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**Survey of Business**

**Chapter Ten: Managing Human Resources**

1: Define Human Resources.

2: Explain Human Resource Management.

3: Why is Planning for Human Resource Needs important?

4: Define Job Analysis and how it is used by managers.

5: Define Job Description and Job Specifications.

6: Explain the process of Recruiting and Selecting New Employees.

7: Identify common Interviewing Tips.

8: Identify some of the most common Interview Questions.

9: What are some of the common Mistakes Made in Interviewing?

10: Explain the process and importance of Reference Checking.

11: Identify some of the most common Resume Lies.

12: Outline some of the Legal Issues in Recruiting and Selecting.

13: Explain the role and importance of employee Orientation.

14: Explain the roles and importance of Training, Mentoring, and Development of employees.

15: Explain the importance of and identify the various ways of Assessing Performance.

16: Identify and explain Performance Characteristics.

17: Define Turnover and its impact on management and the organization.

18: Define Promotion and the various ways of achieving one.

19: Differentiate between Transfer, Separation, and Termination.

20: Explain the factors involved and ways in designing a fair method of Compensating the Workforce.

21: Differentiate between Wages and Salaries.

22: Define Benefits and identify the various types organizations provide its employees.

23: Outline the relationship between Managing Unionized Employees, Collective Bargaining, and Resolving Disputes.

24: Describe the Importance and Benefits of Workplace Diversity.

Briefly share your thoughts on how the material outlined in this chapter can impact your life: