



Objectives:

- Identify the components of human resource management

Definitions:

Human resources – **personnel; people employed in a business**

Human resource management – **a business department that recruits and manages employees**

Labor union – **organization that represents workers in their dealings with employers regarding bargaining for wages, benefits, job security, working conditions**

Educational activities – **actions that prepare employees for advancement in the organization**

Developmental activities – **actions that prepare managers to lead the company into the future**

Cost effective – **economically worthwhile in terms of what is achieved for the money spent**

Employee complaint procedure – **formal procedure for handling employee complaints**

Equal Employment Opportunity Commission (EEOC) – **federal agency responsible for enforcement of laws and regulations designed to protect employees.**

Pregnancy Discrimination Act – **an example of a law enforced by the EEOC requiring that employers treat pregnant employees the same as other employees when determining benefits**

Short answer:

1. List 7 components of human resource management.

- Recruiting and screening employees**
- Managing dealings with unions**
- Overseeing employee training and development**
- Resolving day-to-day problems**
- Ensuring equal opportunity**
- Handling employee termination**

2. What are the 4 requirements in Training and Development?

- Determine your needs**
- Design your program**
- Implement your program**
- Evaluate your program for effectiveness**