

Glossary of Terms & Concepts

A Team

A team is a group of people working together for a common goal. Success is measured. Each team member has a role and function.

A Group

A group may be a combination of people who have a common interest.

Attitude

It is the feeling or mental approach someone has towards something such as a person, object, or to their job. It is about the beliefs, assumptions and values we have, and we express these through our words and through our deeds.

Career

It is the pattern or sequence of work roles of an individual

Coaching

It is the art of facilitating the performance, learning and development of an individual.

Culture

These are values that are commonly held among a group of people.

Development

It is about bringing out all that is potentially contained within. Preparation of employees for advancement in the organization or for their personal growth.

Education

The providing of information and guidance in an organized manner to learners about all kinds of concepts and knowledge, both general and specific

Employer

Is the person for whom an individual performs or performed any service of whatever nature. Employer means the person having control of the payment of such wages.

Employee

Is one who is under a contract of service, even if the employment is casual, part-time or temporary. (Employees Handbook 1998: Barbados)

Ethics

These are standards of right or wrong, good or bad. Ethics are concerned with what one ought to do to fulfill one's moral duty. There are two aspects to ethics: - Being able to determine what is right or wrong, good or bad; and committing to doing what is right and good. Ethics is best described as the systematic study of standards of human conduct and moral judgments.

Evaluation

It is a process of objective assessment, job specific, meaningful and covers the period being reviewed. The performance evaluation process should always commence with a review of the job description. Consistent standards must apply in completing the evaluation exercise.

Globalization

This phenomenon is a process of interaction and integration among the people, companies and governments of different nations, a process driven by international trade and investment and aided by information technology. This process has effects on the environment, culture, political systems, economic development and prosperity, and on human physical well being in societies around the world.

Grievances

Grievances are concerns, problems or complaints that employees raise with their employer/ management. Grievances are outcomes from misinterpretation or misapplication of the written company policy or a breach of the collective bargaining agreement and the common law legislation, as it pertains to labour management relations, or the established workplace customs and procedures.

Grievance Procedure

A grievance procedure is seen as a means of internal dispute resolution by which an employee may have his or her grievances addressed.

Human Resource Development

Human Resource Development is the management of human resources rather than the collective relations, and is therefore enterprise focus. It involves the individualization of the employment relationship.

Industrial Relations

Industrial Relations which is also referred to 'Employment Relations' or 'Labour Relations,' concerns itself with the state of the relationship between employer, trade unions and employees. Industrial Relations also concerns itself with Terms and Conditions of Employment, and grievance handling procedures that lead to conflict resolution.

Job

This refers to task or a piece of work

Just Cause

This represents grounds for immediate dismissal where the employee steals / cheats from, or lies to the employer. The courts will usually find that the employer had just cause to fire the employee.

In lesser cases like occasional tardiness or inattention, the employer should first warn the employee in writing, and give him / her chance to remedy any failings, before proceeding to serve a dismissal notices.

Knowledge

It is the information that is assimilated and retained by the learner and that can be recalled by him/her. It is about identification, recognition or recall.

Labour Laws

Labour Laws which are passed by Parliament, are meant to serve and protect the basic human rights of workers. These are: The right to freedom

of speech and association, the right to non discriminatory treatment, the right to a fair trial (The right to due process in the workplace) and the right to peaceful assembly

Labour laws are administrative rulings that address the relationship between and among employers and employees, and labour organizations.

Learning

It is a relatively permanent change in behaviour that occurs as a result of exposure to knowledge that informs practice.

Mentoring

This is the process of providing guidance, counseling and /or advice.

Motivation

This refers to a state of mind, desire, energy, or interest that translates into action.

Needs Assessment

Overtime Work

This is where any work is done beyond the normal working hours of an employee. Overtime may therefore apply where work is done over the 40 hour work week. It is not compulsory. The rate of pay after normal working hours is that of time and a half. Work done on public holiday/ Saturday and Sunday that is an off day, the rate of double time pay applies.

Productivity

Productivity is concerned with how companies/organizations use resources (e.g. Labour, equipment, machinery, materials) needed to produce goods and services.

A nation's living standard is determined by the productivity of its economy, which is measured by the value of goods and services produced per unit of the nation's human and capital resources

Profession

It is an occupation in which one possesses to be skilled. Any occupation by which an individually habitually earns his living.

Professionalism

Professionalism embodies the setting of high standards, excellent deportment and the exhibiting a of good and positive attitude. Professionalism dictates that the individual takes advantage of every opportunity, shares both knowledge and experiences, ask questions rather than to take things for granted, dedicates and commits oneself to assigned tasks, is innovative, takes initiative, inspires others, develops persuasive powers and is accountable.

Performance gap

This refers to the difference between expected and actual performance.

Vocation

It is a trade, occupation or profession for which the individual has the required qualifications, skills or expertise.

Trade Union

Trade unions are organizations of workers that seek through collective bargaining with employers to protect and improve the real income of their members, provide job security, protect workers from against unfair dismissal and provide a range of other related services including support for people claiming compensation from injuries sustained on the job.

Types of Unions

Craft: This is for employees with a particular skill, e.g. electricians

Industry: This for employees in particular industry, e.g. coalminers

General: This is a broad union for wide range of employees usually unskilled or semi-skilled

White Collar: This is for clerical, professional or managerial staff, e.g. (teachers)

Staff Association: This is for employees in a particular organisation, eg. Sugar Industry Staff Association

Training

It is the act of providing information and direction in a planned and structured manner to employees on how to accomplish specific tasks related to organizational needs and objectives. Training should lead to permanent behavioural change and measurable improvement in job performance.

Termination

This refers to the dismissal of an employee. In this case reasonable notice is to be given unless termination is for cause. Payment of salary or wage is sometimes paid in lieu of notice. On termination the employee is entitled to accrued holiday with pay regardless of the grounds of dismissal. The employer is to provide the employee with a Termination or Lay off Certificate.

Time Off

Minimum rest period is two days per week

Worker are not required to work on the day observed as the day of religious worship

Salary

Payment made on a monthly basis to an employee for work completed as stipulated under the contract of employment.

Skill

It is the ability to perform a physical, mental or social task. Anything that requires practice is a skill.

Summary Dismissal

This applies in the instance where an act of gross misconduct has been committed. The dismissal takes immediate effect and there is no notice period or pay in lieu of notice given as a result of the dismissal.

Strategy

This refers to a systematic plan of action.

Strategic Plan

This is a document which sets out the priorities and goals of an organization for a particular time frame in keeping with the organization's mission. This plan should be in alignment with the organization's budget and organizational structure to ensure that these do not have to be changed and if changes are to be made, the plan should also detail—where the organization wants to go, and how the organization is going to get there and what resources are required.

Unfair Dismissal: Discrimination / Victimization

This is where an employee or prospective employee is less favorably treated because of race, sex, marital status, religion, sexual orientation or gender.

Wage

Payment made on a weekly or fortnightly basis to an employee for work done.

Wrongful Dismissal

If an employer does not have just cause to fire an employee, he or she is required to give reasonable notice, or compensation in lieu of reasonable notice.
