

# [Human resource management (cengage learning)](https://assignbuster.com/human-resource-management-cengage-learning/)

Protected Characteristics of EEO-age   
-color   
-disability   
-genetic info   
-marital status   
-national origin   
-pregnancy   
-race   
-religion   
-sexual orientationEqual Employment Opportunityemployment that is not affected by illegal discrimination ONHUMAN RESOURCE MANAGEMENT (CENGAGE LEARNING) SPECIFICALLY FOR YOUFOR ONLY$13. 90/PAGEOrder NowStatus-Blindemployment decisions that are made without regard to individuals' personal characteristicsDisparate treatmentoccurs when individuals with particular characteristics that are not job related are treated differentlyDisparate impactoccurs when an employment practice that does not appear to be discriminatory adversely affects individuals with a particular characteristic so that they are substantially underrepresented as a result of employment decisions that work to their disadvantageBona fide occupation qualification (BFOQ)characteristic providing a legitimate reason an employer can exclude persons on otherwise illegal bases of considerationBurden of proofwhat individuals who file suit against employers must prove to establish that illegal discrimination has occurredretaliationpunitive actions taken by employers against individuals who exercise their legal rights   
-create and disseminate an anti reatliation policy   
-train superiors on what retaliation is and what actions are not appropriate   
-review all performance evaluation and discipline records to ensure consistency and accuracy   
-conduct thorough internal investigation of any claims and documents   
-take appropriate action when retaliation occursReasonable accommodationmodification to a job or work environment that gives a qualified individual an equal employment opportunity to performJob analysissystematic way of gathering and analyzing information about the content, context, and human requirements of jobsJob descriptionidentifies a job's tasks, duties, and responsiblitiesJob specificationthe knowledge, skills, and abilities an individual needs to perform a job satisfactorilyperformance standardsindicators of what the job accomplishes and how performance is measured in the key areas of job descriptionsturnoverthe process in which employees eave an organization and have to be replacedHuman Resource Managmentdesigning formal systems in an organization to manage human talent for accomplishing organizational goalsStrategic HRThe appropriate use of HR management practices to gain or keep a competitive advantage.   
They can also:   
-evaluate mergers   
-conducting workforce planning (for retiring employees)   
-select new offices   
-institute management systems to reduce administrative time''-work with executives to develop a revised sales compensation   
-identify training operationsHuman capitalcollective value of capabilities, knowledge, skills, life experiences, and motivation of an organization's workforceCore competencyunique capability that creates high value for the companyFunctions of an HR managerTypes of Turnover-Functional turnover: lower performing or disruptive employees leave   
-dysfunctional turnover: key individuals and high performers leave   
-uncontrollable turnover: employees leave for reasons outside the control of the employer   
-controllable turnover: employees leave for reasons that employer could control   
-involuntary turnover: employees are terminated for poor performance or work rule violations through layoffs   
-voluntary turnover: employees leave by choiceChanging HR Rolesit has changed from administrative to more strategic roles of people in HRDiscriminationthe unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex. Plantiffa person who brings a case against another in a court of law. Prima Faciebased on the first impression; accepted as correct until proved otherwise a business necessity   
-if the court has ruled on a prima facia, then the responsibility shifts to the employerTypes of sexual harassment-Hostile environment: when an individual's work environment and work performance or psychological well-being is unreasonably affected by intimidating or offering working conditionso   
-quid pro quo: sexual harassment that links employment outcomes to the granting of sexual favorsAmericans with Disabilities Actdefines a disabled person as someone who has a mental or physical challenge that greatly reduces the ability to perform important life functions, who possesses a record off such a challenge, or who is thought to have such a challengeEqual Pay Actrequires employers to pay similar wage rates for similar work without regard to gender. Differences in pay can only be based on   
1. seniority   
2. work performance   
3. quality or quantity of production   
4. factors other than sex, skill, effort, or working condiditionsCivil Rights Act-Title VII: illegal for organizations to discriminate in any way based on a person's sex, race, national origin, color, and/or religion. This policy applies to all educational institutions, government, labor unions, and employers of 15 or more   
-1991: requires employers to show that an employment practice is job related for the position and consistent with business necessityAffirmative actionproactive employment practices to compensate for historical discrimination against women, minorities, and individuals with disablititesUndue hardshipsignificant difficulty or expense imposed on an employer when making an accommodation for individuals with disabilities. Recruitingprocess of generating a pool of qualified applicants for organizational jobsPooltotal number of people who have applied for an open position - the employer then embarks on the selection process by reducing the applicant pool to either a short-list or a long-list and then a short-list, depending on the number of people in the applicant pooljob postingsystem in which the employers provides notices of job openings, and employees respond by applying for specific openingsrealistic job previewprocess through which a job applicant receives an accurate picture of a jobTardinessbeing late   
-employers have to documentApplicationsa formal request to be considered for a position or to be allowed to do or have something, submitted to an authority, institution, or organization. Illegal questions-questions based on protected class   
- cannot ask about medical history until conditional offer was madeselectionprocess of choosing individuals with the correct qualifications to fill the jobs neededpredictormeasurable or visible indicators of selection criteriaselection criteriacharacteristics a person must possess to perform job dutiesinterviewmost used recruiting stratdegystructured interviewinterview that uses a set if prepared job-related questions that are asked of all applicantsbusiness necessitypractice necessary for safe and efficient organizational operations (nondiscriminatory actions)sexual harassment definitionunwelcome verbal, visual, or physical conduct of sexual nature that is severe and affects working conditions or creates a hostile working envirnonmentemployer's response to sexual harassment-establish a sexual harassment policy   
-communicate the policy regularly   
-train employees and managers on aoiding sexual harassment   
-investigate and take action when complaints are voicedworkeffort directed toward accomplishing resultsjobgroup of tasks, duties, and responsibilities that constitutes the total work assignment for an employeeMaternal wall bias-discrimination against caregivers, specifically women for going back to work after taking care of their children   
To fight this stigma, new laws are put in place:   
-protects caregivers   
-can be a man or a women   
-has to be a legally documented caregiver   
-this allows women to maintain their professional ambitions which in the past have triggered a hostile work environmentGender discriminationdiscrimination based on a person's gender or sex. This is different than maternal wall bias because it only talks about discrimination based on sex and not caregivers   
- barrier put up   
-women are not invited for an informal networkinformal flexibility stigmaemployer's intent to conflate schedule with committmentformal flexibility stigmaemployer's intent to pay disproportionally less for part-time employmentQuestions to avoid-Yes/no questions   
-questions that would force the employee to lie (how do you get along with your co-workers)   
-leading questions   
-questions that are not job relatedproblems in an interview-snap judgments   
-halo effect: when positive characteristics of someone overshadow the negative characteristics   
-bias and stereotyping based on personal factors   
-negative emphasis   
-cultural values lead you to make the wrong decisionworkflow analysisstudy of the way work (inputs, activities, and) outputs move through an organizationresponsibility of HR managers-evaluate employees   
-review job description   
-complete analysis   
-can request another job analysis if nature of workforce changes