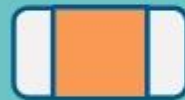


# MMH230 EXAM NOTES

T3 - 2018



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Anything highlighted in Red the lecturer specifically went over or emphasised during the class.

**Introduction to Strategic Human Resource Management (SHRM)(Very Important)**

**Explain what is meant by human resource management**

Human resource management (HRM) is on managing people within the employer – employee relationship. It involves the productive use of people in achieving business objectives along with the satisfaction of individual employee needs.

**Contrast the hard and soft models of HRM**

Hard approach (instrumental HRM)

- Stresses the rational, quantitative and strategic aspects. Performance improvement and competitive advantage are highlighted.

Soft approach (Humanistic HRM)

- Emphasises the integration of HR policies and practices with strategic business objectives but also acknowledges employee development, collaboration, participation and trust.

**Understand some of the different factors that contribute to an employee's motivation to work**

**Describe what is meant by the concept of the psychological contract**

A psychological contract represents the mutual beliefs, perceptions and informal obligations between an employer and an employee.

**Describe the HR manager's multiple roles and their associated challenges**

A HR manager must be able to develop and implement HR strategies that support the organisation's business objectives, improve productivity and enhance employee wellbeing. Some roles include: Change and cultural transformation catalyst, talent manager, employee advocate, organisation ambassador, strategic partner, legal adviser, HR functional expert, Board and senior executive resource counsellor.

**Understand the HRM activities performed in organisations**

Human resource planning or employment planning, Job analysis, Recruitment and selection, Performance appraisal, Human resource development, employee motivation, change and cultural transformation, Rewards management, Industrial relations, Health and Safety compliance, Management of diversity.

**Explain the meaning of strategy**

Strategy defines the direction in which an organisation intends to move and establishes the framework for action by which it intends to get there. The purpose of strategy is to maintain

a position of advantage by capitalising on an organisation's strengths and minimising its weaknesses.

**Describe and explain the meaning of and process of strategic human resource management**

Strategic human resource management is concerned with the development and implementation of people strategies which are integrated with corporate strategies and ensure that the culture, values and structure of the organisation and the quality, motivation and commitment of its members contribute fully to the achievement of its goals.

Strategic human resource management objectives must accurately reflect the strategic objectives and values of the organisation. The HRM procedures are detailed precisely what action is to be taken in a particular situation. Eg terminating an employee or handling a sexual harassment complaint.