



2.7 Industrial/employee relations (HL)

Terminology exercise

Check that you understand the terminology used in this subtopic by dragging the correct word into each space.

Employee–employer relationships are important for many businesses. Management and employees should have shared _____ and _____ should strive to work together to achieve common goals.

Sometimes those values are not shared, and _____ may emerge. For example, an _____ leader may behave in a way that upsets workers, such as through coercive behaviour. This may create tension leading to a _____ workplace culture.

Often communication and _____ are needed to ensure values are shared. In workplaces where communication is good, workers will be consulted and listened to as they voice their viewpoints.

There may be employee _____ groups that act on behalf of staff and _____ favourable pay and working conditions. Through _____ bargaining, employees can negotiate better _____ and can negotiate for changes to be made to _____ working conditions. If employers do not

working conditions. If employers do not

wish to listen, employees can seek to
cause disruption.

If management and workers cannot
agree on a course of action, then

action may result.

This can be avoided through conflict

such as

and arbitration,

which seek to use third parties to

manage a conflict. In the case of

, the agreements

made are legally enforceable.

resolution

conciliation

negotiate

autocratic

wages

collective

representation

industrial

arbitration

conflicts

toxic

values

transparency

✓ Check

