



Business lesson 5 – Student worksheet

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Learning aim:

To apply critical thinking skills within the process of motivating and retaining employees.

Scenario:

A HR manager at a leading accountancy firm has undertaken a review of employee satisfaction within their organisation. They have identified from the review that more must be done to retain staff and attract new employees.

Career spotlight:

Human resources (HR) managers develop, deliver and manage HR policies and procedures. They lead an organisation's HR team and support other managers to get the best out of their staff by assessing training and development needs. They need to work well with others, with sensitivity and understanding. Strong communication skills are essential.

Question 1 – Why is a HR manager an important role?

Question 2 – What does graph 1 tell us about the length of time employees have spent in their current position at the accountancy firm?

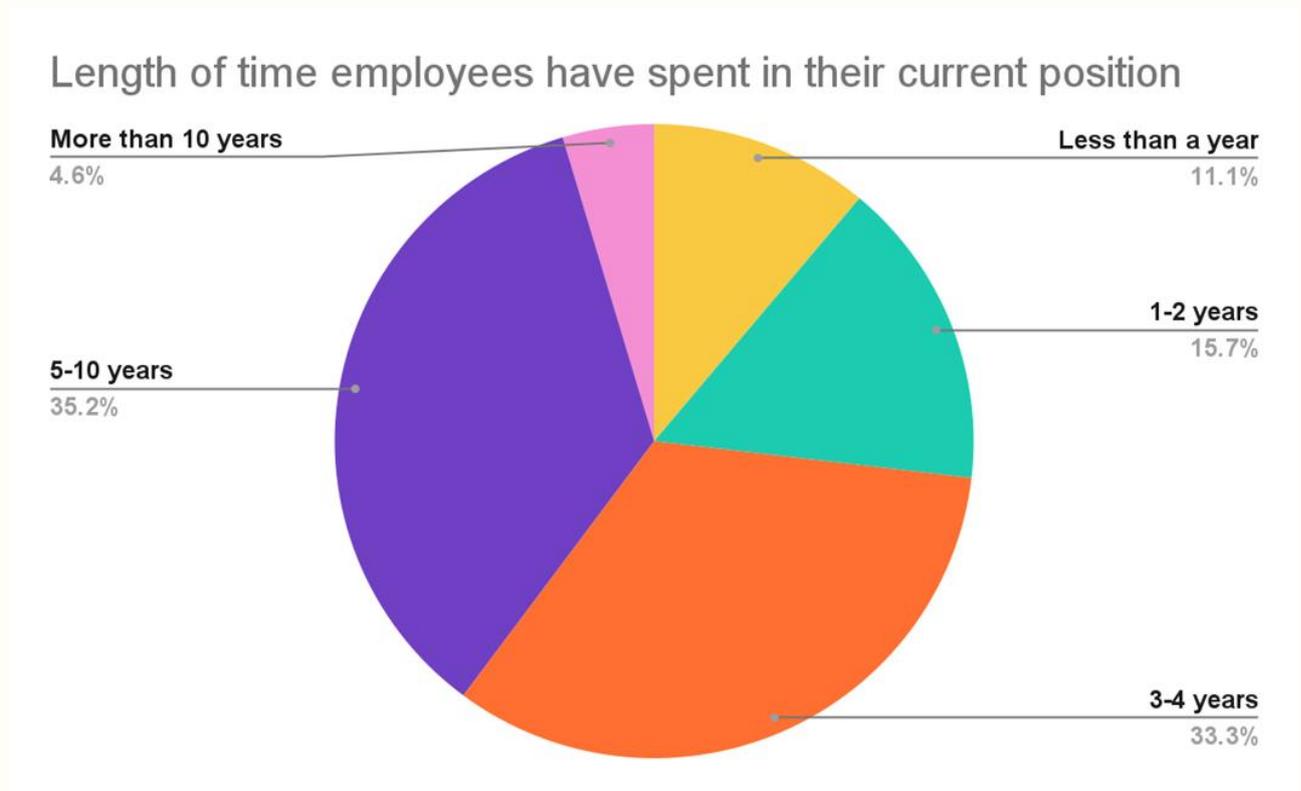
Question 3 – What does graph 2 tell us about the current satisfaction rate of employees at the accountancy firm?

Question 4 - What does graph 3 tell us about the reasons why employees in the organisation stay at the firm?

