

Entrepreneurship Building a Business

Chapter 18 Managing Human Resources

Section 18.1 Developing and Keeping Human Resources

SECTION 18.1 After You Read Answer Key

Self-Check

1. Advantages are that you know the employees' work habits, recruiting and training costs are kept low, disruption of your operation is minimized and other employees become motivated to work harder for promotions. Disadvantages are employees who are not promoted sometimes feel resentful and hiring from within limits opportunities for bringing "new thinking" into the company.

2. The major advantage of adding benefits is that it makes you more competitive. Disadvantages of adding employee benefits are that it costs more money, it adds to your responsibilities, and it means more paperwork.

3. You must make sure employees are not discriminated against on the basis of race, color, gender, religion, national origin, age, or physical impairment. You must set standards for employees behavior and inform them that discrimination is not acceptable.

Think

4. Accept all reasonable answers for dispute resolution techniques. The procedures for handling employee complaints may also vary. However, the process should include: (1) the employee informing the immediate supervisor of concerns, then (2) if the issue is not resolved taking the appeal to the next level supervisor or an impartial committee. (3) If the issue is not resolved by that process, the manager must make the final decision.

English Language Arts

5. Answers may note that the use of motivating factors and techniques that will increase the probability of employees staying longer. Benefits and promotions may also be used to retain employees.