

UDK 811.111(075)
BBK III143.21-923

*Published by the decision of the Editorial Review Board
of the Kazan National Research Technological University*

Reviewers:
Candidate of Philosophical Sciences,
Associate Professor F. Nezhmetdinova
Doctor of Philological Sciences,
Professor N. Sharypova

Zinurova R.

HR: The Key Elements : tutorial / R. Zinurova, E. Turner; The Ministry of Science and Higher Education of the Russian Federation, Kazan National Research Technological University. – Kazan : KNRTU Press, 2019. – 116 p.
ISBN 978-5-7882-2676-7

Theoretical material, case studies and exercises aimed at the development of professional skills of students are presented.

This textbook is intended especially for students majored in «Management», «Quality Management», «Personnel Management», «Management of Science Consuming Industries», and can also be useful for students who want to improve their English in the system of additional professional education.

Prepared at the Department of management and entrepreneurship.

UDK 811.111(075)
BBK III143.21-923

ISBN 978-5-7882-2676-7

© Zinurova R., Turner E., 2019

© Kazan National Research Technological University,
2019

CONTENT

Introduction.....	4
Unit I. HUMAN RESOURCE MANAGEMENT: DEFINITION AND SCOPE.....	5
Case Study 1. The role of HR at international aid.....	10
Unit II. HUMAN RESOURCES MANAGEMENT SYSTEM	15
2.1. Processes in HR Management	15
2.2. Skills of HR Professionals	16
2.3. Functions of Human Resource Department	17
Case Study 2. The HR function at Conrad Valves	20
Case Study 3. The HR function at Whitegate Estate Agents	22
Unit III. HUMAN RESOURCE PLANNING.....	25
Unit IV. STAFF RECRUITMENT: HIRING STRATEGIES	30
4.1. Internal Recruitment	30
4.2. External Recruitment	31
4.3. Employee Selection Process	32
4.4. Difference between Recruitment and Selection	34
Unit V. TRAINING AND DEVELOPMENT.....	36
5.1. Training Administration	36
5.2. Career Development	50
Unit VI. MOTIVATION IN HUMAN RESOURCE DEVELOPMENT	60
6.1. Definition: Compensation & Benefits	61
6.2. Benefits Administration and Employee Remuneration.....	62
6.3. Managing Employee Performance	68
Unit VII. APPRAISAL PROCESS	83
Unit VIII. EMPLOYEE RELATIONS.....	88
8.1. Maintaining healthy employee relations	88
8.2. Managing of employee stress	90
The annex.....	100
Glossary	110
Bibliography	114