

benefits. Extras over and above regular pay given to employees by employers, such as vacation time and health insurance.

bonus. Cash award given to an employee who reaches certain performance goals.

commission. Method of compensation where an employee is paid a percentage of what he or she sells.

compensation. Wages or salaries, incentives, and benefits that employees may be paid.

conflict resolution. Solving problems that usually arise when people or groups have different goals or needs.

employee complaint procedure. Formal process for employees to share their issues with management.

employee handbook. Translates the policies of the business into day-to-day information that the employees need to know.

empower. Give employees the authority to make decisions.

ergonomics. Science of adapting the workstation to fit the needs of the worker and lessen the chance of injury.

human resources. Employees who work for the company.

human resources management. Facilitates and manages employees in an organization.

intranet. Internal computer network.

job analysis. Identifies a new position's job requirements, employee qualifications, and how success will be evaluated.

job description. Written definition of a position and the expectations of a specific job.

job posting. Advertisement for an open position.

labor relations. How the employer and employees behave toward each other, particularly during contract negotiations.

listening. Evaluating what is heard.

open-door policy. Practice of allowing employees to speak with a manager at any time.

performance appraisal. Evaluation that consists of assessing an employee's performance and then providing feedback.

policy manual. Outlines the company policies and procedures.

professional development. Training on the skills and knowledge that contribute to employees' personal development and career advancement.

profit sharing. Distribution of a percentage of the profits to employees, usually on an annual basis.

promotion. Moving an employee to a higher-level position.

recruiting. Process of finding suitable people and getting them to join a company.

speaking. Verbal communication.

stock option. Share of company stock that employees can purchase at a discount as a form of compensation.

writing. Communicating using visible words and characters.