

13 Terms every HR manager should know



Culture

A set of values, norms, guiding beliefs, and understandings that is shared by members of an organization and is taught to new members as the way to feel, think, and behave.

Employee Experience

The impact of culture on the employees. Culture through the employee lens.



Theme

A codified abstraction that describes a particular area within a culture that can be understood from person to person and from org. to org.

Employee Engagement

The employees' emotional response to their employee experience.



Structural Device

A defined and preconceived org process or system that helps develop or maintain an org-based competency or individual competency within the larger culture.

Artifact

An object that explains or provides information about a culture.



Tool/Lever

A technique, activity, or approach within a model to achieve a desired result.

Model

An approach, framework, or methodology for understanding or changing culture in order to improve the experience (Org Development), which then leads to employee engagement.



Survey Listening Device

A research activity designed to measure or ascertain an aspect of the experience.

Survey item/question: the most granular level of listening; a query to measure a small segment of the experience.

Behaviors

Are observable actions/activities that demonstrate (or signify) a person's or an organization's level of attainment within a Competency.



Leadership

Individual or org-wide decision-making that addresses VUCA (volatility, uncertainty, complexity, ambiguity).

Analytics

The application of data science principles to enhance our understanding of the experience and to reduce noise, complexity, and ambiguity.

Key Metrics are combined data points to provide greater clarity.

An Index is a composite metric (compound measure – multiple metrics added together).

AI/Machine Learning/Statistical methods are advanced tools used in analytics.