
Graduate Certificate in Human Resource Management for Cruise Ship Staff

Leadership and Team Management

Absenteeism: The act of failing to report to work or complete scheduled work hours. High absenteeism can lead to decreased productivity, lowered morale, and increased costs for the organization.

Acronym: A word or phrase formed by the initial letters of other words, such as "HR" for Human Resources.

Behavioral Competencies: Observable behaviors that indicate an individual's ability to perform a specific job or task. These competencies can be measured and developed through training and coaching.

Coaching: A development process in which a manager or supervisor works one-on-one with an employee to improve their performance, skills, or knowledge.

Collective Bargaining: The negotiation process between an employer and a union, or group of employees, to determine the terms and conditions of employment, such as wages, benefits, and working conditions.

Communication Skills: The ability to effectively convey information and ideas to others, both verbally and in writing. Good communication skills are essential for building relationships, resolving conflicts, and leading teams.

Conflict Resolution: The process of identifying and addressing disagreements or differences between individuals or groups, with the goal of finding a mutually acceptable solution.

Core Competencies: The specific skills, knowledge, and abilities that an organization possesses and considers to be its key strengths and competitive advantages.

Cross-Cultural Communication: The ability to effectively communicate and interact with individuals from different cultural backgrounds, taking into account cultural norms, values, and customs.

Decision Making: The process of choosing between different options or courses of action, based on a consideration of the available information, resources, and potential consequences.

Delegation: The process of assigning tasks or responsibilities to others, typically to junior staff members or team members.

Diversity: The presence of a wide range of differences within a group or organization, including but not limited to race, gender, age, religion, sexual orientation, and cultural background.

Employee Engagement: The level of enthusiasm, involvement, and commitment that employees have towards their work and the organization.

Emotional Intelligence: The ability to understand, use, and manage one's own emotions, as well as the emotions of others.

Empowerment: The process of giving employees the authority, autonomy, and resources to make decisions and take action, with the goal of increasing their motivation, engagement, and performance.

Employee Relations: The practices and policies related to managing the relationship between an employer and its employees, including but not limited to communication, conflict resolution, and discipline.

Equality: The principle of treating all individuals fairly and equally, without discrimination based on their race, gender, age, religion, sexual orientation, or other personal characteristics.

Equity: The principle of providing individuals with the resources, support, and opportunities they need to achieve equal outcomes, taking into account their unique needs and circumstances.

Ethics: The principles and values that guide an individual's or organization's behavior, and the rules and standards that govern their conduct.

Feedback: Information about an individual's performance, behavior, or skills, provided with the goal of improving their performance, development, or growth.

Flexibility: The ability to adapt to changing circumstances, conditions, or requirements, and to adjust one's behavior, schedule, or workload accordingly.

Goal Setting: The process of defining specific, measurable, achievable, relevant, and time-bound (SMART) objectives for individuals or teams, and developing a plan to achieve them.

Human Resource Management (HRM): The practices and policies related to managing the workforce of an organization, including but not limited to recruitment, selection, training, development, performance management, and compensation.

Inclusivity: The practice of creating an environment that welcomes, respects, and values all individuals, regardless of their race, gender, age, religion, sexual orientation, or other personal characteristics.

Influence: The ability to affect the behavior, attitudes, or actions of others, through persuasion, negotiation, or other means.

Innovation: The process of creating new ideas, products, services, or processes, or improving existing ones, with the goal of adding value, improving efficiency, or gaining a competitive advantage.

Job Analysis: The process of identifying the duties, responsibilities, skills, and knowledge required to perform a specific job, and the conditions under which the job is performed.

Job Description: A written document that outlines the duties, responsibilities, qualifications, and working conditions of a specific job.

Knowledge Management: The practices and processes related to creating, sharing, and utilizing

knowledge and information within an organization, with the goal of improving performance, innovation, and competitiveness.

Leadership: The ability to inspire, motivate, and guide others towards a common goal or vision, through a combination of personal qualities, communication skills, and strategic thinking.

Learning and Development: The practices and policies related to helping employees acquire new skills, knowledge, or abilities, through training, coaching, or other developmental activities.

Legal Compliance: The practice of ensuring that an organization's policies, practices, and procedures are in accordance with relevant laws, regulations, and standards.

Management: The practices and processes related to planning, organizing, directing, and controlling the work of others, with the goal of achieving organizational objectives.

Managing Change: The process of leading and facilitating the transition from a current state to a desired state, in response to changes in the internal or external environment.

Mentoring: A development process in which an experienced individual (the mentor) provides guidance, support, and advice to a less experienced individual (the mentee), with the goal of helping the mentee grow and develop professionally.

Motivation: The internal drive or desire that inspires individuals to take action, achieve goals, or fulfill needs.

Multicultural Team: A team composed of individuals from different cultural backgrounds, who bring diverse perspectives, experiences, and skills to the group.

Negotiation: The process of discussing and resolving differences or disagreements, with the goal of finding a mutually acceptable solution.

Organizational Behavior (OB): The study of how individuals, groups, and organizations behave, interact, and perform, and how these behaviors can be influenced, managed, or improved.

Organizational Culture: The shared values, beliefs, attitudes, and practices that define and shape the identity and character of an organization.

Organizational Development (OD): The practices and processes related to improving the effectiveness, performance, and competitiveness of an organization, through a systematic and planned approach.

Organizational Structure: The formal system of roles, responsibilities, and relationships that define and coordinate the work of an organization.

Performance Appraisal: The process of evaluating an individual's job performance, based on specific criteria or standards, and providing feedback, coaching, or developmental support.

Performance Management: The practices and policies related to planning, monitoring, and improving

the performance of individuals, teams, or organizations, with the goal of achieving organizational objectives.

****Power:**** The ability to influence, control, or affect the behavior, attitudes, or actions of others, through formal or informal means.

****Problem Solving:**** The process of identifying, analyzing, and resolving issues or challenges, with the goal of finding a solution or alternative course of action.

****Recruitment:**** The practices and processes related to identifying, attracting, and selecting qualified candidates for open positions or roles within an organization.

****Role:**** The set of duties, responsibilities, and expectations associated with a specific job, position, or function within an organization.

****Selection:**** The process of choosing the most suitable candidate for a specific job, position, or role, based on their qualifications, skills, and experience.

****Self-Awareness:**** The ability to understand and reflect on one's own emotions, thoughts, behaviors, and values, and how they affect oneself and others.

****Self-Regulation:**** The ability to manage and control one's own emotions, thoughts, behaviors, and values, with the goal of achieving personal and professional growth and development.

****Servant Leadership:**** A leadership philosophy that emphasizes serving the needs and interests of others, rather than seeking power, status, or personal gain.

****Staffing:**** The practices and policies related to managing the workforce of an organization, including but not limited to recruitment, selection, training, development, performance management, and compensation.

****Strategic Planning:**** The process of defining and aligning the goals, objectives, and actions of an organization, with the aim of achieving long-term success and sustainability.

****Succession Planning:**** The process of identifying and developing potential leaders or key talent within an organization, with the goal of ensuring continuity and stability in key roles or positions.

****Team:**** A