

Chapter 3
Office Management
Key Terms

1. Age Discrimination in Employment Act
2. Americans with Disabilities Act
3. Arbitration
4. Bona fide occupational qualifications
5. Collective bargaining
6. Discipline
7. Employee Retirement Income Security Act
8. Employment-at-will
9. Equal Pay for Equal Work Act
10. Family and Medical Leave Act
11. Hostile working environment
12. Occupational Safety and Health Act
13. Progressive discipline
14. Quid pro quo
15. Rehabilitation Act of 1973
16. Separation
17. Taft-Hartley Act
18. Title VII of the Civil Rights Act of 1964
19. Unemployment insurance
20. Wagner Act
21. Worker's compensation

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- A. In very limited situations involving reasonable business necessity, allows an employer to legally discriminate on the basis of gender, national origin, or religion.
- B. The two major purposes of this legislation are to: 1. ensure safe workplaces for employees; 2. to establish safety and health standards for the workplace.
- C. Requires an employer to provide an eligible employee up to 12 weeks of unpaid leave during a one-year period for medical emergencies for self or immediate family members.
- D. Prohibits discrimination in any form of employment based on race, color, religion, gender, or national origin.
- E. Prohibits discrimination against individuals over 40 years of age.
- F. An employer has the power to fire any worker not subject to term employment contract for any reason (or no reason).
- G. Requires employers who participate in government contracts to make reasonable accommodation to employ and to promote qualified individuals with disabilities.
- H. Any action directed toward an employee for failing to follow organization policies, procedures, and rules.
- I. A series of steps that increase in the amount and type of punishment being administered.
- J. Provides coverage to employees who are incapacitated because of accidental injury, disease, or death incurred while on the job.
- K. Extends the Civil Rights Act of 1964 to cover those with physical and mental disabilities, including AIDS patients, cancer patients, and treated, recovering substance abusers.
- L. An amendment to the Fair Labor Standards Act, which requires equal pay for women who are performing work substantially equal to that performed by men. It does allow for differences based on seniority, experience, or education.
- M. A resignation, layoff, dismissal, or retirement.
- N. Part of the Social Security Act, as its name implies, for workers who, without personal fault, become unemployed.
- O. Parties in conflict will invite a third party, known as an arbitrator, to aid in the resolution process.
- P. A workplace where frequent sexual-innuendo jokes or comments are permitted and/or tolerated.
- Q. A form of sexual harassment that involves some personnel action made dependent on sexual favors.
- R. Sets forth procedures for a union to follow to seek an election and to require an employer, if the union won the election, to recognize the union and thereafter bargain in good faith.
- S. Established the NLRA (National Labor Relations Act)
- T. An attempt to better regulate private pension plans.
- U. The process by which the management of the firm and the representatives of the employees' union come to an agreement regarding a work contract.