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# KEY CONCEPTS

assessment

best practice

career development

collective bargaining

compensation strategies

conflict management

contracts of employment

cross-cultural training

cultural and emotional intelligence

development

discrimination

dispute settlement

diversity management

employee involvement and participation

employment relations

executive rewards

expatriate pay

frames of reference

grievance and disciplinary procedures

health and safety

human resource planning

## KEY CONCEPTS

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induction

information systems

international HRM

job planning

knowledge management

labour markets

leadership development

legal aspects

management styles

models of HRM

motivation and rewards

non-monetary rewards

organisational exit

organisational learning

outsourcing

pensions and other benefits

performance and rewards

performance management

psychological contract

recruitment

resourcing

retention

selection

strategic HRM

talent management

teams

trade unions

training and development

valuing work