

HUMAN RESOURCE MANAGEMENT

INTRODUCTION

The intricacies of managing the human resources within the business context are developed in further detail. This module aims to provide students with an in-depth understanding of the major human resource issues involved in managing an international workforce within the hospitality industry. Factors such as recruitment and selection, training, employee deployment and development, performance and motivation are examined in detail. It gives students a clear knowledge of the laws relating to employment, benefits, work practices and health and safety issues. An international or “world view” of “best practice” is assumed.

AIMS

To provide students with:

- A firm knowledge and understanding of the practical dimension of human resource management, ie planning, recruitment, selection, induction, training/development, reward systems and people review/appraisal systems
- An ability to evaluate and discuss the changing nature of human resource aspects of management in terms of communication, leadership, teamwork and the “psychological contract” between organisations and their employees.
- A detailed knowledge of the Employment law documents and developments

LEARNING OUTCOMES

On completion of this module successful students will be able to:

- Apply a working knowledge of personnel management theory and practices within a hospitality industry content.
- Appreciate the implications of employment laws in the hospitality industry.
- Study and critique the stages of human resource development.
- Identify and appreciate the qualities required to ensure good teamwork through effective supervision.

SYLLABUS

Human Resource Development

- Background to Human Resource Management
- Orientation and socialisation
- Managing productivity and controlling labour costs
- Evaluating employee performance and coaching
- Recognition and Reward Systems

Employment Laws, Planning and Staffing

- Employment laws and applications
- Job analysis and job design
- Planning and recruiting
- Selection/Induction/Training and Development
- Importance of documentation, performance appraisal

Compensation and Labour Issues

- Payment administration, pensions, sick-pay, absenteeism
- Incentive schemes and benefits administration
- Labour unions
- Negotiation and collective bargaining

Safety, Discipline and Ethics

- Health, safety and employee welfare programmes
- Turnover, discipline and termination of employment
- Exit Interviews
- Equality of Opportunity
- Social responsibility and ethics

Employee Information Systems

- Manual and Computerised Personnel Recording Systems
- Information Systems
- Confidentiality, Privacy and Security
- Data Protection Act

A Framework for Supervision

- The supervisor and the management process
- Effective communication

Supervisory Tools

- Building an effective team
- Motivation through leadership
- Managing conflict, cultural, geographical and ethnic diversity

Improving Effectiveness

- Time management
- Managing change
- Professional development and future trends