

ABBREVIATIONS

ACAS	Advisory, Conciliation and Arbitration Service (UK)
AFHRMA	African Federation of Human Resource Management Associations
APFHRM	Asia Pacific Federation of Human Resource Management
BARS	behaviourally anchored rating scales
BOS	behavioural observation scales
BPO	business process outsourcing
BSC	balanced scorecard
CAC	Central Arbitration Committee (UK)
CCHRA	Canadian Council of HR Associations
CCMT	cross-cultural management training
CCT	cross-cultural training
CEO	chief executive officer
CFO	chief financial officer
CIPD	Chartered Institute of Personnel and Development (UK)
COSHH	control of substances hazardous to health
CQ	cultural intelligence
CV	curriculum vitae
EAPM	European Association for Personnel Management
EBRI	Employee Benefit Research Institute (USA)
ED	employee development
EEO-1	Equal Employment Opportunity form 1 (USA)
e-HRM	electronic (virtual) HRM
EI	employee involvement
ELM	external labour market
EQ	emotional intelligence
ER	employee relations
EU	European Union

ABBREVIATIONS

FIDAP	Interamerican Foundation of Personnel Administration
FSA	flexible spending account
GLOBE	global leadership and organisational behaviour effectiveness
HASAW	Health and Safety at Work Act (UK)
HCD	human capital development
HMO	health management organisation
HR	human resources
HRD	human resource development
HRIS	human resource information systems
HRM	human resource management
HRP	human resource planning
HSE	health and safety executive (UK)
ICE	information and consultation of employees (UK)
ICT	information and communications technology
IDS	incomes data services (UK)
IHRM	international human resource management
ILM	internal labour market
ILO	International Labour Organization (Geneva, Switzerland)
IPM	Institute of People Management (South Africa)
IR	industrial relations
IT	information technology
JIC	Joint Industrial Council or National Joint Industrial Council (NJIC) (UK)
KM	knowledge management
KSA	knowledge, skills and abilities
LA	local authority (UK)
LD	leadership development
LSE	London School of Economics and Political Science (UK)
MBA	Masters in business administration
MBO	management by objectives
MNC	multi-national corporation
MNE	multi-national enterprise
NAHRMA	North American Human Resource Management Association
NGO	non-governmental organisation
NICs	National Insurance contributions (UK)
NPM	new public management
OHS	occupational health and safety
OL	organisational learning

OSHA	European Association of Occupational Safety and Health (EU)
PA	performance appraisal
PM	performance management
PM	personnel management
PPO	preferred provider organisation
R&D	research and development
SEC	Securities and Exchange Committee (USA)
SHRM	Society for Human Resource Management (USA)
SHRM	strategic human resource management
SI	statutory instruments
SMART	specific, measurable, achievable, relevant, time-based
SME	small and medium-sized enterprise
SQ	social intelligence
T&D	training and development
TUC	Trades Union Congress (UK)
VP	vice president
WFPMA	World Federation of Personnel Management Associations

