

**Communication overload:** when an individual becomes swamped by the sheer volume of communication and information.

**Employee participation:** a general term referring to the extent to which employees are involved in the decision-making process.

**Industrial democracy:** when employees have the opportunity to be involved in and to influence decision making. It can take the following forms: worker directors, who are elected to the board of directors by employees from the factory floor; works councils; workers' cooperatives, where a firm's workers own a majority of its shares, such as the John Lewis Partnership.

**Worker directors:** employees of a company, who sit on the board of directors, are involved in the decision making at this level and represent the views and interests of the workforce.

**Trade union:** a pressure group that represents the interests of people at work.

**Negotiation (collective bargaining):** where union representatives in a particular organisation discuss with management the issues that affect employees working in that organisation.

**Collective bargaining:** the process whereby workers' representatives meet with employers to discuss and negotiate employment-related issues.

**Union density:** the proportion of all employees who are union members: actual union membership/potential union membership x100.

**Industrial dispute:** a disagreement between management and the trade union representing the employees, which is serious enough for industrial action to result.

**Industrial action:** measure taken by employees to halt or slow production or disrupt services in order to put pressure on management during an industrial dispute e.g. strike, overtime ban, go-slow or work-to-rule.

**Strike:** a form of industrial action involving the complete withdrawal of labour by employees.

**Work-to-rule:** a form of industrial action in which employees refuse to undertake any work that is outside the precise terms of their employment contract.

**Go-slow:** a form of industrial action in which employees keep on working, but at the absolute minimum pace required to avoid being subject to legitimate disciplinary action.

**Overtime ban:** a form of industrial action that attempts to disrupt the employer while keeping employees' basic wages unaffected.

**Single-union agreement:** the recognition by a firm of only one trade union for collective bargaining purposes.

**No-strike agreement:** a contract, signed as part of a firm's negotiation and disputes procedure, which prevents the trade unions in a particular firm from calling a strike.

**Industrial relations:** the atmosphere prevailing between an organisation's management and its workforce representatives i.e. the trade unions.