

**BUSINESS:** *Creating informed, discerning employees, consumers and future leaders*

# KNOWLEDGE ORGANISER

## Theme 2 – Building a Business

### Key Vocabulary

**Organisational Structure** – how a business organises its staff to represent the different layers of management.

**Hierarchical structure** – often referred to as a 'tall' structure and has many layers.

**Flat Structure** – a structure with only a few layers of management.

**Chain of Command** – the route by which instructions and communications flow from the top to the bottom of a business.

**Subordinates** – members of staff below a manager in the chain of command.

**Delegation** - tasks are given to members of staff by a manager.

**Delayering** – a business removes layers of its management to make it a flatter structure.

**Span of Control** – the number of staff that a manager has responsibility for.

**Centralised Structure** – all business decisions are made at the top of the business or in a head office.

**Decentralised Structure** – an approach where a business allows decisions to be made by managers and subordinates.

**Permanent contract** – a contract which has no end date.

**Temporary contract** – a job which will only last for a certain amount of time. It has a specific end date.

**Productivity** – the amount of work

### DO I UNDERSTAND THIS TOPIC?



#### Topic 2.5 Making Human Resource Decisions

##### 2.5.1 Organisational Structures

Different organisational structures and when each are appropriate:

- hierarchical and flat
- centralised and decentralised.

The importance of effective communication:

- the impact of insufficient or excessive communication on efficiency and motivation
- barriers to effective communication.

Different ways of working:

- part-time, full-time and flexible hours
- permanent, temporary, and freelance contracts
- the impact of technology on ways of working: efficiency, remote working.

##### 2.5.2 Effective Recruitment

Different job roles and responsibilities:

- key job roles and their responsibilities: directors, senior managers, supervisors/team leaders, operational and support staff.

How businesses recruit people:

- documents: person specification and job description, application form, CV
- recruitment methods used to meet different business needs (internal and external recruitment).

Wider Business World – real life examples

### Additional Key Vocabulary

**Barriers to communication** – something that stops communication happening.

**Person Specification** – outlines the qualities a candidate needs for a job.

**Job Description** – outlines what the job involves – duties, pay, location

**CV** – Curriculum Vitae

**Internal Recruitment** – recruiting from inside a business.

**External Recruitment** – recruiting from outside the organisation.