

# Human Resource Management for Events

Managing the event workforce

Lynn Van der Wagen



AMSTERDAM • BOSTON • HEIDELBERG • LONDON • NEW YORK • OXFORD  
PARIS • SAN DIEGO • SAN FRANCISCO • SINGAPORE • SYDNEY • TOKYO

Butterworth-Heinemann is an imprint of Elsevier



---

# Contents

<i>Series editors</i>	<i>vii</i>
<i>Series preface</i>	<i>ix</i>
<i>Preface</i>	<i>xi</i>
<i>Acknowledgements</i>	<i>xiii</i>
<i>List of case studies</i>	<i>xv</i>
<b>Part One: Human Resource Strategic Planning: Establishing the Context</b>	<b>1</b>
1 The Event Environment	3
2 Human Resource Planning	19
3 Event Project Planning	37
4 Managing Volunteers	56
5 Contractor Management	75
6 Employment Law and Duty of Care	89
7 Job Analysis	104
<b>Part Two: Human Resource Operations: Building the Team</b>	<b>121</b>
8 Recruitment and Selection	123
9 Workforce Training	141
10 Job-Specific Training	155
11 Workforce Policies and Procedures	172
12 Event Organizational Culture	189
13 Organizational Communication	203
14 Leadership	214
15 Motivation and Retention	228
<i>Suggested Reading</i>	<i>241</i>
<i>Glossary</i>	<i>246</i>
<i>Appendix: Assessment Project</i>	<i>250</i>
<i>Index</i>	<i>253</i>