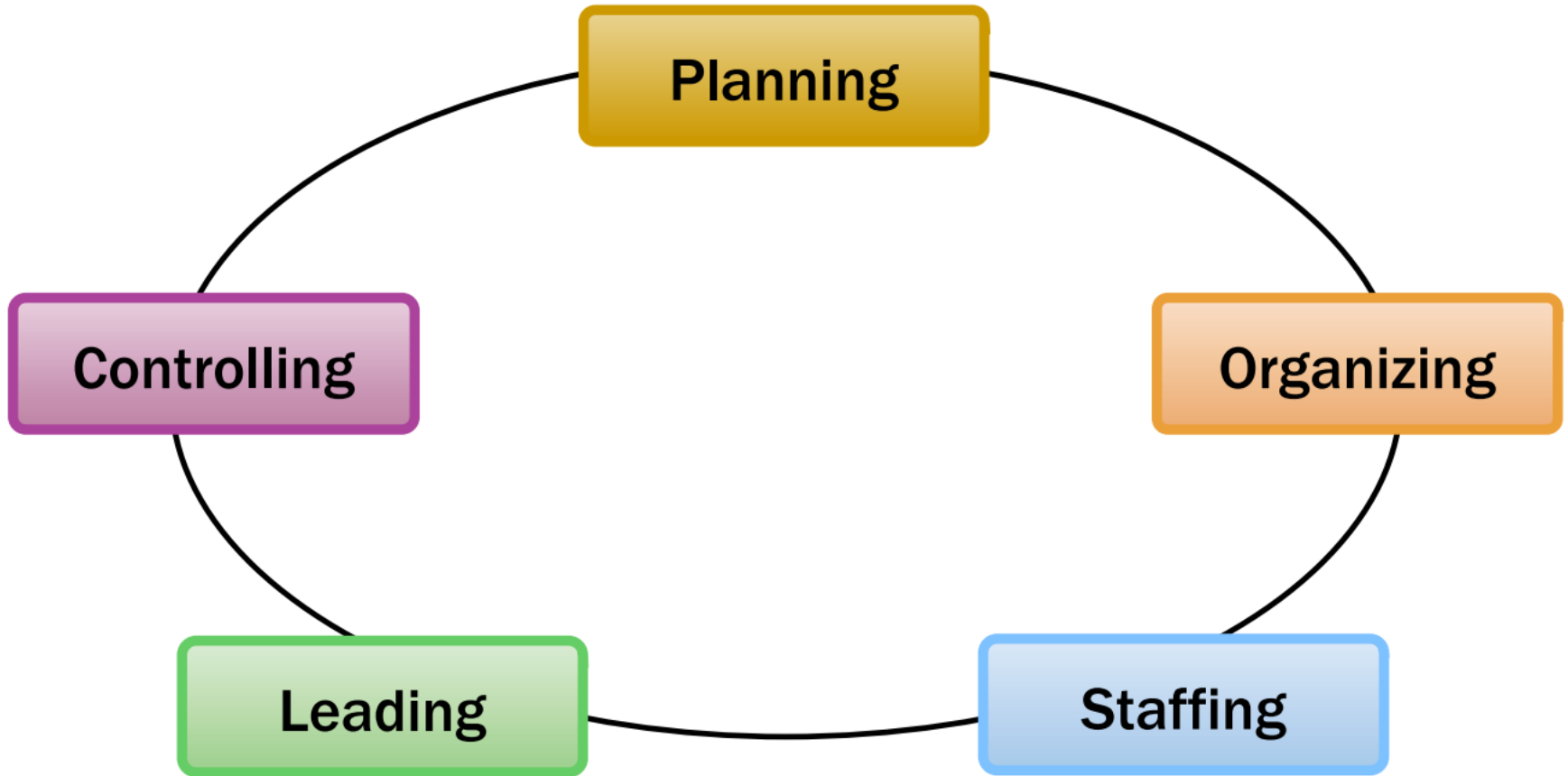


HR graphics
FINALL

Everything included in the file is from the doctor's LEC

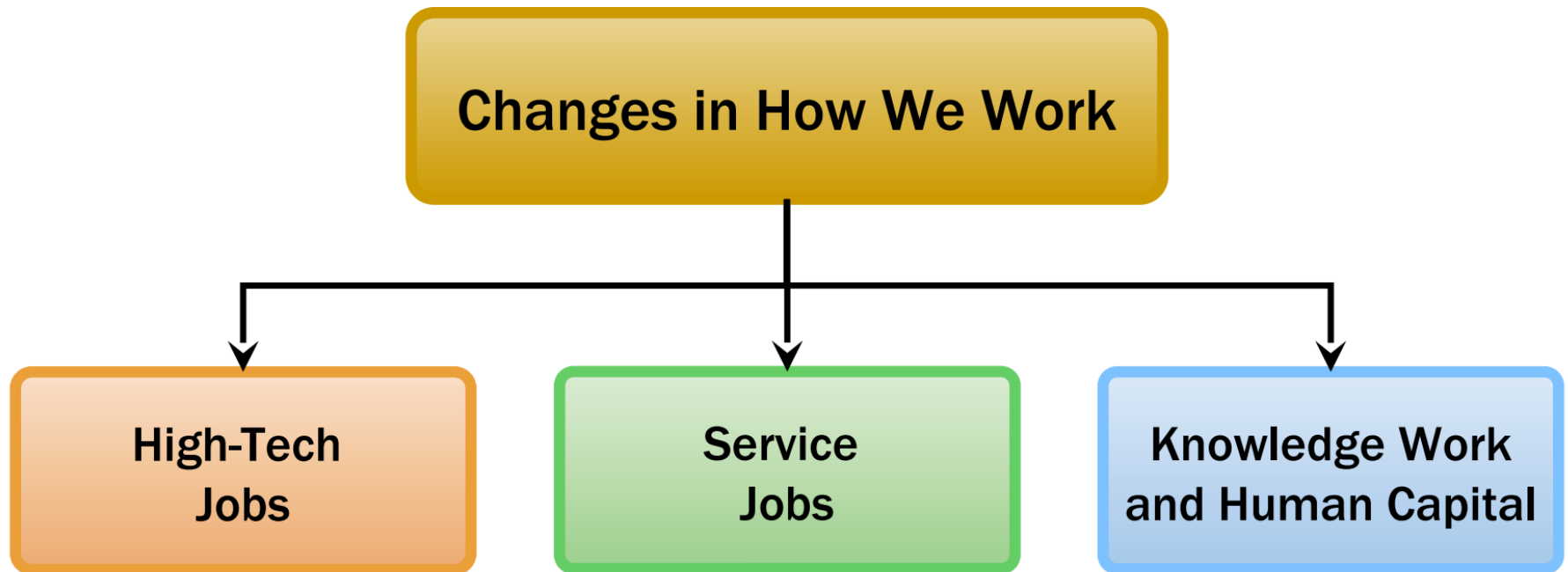
The Management Process



Trends Shaping Human Resource Management



Trends in the Nature of Work



Important Trends in HRM



Performance Appraisal

```
graph TD; PA[Performance Appraisal] --> TM[Traditional Methods]; PA --> MM[Modern Methods]; TM --> TM1[1. Ranking Method]; TM --> TM2[2. Grading Method]; TM --> TM3[3. Man-to-Man Comparison Method]; TM --> TM4[4. Graphic Rating Scale Method]; MM --> MM1[1. Management by Objective (MBO)]; MM --> MM2[2. Assessment Centre Method]; MM --> MM3[3. Human Asset Accounting Method]; MM --> MM4[4. Behaviourally Anchored Rating Scales]; MM --> MM5[5. 360° Appraisal];
```

Traditional Methods

1. Ranking Method
2. Grading Method
3. Man-to-Man Comparison Method
4. Graphic Rating Scale Method

Modern Methods

1. Management by Objective (MBO)
2. Assessment Centre Method
3. Human Asset Accounting Method
4. Behaviourally Anchored Rating Scales
5. 360⁰ Appraisal

