

Management Principles

Unit 5 – Important topics and keywords

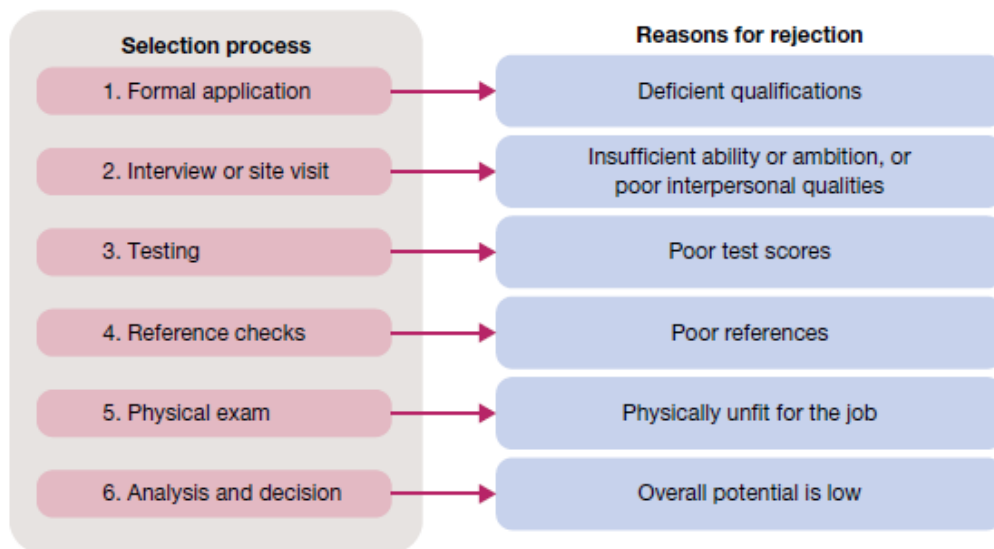
1. Attracting a Quality workforce

Recruitment

- Internal Recruitment
- External Recruitment

Making Selection decisions

- Application Forms
- Interviews
- Employment tests
- Reference and background checks
- Physical examination
- Final decision to hire or reject



2. Developing a Quality workforce

Employee Orientation

Training and Development

- On-the-job training
- Off-the-job training
- Performance Appraisal
 - Performance appraisal methods:
 1. Graphic Rating Scale method
 2. BARS (Behaviourally anchored rating scale)

3. Environment and competitive advantage

1. What is competitive advantage ?
2. The general environment

- a. Economic conditions
- b. Socio cultural conditions
- c. Political-Legal conditions
- d. Technological conditions
- e. Natural environment conditions

4. Organisational culture

- **Levels of Organisation culture**
 - Stories
 - heroes
 - rites and rituals
 - symbols

5. Ethics in Workplace.

6. Factors influencing ethical behaviour.

Note: Also please go through the other topics in unit 5