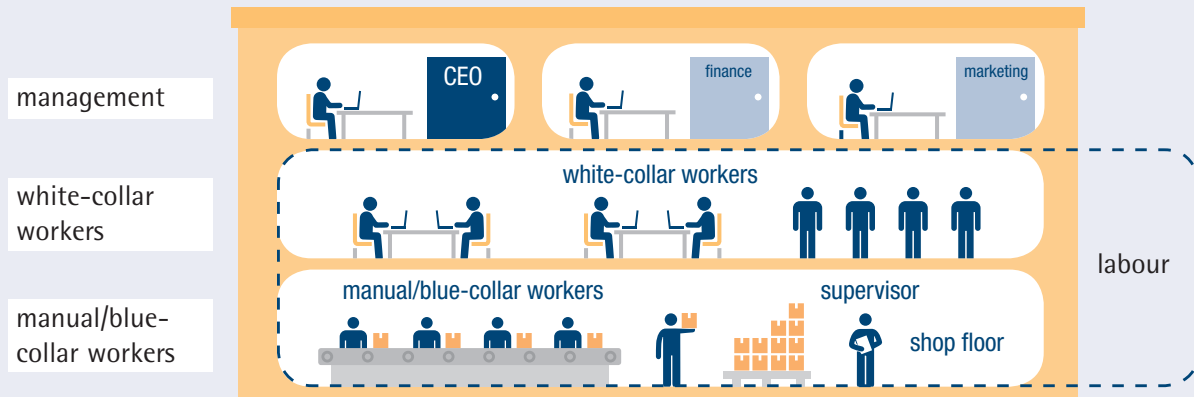


A

Employees and management



The people who work for a company are on its **payroll**. They are its **employees, personnel, staff, workers** or **workforce**. These words can also refer just to the people carrying out the work of a company, rather than the **management** – those leading and organizing the company.

Note

Workforce, work-force and **work force** are all possible.



B

Management and administration

A company's activities may be spread over different **sites** in different places. A company's most important managers usually work in its **head office** or **headquarters (HQ)**. Some managers have their own individual **offices**, but often employees work in **open-plan offices** – large areas where many people work. **Administration** or, informally, **admin** – the ordinary work supporting a company's activities – is often done in offices like these by **administrative staff** or **support staff**. For example, those giving technical help to buyers of the company's products are in **technical support**.

C

Labour

You use **labour** to talk about everyone except the management who works for a company, especially a company that makes things.

Note

BrE: **labour**
AmE: **labor**

labour	costs	what companies have to pay for labour, rather than materials, etc.
	dispute	a disagreement between management and labour
	leader	someone in charge of an organization that represents workers
	relations	the relationship between management and employees in general
	shortage	a period when there are not enough people available to work
	unrest	a period of disagreement between management and employees

Labor unions (AmE) and **trade unions** (BrE) defend the interests of workers.

When workers are not happy with pay or conditions, they may take **industrial action**:

- a **strike, stoppage** or **walk-out** – workers stop working for a time
- a **go-slow** – workers continue to work, but more slowly than usual
- an **overtime ban** – workers refuse to work more than the normal number of hours

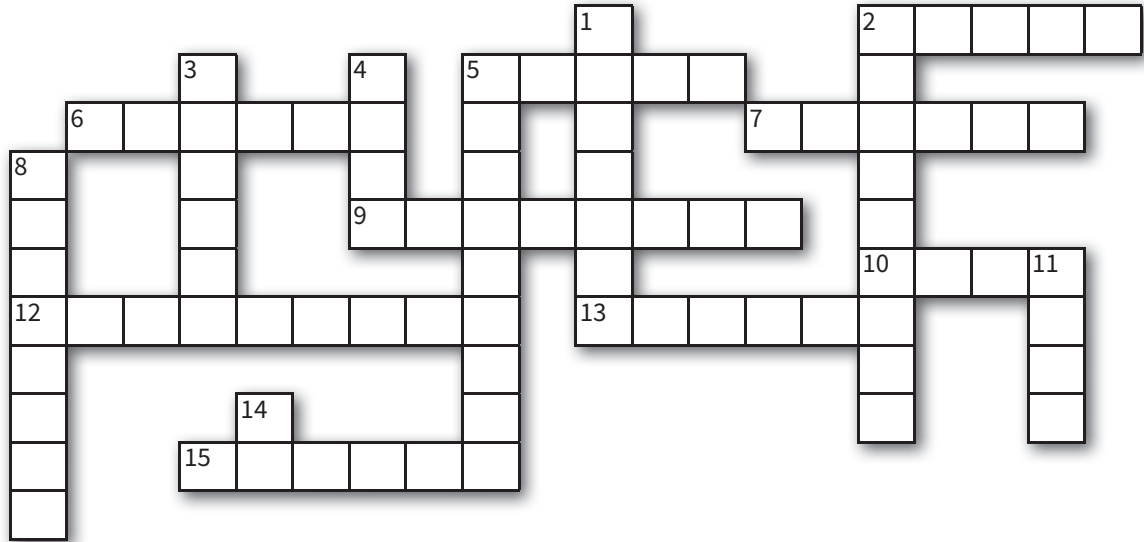
D

Personnel and HRM

In larger organizations there is a **human resources department (HRD)** that deals with pay, recruitment, etc. This area is called **human resources (HR)** or **human resource management (HRM)**. Another, older, name for this department is the **personnel department**.

Exercises

6.1 Complete the crossword with the correct form of words from A, B, C and D opposite.



Across

- 2 and 15 Office workers may be described this way. (5, 6)
- 5 all of the people working for a company (5)
- 6 workers who use their hands are of this type (6)
- 7 when people stop working to protest (6)
- 9 one of the people working for an organization (8)
- 10 occasions when workers stop working in order to protest: walk-..... (4)
- 12 another name for the human resources department (9)
- 13 workers seen as a group (6)

Down

- 1 Everyone working for a company is on this. (7)
- 2 everyone, or everyone except top managers (9)
- 3 These are *trade* in the UK and *labor* in the US. (6)
- 4 and 15 across Manual workers are this, even if they don't wear this. (4, 6)
- 5 A place in a factory where the production lines are. (9)
- 8 when people stop work to complain about something (8)
- 14 and 11 Workers do this when they intentionally produce less. (2, 4)

6.2 Manuel Ortiz is the founder of a Spanish computer sales company. Use the words in B and D opposite to complete what he says about it.

'I founded Computadoras Creativas 20 years ago. We started with a small **(1)** _____ in Madrid. Our **(2)** _____, our **(3)** _____ is still here, but now we have sites all over Spain, with about 500 employees. Many of the offices are **(4)** _____ - everyone works together. This includes managers to **(5)** _____ - secretaries and people who support the company's activities, and people in technical **(6)** _____ giving help to customers over the phone.

Recruitment is taken care of in Madrid, by the **(7)** _____ or **(8)** _____.'

Over to you

Answer these questions about the company you work for or would like to work for. Look at the company website to help you.

- Where is its head office? How many sites does the company have? How many employees?
- Do people have their own offices or are there open-plan offices? Which do you or would you prefer to work in?