LEC 5

JOB EVALUATION PROCESS



LEC 9

Causes of Conflict



LEC 9

Ways to Manage Conflict

Change the Structure



Change the Composition of the Team

Create a Common Opposing Force

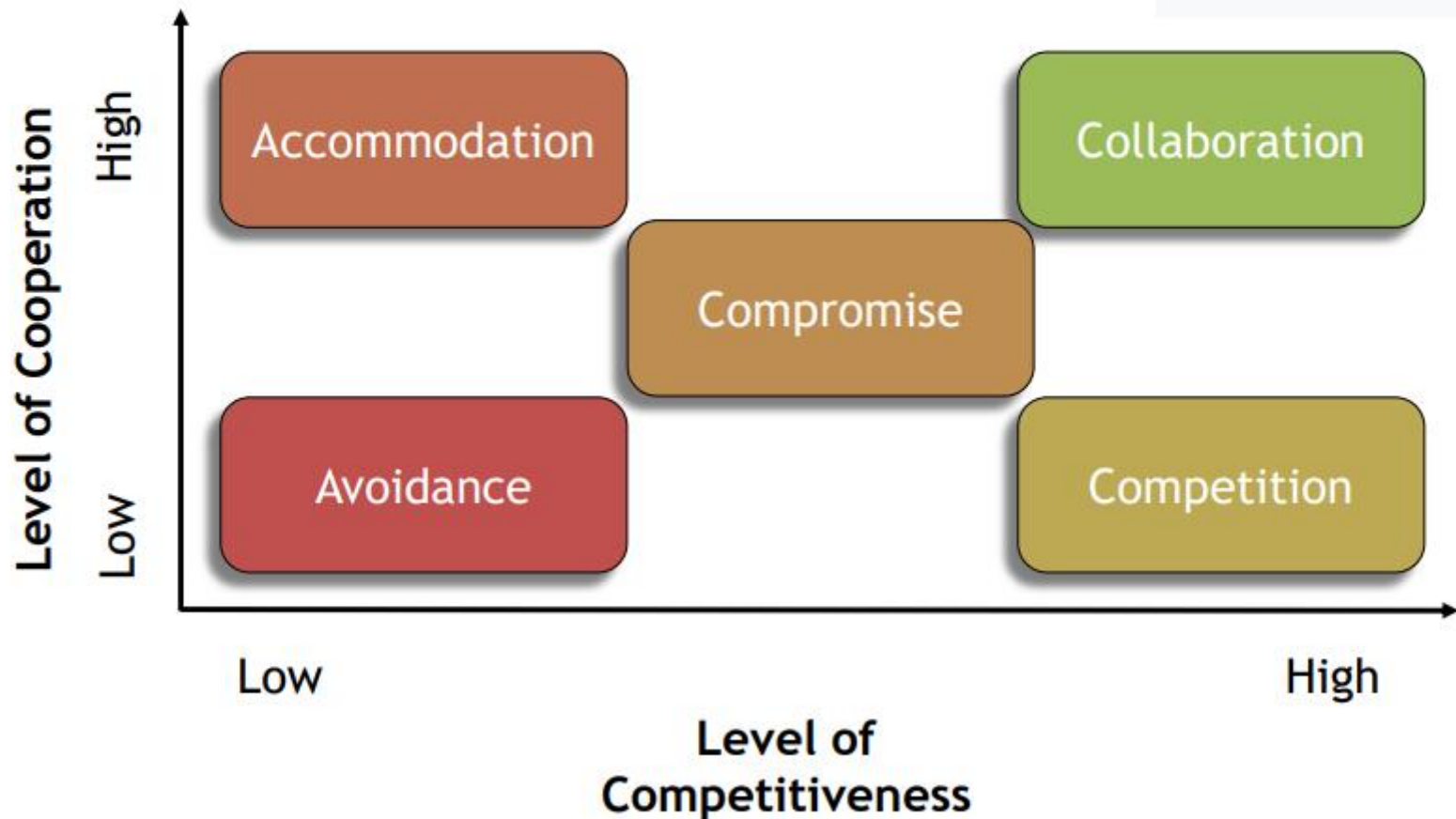
Consider Majority Rule