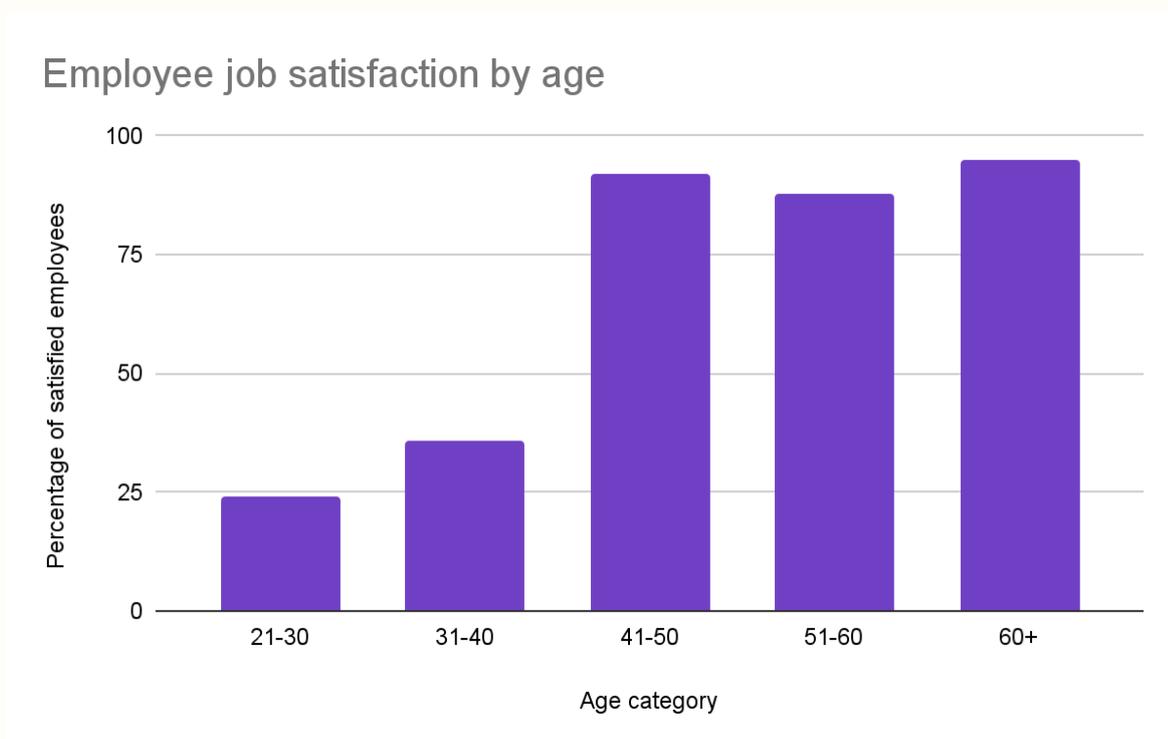
Question 5 - What does graph 4 tell us about the current use of employee benefits?

