job vacancies with people from outside the business

extrinsic rewards

those rewards given or provided outside the job itself; they may be monetary, for example incentive payments, or non-monetary, for example flexible work schedules

gain-sharing plan

involves the benefits of improvements and success, such as productivity improvements, cost savings and sales and profit increases, being reflected in rewards for teams, such as shares, cash bonuses or annual bonuses

geocentric staffing approach

uses the staff with the most appropriate skillset for a particular role and location, and builds a pool of managers with global experience

industrial dispute

a disagreement over an issue or group of issues between an employer and its employees, which results in employees ceasing work

insourcing

delegating a job to someone within the business, as opposed to someone outside the business

internal recruitment

involves filling job vacancies with people from within the business

intrinsic rewards

those that the individual derives from the task or job itself, such as a sense of achievement

job analysis

an ongoing process, which is a detailed analysis of all the tasks, responsibilities, personal attributes and reporting relationships needed in a position

job design

the process of designing the content of a job and how it will interact with other jobs and employees, so as to motivate and retain an employee and achieve the business' goals

lockouts	occur when employers close the entrance to a workplace and refuse admission to the workers
monetary rewards	those reflected in pay or having financial value
non-monetary rewards	those rewards that do not have a financial value, such as social activities or retirement planning
orders	decisions that require employees or employers to carry out a direction from the tribunal; they may be inserted in awards or agreements
performance management	a systematic process of evaluating and managing employee performance in order to achieve the best outcomes for a business

pickets

protests that take place outside the workplace, generally associated with a strike; unionists stop the delivery of goods and try to stop the entry of non-union labour in the workplace

polycentric

staffing approach uses host country staffing with parent country staff in corporate management as its headquarters

recruitment

the process of locating and attracting the right quantity and quality of staff to apply for employment vacancies or anticipated vacancies at the right cost

strikes

situations in which workers withdraw their labour