

**Checkpoint 14.1**

1. List three challenges associated with hiring and managing employees.

Answer: It is difficult to find the right person for the job, time consuming, and costly.

2. What is the difference between a job analysis and a job description?

Answer: A job analysis is an evaluation of what a new position should be and a job description is a written description of what the job entails and the expectations.

3. What methods can be used to recruit employees?

Answer: Social media, company website, online employment sites, college and career placement centers, and employment agencies can all be utilized.

4. What procedures could be used in screening applicants?

Answer: The application is the first step in screening candidates. Background checks and interviews are also part of the screening process.

5. What are the different ways to compensate employees?

Answer: Employees may be paid a salary or wages. In addition, they may be paid a commission, receive bonuses and contributions to retirement plans, and be given profit sharing and stock options.

**Checkpoint 14.2**

1. List the professional development techniques employed by businesses.

Answer: Orientation, on-the-job training, classroom instruction, e-learning, mentoring, coaching, job rotation, and conferences.

2. How can an employer motivate his or her employees?

Answer: Recognize the work employees perform, create a positive working environment, listen to employees' ideas, create a safe working environment, and provide opportunities for advancement and increase in pay.

3. What is the difference between an objective and a subjective performance appraisal?

Answer: *Objective appraisals* are based on the achievement of specific goals. *Subjective appraisals* are based on the individual's behaviors and behavioral traits.

4. What factors have contributed to increased workplace safety over the past 100 years?

Answer: Changes in the types of work that is done and the introduction of safety precautions.

5. What are the steps in constructive conflict resolution managers can practice?

Answer: Listen first, talk second; be calm, courteous, and try to diffuse anger; separate the problems from the people; determine the real, underlying issues; make sure all parties agree to the facts; explore the various solutions together; find a solution agreeable to all parties.