

Exercise 2 TAI 607 / 30 points

LISTENING

A. Identify true statements. 1-4 According to the reporter, which FOUR of the following statements are true? Mark X the right boxes. (8 points, 2 each)

- A. Crossing a road is more difficult in Japan than in China.
- B. In Japan, pedestrians pay little attention to traffic signals when crossing the road.
- C. Although he admires many aspects of Japanese culture, he never felt that he was accepted in Japan.
- D. Emotions are expressed more openly in China than in Japan.
- E. When he was trying to buy a subway ticket in China, the local people were very helpful.
- F. He speaks Chinese fluently, so he is confident about his new position in China.
- G. He is excited to have the opportunity to learn about and work in another culture.

A	☐	B	☐	C	☐	D	☐
E	☐	F	☐	G	☐		

B. Matching the statements with their sources. To which country do the following words apply? Write either "China" or "Japan" next to each statement. (5 points, 1 each)

- 5. "Everyone seems to be in a constant race or scramble to get on top." _____
- 6. "Everyone tries to get ahead of the next guy." _____
- 7. "..... civil and polite" _____
- 8. "The sheer scale of the place is both exciting and frightening." _____
- 9. ".....their obsession with order and detail" _____

C. Multiple Choice. Choose the correct statement (2 points):

- 10. The reporter will miss living in Japan
 - A. because he was learning to speak Japanese
 - B. because he admires the exquisiteness of Japanese culture.
 - C. because Chinese people are not very friendly.
 - D. because he felt safer in Japan.

READING

D. Read the text. Choose the best title for each paragraph from A-F below and write the letter in the box. There is one more title than you need. (5 points)

Emotional Intelligence.

1. In a famous experiment, a group of four year-olds were left alone with candy and they were told that they could not eat any until the adult returned. Years later, when the children were grown-ups, the researchers did a follow-up to the experiment. It turned out that children who resisted the temptation became more successful later in life. Traditionally, psychologists described intelligence in terms of problem-solving and memory. This test shows the importance of another kind of intelligence, so-called emotional intelligence. IQ tests are only one way to see how successful someone may become in life. Social and emotional abilities seem even more important.

2. Emotional intelligence is a buzz word that is often heard. So, what does it really mean? The term 'emotional intelligence' was coined in 1990. Emotional intelligence has to do with knowing when to express emotions and knowing when to control them. Empathy is a particularly important part of emotional intelligence. This is basically the ability to recognise other people's emotions.

3. It is necessary though to make a distinction between emotional intelligence and emotional competence. Let me illustrate this with an example. We already mentioned empathy as the ability to understand what someone else is feeling. Emotional competence would then mean transforming this into a skill. Empathy can actually be used to influence other people's behavior. Obviously we are talking about influence in a positive manner as opposed to manipulation.

4. Emotional intelligence is important for a successful performance at work but how can it be promoted? First and foremost, the competencies that are important are different from job to job, so it is essential to know what these are for your field. Self-awareness is here the core competence to develop. So employees should learn how their feelings and behavior affect themselves and others. After that, look at the individual and try to find out if they have the necessary social skills for a particular job. Then, share this information with the individual and when doing so, try to be as clear as possible. Always conduct feedback in a constructive manner because then it is more likely to be taken on board. Another advantage of constructive criticism is that it minimizes defensiveness.

5. Hiring competent trainers is key. Good trainers have empathy and are genuinely caring. They should adopt a step-by-step approach because a change in behaviour is more likely to happen if it is manageable and achievable. Trainers should provide ongoing feedback and help develop the skill of self-reflection. If there is no follow-up training, then the whole process is likely not to be taken seriously.

Titles	Paragraphs
A. Turning emotional intelligence into a skill	
B. Emotional intelligence in the workplace	
C. Train the trainers	
D. Cognitive and emotional intelligence	
E. Choosing the right people	
F. Its true meaning	

E. Read the text again. Are the statements True or False? (5 points)

- ___ 1. There was no correlation between eating the candy and later achievements.
- ___ 2. Part of emotional intelligence is being able to put yourself in someone else's shoes.
- ___ 3. We should distinguish influence from manipulation.
- ___ 4. People may get hostile when talking about their job performance.
- ___ 5. It is sufficient to give the employee information about their performance since it is their own responsibility to improve.

F. Complete the sentences with information from the text. (5 points)

- 1. I'm very proud of myself as last night _____ to smoke.
- 2. My manager likes using trendy words. Self-reflection seems to be his new _____
at the moment.
- 3. He is obviously not able to _____ his true feelings.
- 4. Drinking a lot of water is _____ if you want to survive.
- 5. He seems to have _____ my advice _____ as he is a lot more polite now.