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| 1. Autocratic leadership | When one person is in charge and gives orders. A figure who separates himself from his employees, only telling them what they want and need to know using top-down communication. | 13. Job enrichment | When jobs are added to a worker's job description which require more skills or responsibility to carry out. Additional training may be required in order for workers to do these jobs, but workers will be more committed and there is scope for fulfilling the higher levels of the Hierarchy of Needs. |
| 2. Commanding | Guiding, leading and supervising people to make sure they are keeping to targets and deadlines. | 14. Job rotation | When workers swap duties for a specific period of time in order to increase variety. |
| 3. Controlling | The measurement and evaluation of the work of all individuals and groups to make sure they're on target. | 15. Job satisfaction | If workers like their job and are happy with what they are doing, they will be more motivated to do it right. |
| 4. Coordinating | To 'bring people in the organization together' to make sure that all departments work together. | 16. Laissez-Faire leadership | When employees are allowed to make their own decisions instead of consulting a leader. Communication can be difficult because there are no clear directions - the leader takes a 'hands off' approach. |
| 5. Delegation | When a manager gives somebody who is lower on the chain of command a job to do. | 17. Motivation | The act of giving somebody an incentive to do something. |
| 6. Democratic leadership | When employees are involved in decision making in open discussions. The final decision is made by a leader after he consults employees. Information goes both ways: there is top-down and down-up communication. | 18. Off-the-job training | This type of training is conducted off-site by specialist trainers. It may involve classroom learning, lectures, role play, case studies and computer simulations. |
| 7. Dismissal | When a worker is told to leave their job because their work or behavior is unsatisfactory. | 19. One-way communication | When a message is sent from the sender to the receiver, but the receiver is unable to provide feedback. |
| 8. External recruitment | When the post is filled by someone who is not an existing employee and will be new to the business. The vacancy may be advertised in local or national newspapers, specialist magazines and journals, recruitment agencies and job centers. | 20. On-the-job training | This type of training is conducted on-site and is usually individual training for a specific job by observing more experienced workers. |
| 9. Hierarchy of Needs | Motivational theory created by Abraham Maslow. Similar to Herzberg's two-factor theory. | 21. Organizing | Delegation of tasks to others in the organization and organizing people and resources. |
| 10. Induction training | This type of training is for new employees and the duration of the training period varies depending on the employee's job. | 22. Perks | These are non-monetary rewards for working under certain conditions. |
| 11. Internal recruitment | When the post is filled from within the organization. The vacancy may be advertised on a company noticeboard or newspaper. This would be suitable for an employee who seeks promotion within the business. | 23. Piece rate | When workers are paid for every piece they produce, usually on a production line. |
| 12. Job enlargement | When more jobs are added to a worker's job description. This adds variety to the worker's job with a similar level of actual work. | 24. Planning | Setting aims or targets which give the organization a sense of direction or purpose. |
| | | 25. Production line | Motivational theory created by F.W. Taylor. Put into practice by Henry Ford. |
| | | 26. Redundancy | There may be occasions when a business needs to reduce the number of employees, either because it is closing down a branch/factory or can no longer afford to pay some employees. |

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| 27. Salaries | When workers are paid a certain amount every year. The amount is decided on a yearly basis, but can be split into equal amounts so the worker can be paid every week or month. |
| 28. Teamwork | When a group of workers is given responsibility for a particular process in the production or development of a product. |
| 29. Theory X and Theory Y | Motivational theory created by Douglas McGregor. Based on the "naughty and nice" ideology. |
| 30. Trade union | A group of workers who have joined together to ensure their interests are protected. |
| 31. Training | Used to introduce employees to new processes, equipment or systems. |
| 32. Two-factor theory | Motivational theory created by Frederick Herzberg. Similar to Maslow's Hierarchy of Needs. |
| 33. Two-way communication | When a message is sent from the sender to the receiver, and the receiver is able to provide a response/feedback. |
| 34. Verbal communication | A quick and efficient method of communication that provides immediate feedback and can be reinforced by body language. |
| 35. Visual communication | This type of communication is appealing, attractive, and more interesting than other types of communication. It can also be more clear and can be reinforced using illustrations. |
| 36. Written communication | Provides hard evidence of communication which can reduce disagreements if there is a legal conflict. It is easy to copy and distribute. |

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