Problem Solve

LEC 9

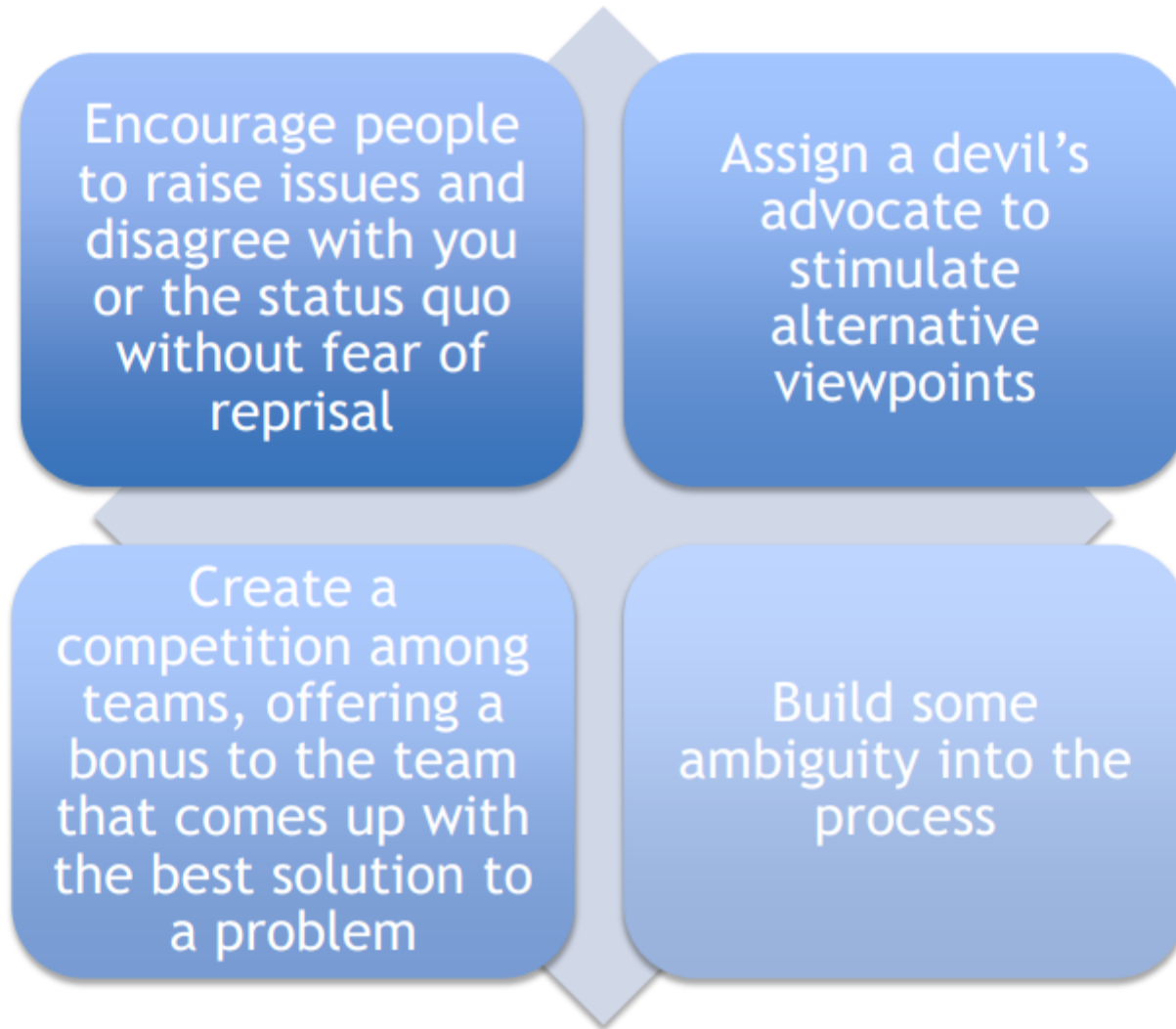
Conflict Handling Styles

Accommodation إقامة
Collaboration تعاون
Compromise مساومة
Avoidance تجنب
Competition مسابقة
Competitiveness القدرة التنافسية
Cooperation تعاون