Written response

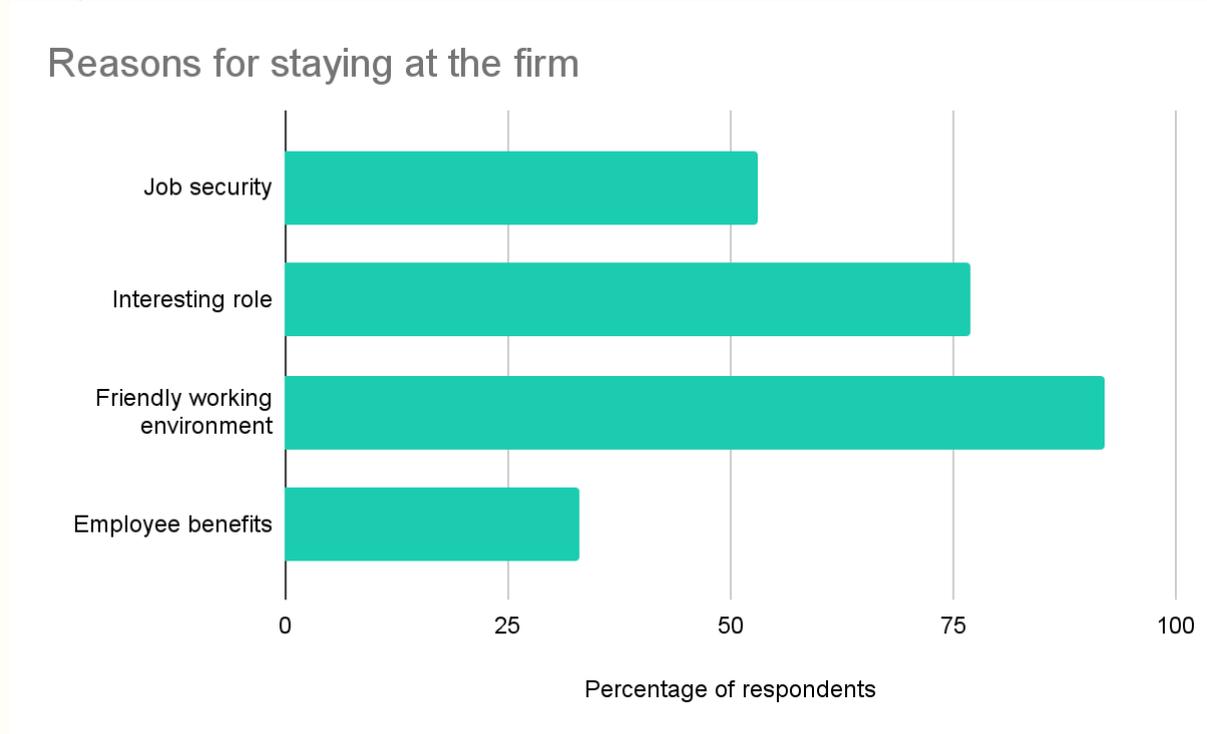
Graph 1



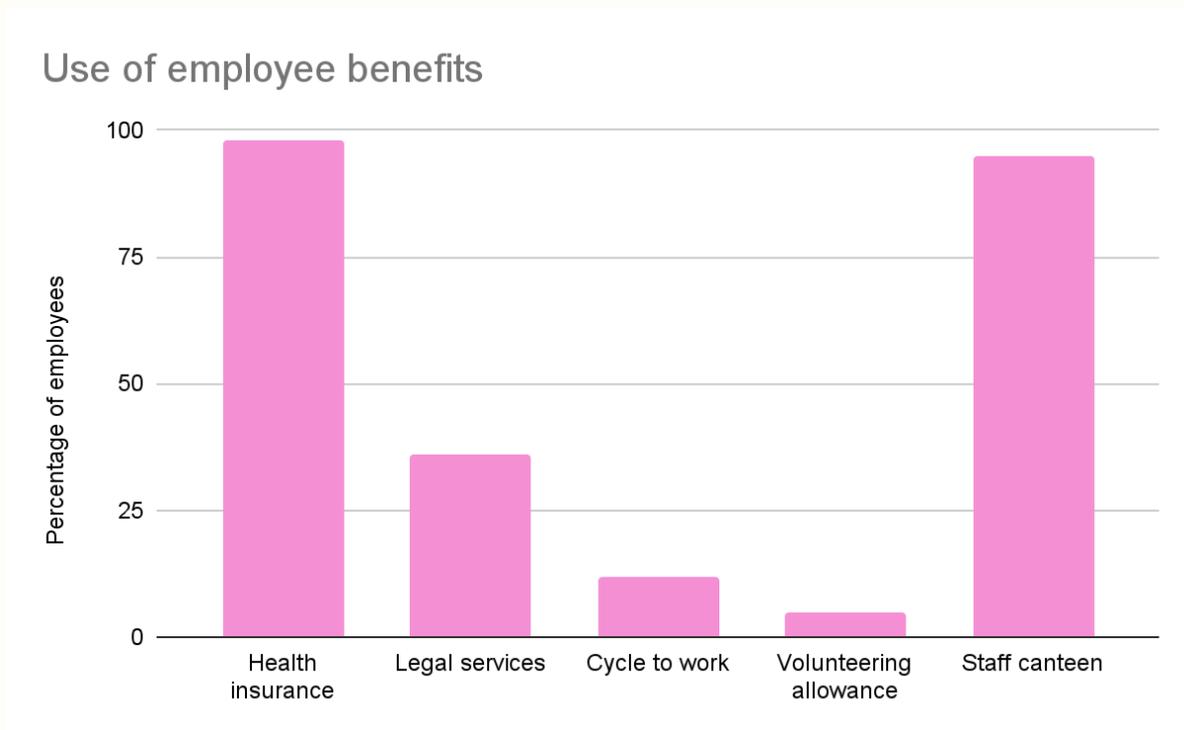
Graph 2



Graph 3



Graph 4



Graph 5

