

Listen to four people talking about different business challenges to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary	Definition
1. to make an assumption	a. to feel uncomfortable
2. to get on the same page	b. to believe something is true without having any real proof
3. to commit	c. a team of people who are not in the same physical place
4. to do overtime	d. to agree about how something should be done
5. to feel awkward	e. a difficult period of time
6. capacity	f. to promise that you will do something
7. a virtual team	g. to do more working hours than is agreed in your contract
8. a rough patch	h. the amount of space available

Tasks

Task 1

Are the sentences true or false?

	Answer	
1. Speaker A wanted to show respect by shaking somebody's hand.	True	False
2. Speaker A recommends always greeting people in the same way, no matter where you are.	True	False
3. For Speaker B, working in a virtual team is not so different from working in the same location.	True	False
4. Creating a team charter helped Speaker B's team to avoid misunderstandings and confusion.	True	False
5. Speaker C says the SMART acronym for goal setting stands for: Specific, Measurable, Achievable, Relevant and Timely.	True	False

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| 6. If you're feeling stressed, Speaker C recommends just dropping the tasks that are overloading you. | True | False |
| 7. According to Speaker D, flights at the end of each day have a higher chance of being delayed. | True | False |
| 8. Speaker D suggests taking your time if your flight is cancelled, since the airline will have to rebook you on another flight anyway. | True | False |

Task 2

Circle the best answer.

1. How did Speaker A feel during the meeting?
 - a. offended
 - b. disappointed
 - c. unsure about what to do

2. How has Speaker A responded to this experience?
 - a. He has decided to copy the other man's way of greeting people.
 - b. He has reflected on it and realised something.
 - c. He has researched different ways of greeting people.

3. How did Speaker B feel about the international project?
 - a. It was an entirely negative experience.
 - b. It was exhausting, but there were positives too.
 - c. It was challenging, but there were positives too.

4. How does Speaker B feel now about working on international projects?
 - a. She would like to do it again in the future.
 - b. She wouldn't like to do it again.
 - c. She isn't sure whether it would be a positive or a negative experience.

5. How did Speaker C feel during his difficult time at work?
 - a. stressed
 - b. embarrassed
 - c. calm

6. How does Speaker C feel now?
 - a. still overloaded
 - b. ready for a break
 - c. more in control

7. What did Speaker D do when the flight was cancelled?
- a. She took time to consider her options.
 - b. She acted quickly.
 - c. She asked for someone's advice.
8. How does Speaker D feel about what happened?
- a. fortunate
 - b. annoyed
 - c. furious