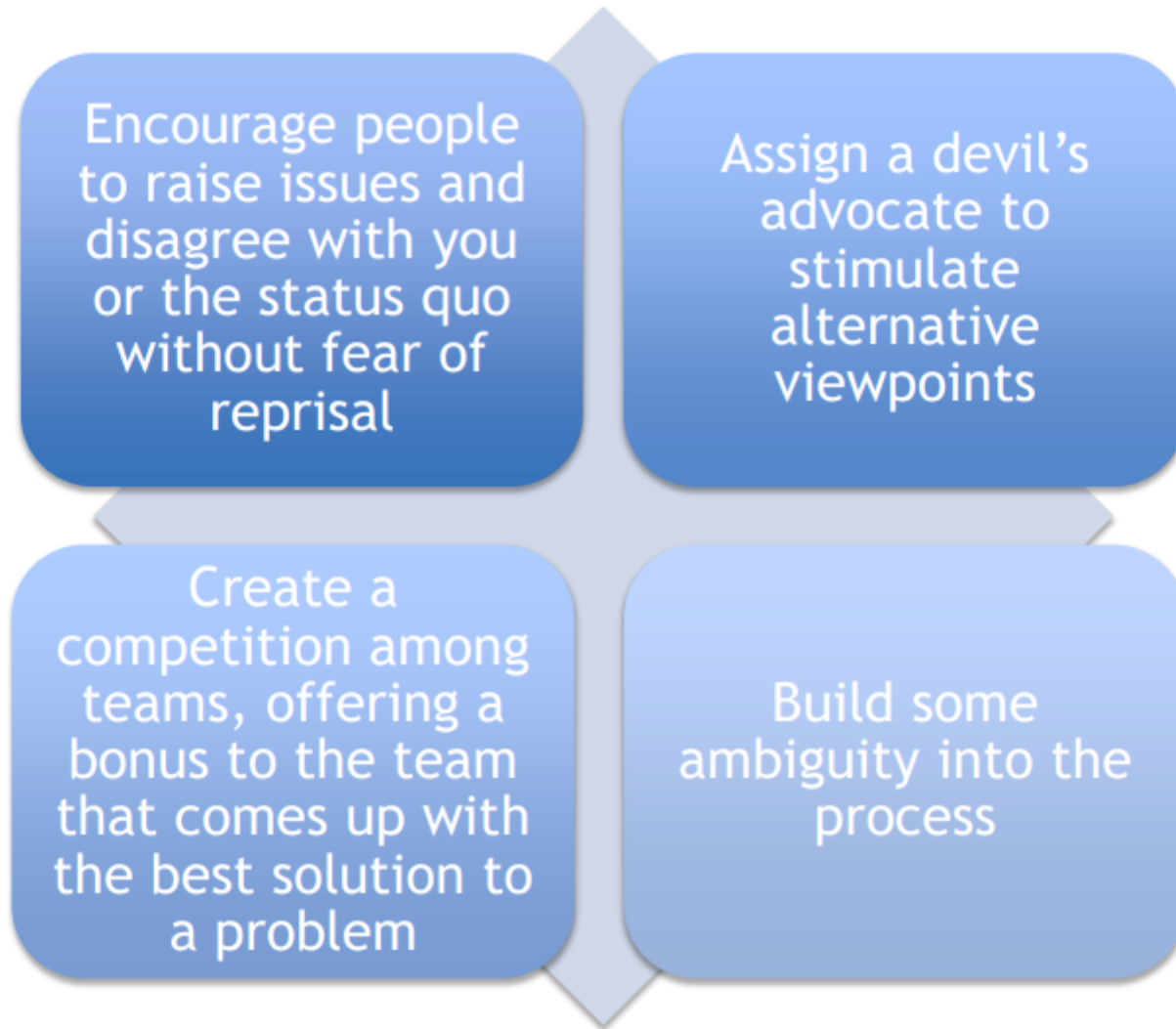
LEC 9

How Can You Stimulate Healthy Conflict?



LEC 9

How Can You Stimulate Healthy Conflict?



LEC 9

The Five Phases of Negotiation



What is BATNA? The definition, or the ability to identify a negotiator's best alternative to a negotiated agreement, is among one of the many pieces of information negotiators seek when formulating dealmaking and negotiation strategies.

Determining Your BATNA

B est
A lternative
T o a
N egotiated
A greement

BATNA Best Practices

- 1 Brainstorm a list of alternatives
- 2 Improve upon more promising ideas and convert them
- 3 Identify the most beneficial alternative
- 4 Remember that your BATNA may evolve over time
- 5 Don't reveal your BATNA to the other party

Negotiation Strategies

Distributive التوزيع Approach

- The traditional fixed-pie approach in which negotiators see the situation as a pie that they have to divide between them.

Integrative التكاملي Approach

- An approach to negotiation in which both parties look for ways to integrate their goals under a large umbrella.

LEC 9

Avoiding Common Mistake in Negotiations

Failing to
negotiate/accepti
ng the first offer

Letting your ego
get in the way

Having unrealistic
expectations

Getting overly
emotional

Letting past
negative
outcomes affect
the present ones

LEC 9

Tips for Negotiation Success

Focus on agreement first

Be patient

Whose reality?

Deadlines

Be comfortable with
silence

LEC 9

Ethics and Negotiations

Be honest



Keep your promises



Follow the Platinum Rule. Most people know the Golden Rule...the Platinum Rule takes it one step further by, “Treating others the way *they* want to be treated.”

LEC 10

FIGURE 12.4 HR roles in building a competitive organisation

