

Human Resource Management

AC 3.1 and 3.2

- Compare the selection process of different service industries businesses
- Describe aviation policies related to personnel standards
- Explain how individual training and development needs can be identified
- Assess the link between motivational theory and reward.

- It is a process that is based on filtering techniques that ensure added value- of choosing a qualified candidate for a position.

(Employee Selection, n.d.)

Selection process

- It is important because the production and performance value companies get by making good hires and the high costs of replacing employees following bad hires
- To help to reduce applicant numbers
- Assess behaviour
- Low Employ Turnover
- Time Dimension

The Importance of the Selection Process

- Reduce costs
- Legal concerns

The Importance of the Selection Process

- Preliminary screening
 - Telephone Interviewing
 - In-Person Interviews
 - Cultural Fit Selection
 - Vetting Candidates
 - Personality Tests
- (Mayhew, n.d.)

Selection Methods and Practices

- Perception
- Fairness
- Validity
- Reliability
- Pressure

(Managementparadise.com, n.d.)

Barriers to effective selection

1. Why do company policy and standards exist, in relation to the airline industry
2. Give some specific aviation policies
 - Behaviour
 - Health and safety
 - Security

Company Policy and Standard

- What did you take away after watching the video?

Training and development

- Monitoring performance
 - Appraisals
- Career Development Planning
- Changing Personal Circumstances

How can training and development needs be identified?

- Is defined as the internal and external factors that stimulate desire and energy in people continually interested and committed to a job, role or subject, or to make an effort to attain a goal.

(BusinessDictionary.com, n.d.)

Motivation

- Frederick Taylor
- E Mayo
- Abraham Maslow
- F Herzberg
- D McGregor
- David McClelland
- V Vroom

Theories of Motivation

- Please read and answer the questions in the hyperlinked case.

Case Study

- Hr.berkeley.edu. (n.d.). *Career Planning: Career Development Action Plan | Human Resources*. [online] Available at: <http://hr.berkeley.edu/development/career-development/career-management/planning/action-plan>.
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Additional Reading

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- Performance Improvement Coach. (n.d.). *Career Development Planning is a personal business plan for your future..* [online] Available at: <http://www.performance-improvement-coach.com/career-development-planning.html>.

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- Mayhew, R. (n.d.). *Methods of HR Selection Techniques*. [online] Smallbusiness.chron.com. Available at: <http://smallbusiness.chron.com/methods-hr-selection-techniques-57856.html>.
- Mayo, E. (n.d.). *Boundless*. [online] Available at: <https://www.boundless.com/business/textbooks/boundless-business-textbook/motivation-theories-and-applications-11/management-and-motivation-74/elton-mayo-354-5021/>.
- Performance Improvement Coach. (n.d.). *Career Development Planning is a personal business plan for your future..* [online] Available at: <http://www.performance-improvement-coach.com/career-development-planning.html>

Reference