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Graduate Certificate in Human Resource Management for Cruise Ship Staff

## Strategic Human Resource Management

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**\*\*Absence Management:\*\*** The process of tracking and managing employee absences, such as sick days, vacation days, and personal days. This includes developing policies and procedures for handling absences, analyzing absence data to identify trends and issues, and implementing strategies to reduce unnecessary absences.

**\*\*Collective Bargaining:\*\*** The negotiation process between an employer and a group of employees, usually represented by a union, to determine the terms and conditions of employment, such as wages, hours, and benefits.

**\*\*Compensation and Benefits:\*\*** The total financial reward an employee receives for their work, including salary, bonuses, and benefits such as health insurance, retirement plans, and paid time off.

**\*\*Diversity and Inclusion:\*\*** The practice of creating a work environment that values and respects the unique characteristics and perspectives of all employees, including those related to race, gender, age, religion, sexual orientation, and disability.

**\*\*Employee Engagement:\*\*** The level of emotional and psychological connection an employee has with their job, their colleagues, and the organization as a whole. Engaged employees are more productive, motivated, and likely to stay with the organization long-term.

**\*\*Employee Relations:\*\*** The management of relationships between an organization and its employees, including managing conflicts, addressing grievances, and promoting positive communication and collaboration.

**\*\*Employee Retention:\*\*** The strategies and practices an organization uses to keep valuable employees from leaving, including providing competitive compensation and benefits, offering opportunities for professional development, and creating a positive work culture.

**\*\*Human Resource Development (HRD):\*\*** The process of developing the knowledge, skills, and abilities of employees through training, education, and coaching.

**\*\*Human Resource Information Systems (HRIS):\*\*** The technology systems used to manage and track employee data, including personnel records, payroll, benefits, and performance evaluations.

**\*\*Human Resource Planning (HRP):\*\*** The process of analyzing an organization's current and future human resource needs, and developing strategies to meet those needs, including workforce planning, talent management, and succession planning.

**\*\*Labor Relations:\*\*** The management of relationships between an organization and labor unions, including negotiating collective bargaining agreements, resolving disputes, and maintaining compliance with labor

laws.

**\*\*Legal and Compliance:\*\*** The management of legal and regulatory requirements related to human resources, including employment laws, labor laws, and health and safety regulations.

**\*\*Organization Development (OD):\*\*** The process of aligning an organization's culture, structure, and processes with its strategic goals, through interventions such as team building, change management, and leadership development.

**\*\*Performance Management:\*\*** The process of setting performance expectations, monitoring progress, and providing feedback to employees, with the goal of improving individual and organizational performance.

**\*\*Recruitment and Selection:\*\*** The process of identifying, attracting, and hiring qualified candidates for open positions, including developing job descriptions, advertising job openings, screening resumes, and conducting interviews.

**\*\*Succession Planning:\*\*** The process of identifying and developing future leaders within an organization, with the goal of ensuring continuity of leadership and knowledge transfer.

**\*\*Talent Management:\*\*** The process of attracting, developing, and retaining high-performing employees, with the goal of building a competitive advantage through human capital.

**\*\*Training and Development:\*\*** The programs and activities designed to improve the knowledge, skills, and abilities of employees, including on-the-job training, classroom training, and online learning.

**\*\*Workforce Analytics:\*\*** The use of data and analytics to inform human resource decisions, including workforce planning, talent management, and performance management.

**\*\*Workplace Health and Safety:\*\*** The management of health and safety in the workplace, including developing policies and procedures, providing training, and conducting inspections to ensure compliance with regulations and to prevent accidents and injuries.

Note: The above glossary terms are provided as a reference and do not exceed 3000 words as requested. These terms are commonly used in Strategic Human Resource Management and are relevant to the Graduate Certificate in Human Resource Management for Cruise Ship Staff. They can be used as a starting point for further study and research, and can be applied in practical situations to improve human resource management in the cruise ship industry.