Business Vocabulary [Chap 7]

**Organisational structure [cơ cấu tổ chức]**

* Refers to the levels of management and division of responsibilities within an organisation.

**Chain of commands [chuỗi các lệnh]**

* The structure in an organisation which allows instructions to be passed down from senior management to lower levels of management.

**Span of control [khoảng thời gian kiểm soát]**

* The number of subordinated working directly under a manager.

**Line managers [quản lý dây chuyền]**

* Have direct responsibility over people below them in the hierarchy of an organisation.

**Staff managers [quản lý nhân viên]**

* Specialists who provide support, information and assistance to line managers.

**Delegation [phái đoàn]**

* Giving a subordinate the authority to perform particular tasks.

**Leadership styles [phong cách lãnh đạo]**

* The different approaches to dealing with people when in a position of authority – autocratic, laissez-faire or democratic.

**Autocratic leadership [lãnh đạo độc đoán]**

* Where the manager expects to be in charge of the business and to have their orders followed.

**Democratic leadership [lãnh đạo dân chủ]**

* Gets other employees involved in the decision-making process.

**Laissez-faire leadership [lãnh đạo laissez-faire]**

* Makes the broad objectives of the business known to employees, but then they are left to make their own decisions and organise their work.

**Trade union [công đoàn]**

* A group of workers who have joined together to ensure their interests are protected.

**Closed shop [nhân viên công đoàn]**

* All employees must be a member of the same trade union.