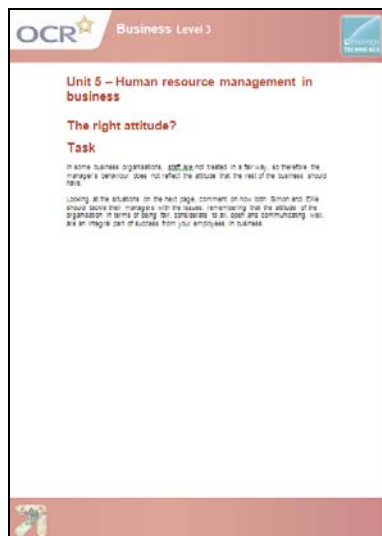


## Unit 5 – Human resource management in business

### The right attitude?

#### *Instructions and answers for Teachers*

*These instructions should accompany the OCR resource 'The Right Attitude?' which supports the OCR Level 3 Cambridge Technicals in Business Unit 5 – Human resource management in business.*



**Associated Files:**  
The Right Attitude?

**Expected Duration:**  
Task – approx. 30 minutes

Learners should gain an understanding of what businesses expect in terms of working practices within a business situation.

### Task

In some businesses staff are not treated in a fair way, therefore the manager's behaviour does not reflect the attitude that the rest of the business should have.

Looking at the situations on the next page, learners could comment on how both Simon and Ellie should tackle their managers with the issues; remembering that the attitude of the business in terms of being fair, considerate to all, open and communicating well, are fundamental.



### Case study

Simon and Ellie started working in different departments but within the same company and met during the business induction. They agreed to have lunch most days to discuss how things were going, which was encouraged by the organisation.

After a few weeks it became apparent that things were not going particularly well for either of the new employees.

Simon started working with the Human Resources department as an assistant. The job description given to him stated that he would have to prepare and update HR records of members of staff in the company, and be an integral part of the Recruitment and Selection process for the HR department.

Over the past few weeks some situations have arisen and Simon doesn't feel that he has necessarily handled the situations that well:

- Simon is not confident with the system that they use to input the staff records as it is new to him. At work yesterday he got very angry which alarmed some of his colleagues.
- On another day Simon mentioned to another member of staff that he had heard that someone in another department was off on long term sick because of a nervous breakdown.
- One day just before his lunch Simon left a confidential file open on his computer without realising and came back after lunch to see a note next to his computer to see his manager.
- Simon's manager had recently given him the task of creating the new staff handbook with a deadline that he considers to be very unreasonable.

**Learners should be able to identify from the above information that Simon would have felt pressurised by a lack of understanding which resulted in him showing his anger, Simon should not 'gossip' about other colleagues, he should take responsibility for his actions and be aware of how important it is to take care with documents especially if they are confidential. If a deadline is not reachable, Simon should ask to speak to his manager and re-negotiate this deadline. Above all Simon needs to consider his colleagues in the business and communicate with his manager if it is appropriate.**



Ellie however has had some very different issues that have happened in the accounts department and strongly feels that she is being asked to do jobs that she should not have to do as she considers them to be beneath her:

- One day she was asked to collect her manager's suit from the dry cleaners and arrange for his car to have a full valet.
- Ellie's manager arranged for her to work on reception one lunchtime as the receptionist had an important external meeting to attend.
- She is often asked to make tea for the whole of the department.

**Learners should have identified that many of the tasks that Ellie was asked to complete were not part of her job such as collecting a suit, making tea and working in a different department. At times in business, staff are asked to help out in different areas but this is normally on a very infrequent basis which is considered to be reasonable. Ellie should communicate with her supervisor or another manager if she feels that some of the tasks are not part of her job description so that she is happy in her work.**



*This activity offers an opportunity for English skills development.*

## LESSON *Elements*

**The building blocks you need to construct informative and engaging lessons**

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