

GLOSSARY

Diversity: Refers to the total composition of the employee workforce and the amount of equality of opportunity and employment without any bias because of employees' gender, race, ethnicity or sexual orientation.

Equal opportunities: Aims to achieve equality of opportunity regardless of gender, race, ethnicity, sexual orientation, disability, age or any other social categorisation.

Financialisation: A term used to describe the role and pre-eminence of financial markets, financial institutions, financial actors and financial logics over real production activities, product markets, labour and daily life.

HR analytics: Data collected by HR systems that enables professionals to gain insights into their workforce and HR policies and practices.

Leadership development: A process of learning for leaders and managers through recognised opportunities.

Learning & development: A process that facilitates the acquisition of knowledge, skills and attitudes that enables and results in learning at and through work.

Learning organisation: Refers to collective or organisational-wide learning that results from individual, communities of practice or group learning.

Learning: A relatively permanent change of behaviour or human capabilities resulting from processing new knowledge, practice or experience.

Performance appraisal: Aims to provide adequate feedback to each worker on their performance, modify or change work behaviour, and provide data to judge future assignments, training or reward.

Performance management: An integrated series of reciprocal interactions and conversations about setting goals and performance appraisal, as well as learning, development and reward decisions.

Precarity: A life lived without predictability, and thus without security.

SWOT analysis: A study undertaken by an organisation to identify its internal strengths and weaknesses, as well as its external opportunities and threats.

Tacit knowledge: The ability to deal with different situations, known and unknown, often responding spontaneously to surprise through improvisation and without thought.

Workplace learning: A metaphor for capturing formal, nonformal, self-directed, collective and even tacit informal learning activities in the workplace.