

10.1_B

Term	Definition	Stress pattern
process-oriented		
operating systems		
performance-driven		
top-down		
business interests		
employee involvement		
human resources		
long-term		

10.1_B Answers

Term	Definition	Stress pattern
process-oriented	focused on processes, regulations, structures	
operating systems	the systems (organizational structures, rules, etc.) a company works by	
performance-driven	focused on people delivering results	
top-down	decisions are taken by a management team and handed down to the workers	
business interests	the interests of a company	
employee involvement	the degree to which employees are involved in decision-making	
human resources	the department in a business that deals with employees	 (BrE) (AmE)
long-term	focused on results over a longer period of time	