Unit 3.1: The business of listening

LISTEN

E 1.18 **LISTEN FOR MAIN IDEAS** Listen to the radio interview. Then discuss with a partner which three statements Sandra Davies would completely agree with and check (✓) those answers.

1. ____ Both content-focused and people-focused listening have benefits.
2. ____ Even though listening seems easy, not everybody can do it well.
3. ____ Everyone should have a mentor when they start out in business.
4. ____ Listening carefully to others is a valuable skill that can lead to success.
5. ____ The only way to learn to listen well is to read books about listening.

F 1.19 **LISTEN FOR DETAILS** Listen to segment 2 of the radio interview and take notes. Then use your notes to indicate the order (1–7) in which the events happened in these sample notes.

____ *Sandra Davies (SD) almost loses job due to poor listening*

____ *SD asks to get coffee machine (CM), boss gives big bdgt*

____ *SD orders $$$ CM f/ Italy*

____ *SD srprsd by size of bdgt but not confirm w/ boss*

____ *CM arrives and SD makes coffee for boss*

____ *SD learns boss wanted copier not CM*

____ *SD not lose job b/c cmpny saves $$$ on rcrtmnt*

LIVEWORKSHEETS

H 1.20 Listen to segment 3, which includes three excerpts from the radio interview. Check (✓) the conclusion(s) you can draw from each excerpt.

1a. _____ Sandra Davies believes that she benefited from the advice given by her mentor.

1b. _____ Davies thinks young people typically do not listen to advice they are given.

2a. _____ Davies was concerned that her boss might limit her responsibility.

2b. _____ Davies was surprised by the size of the budget she had to spend.

3a. _____ Davies thinks some listeners to the broadcast might want to check out Julian Treasure.

3b. _____ Davies feels that leaders who are not good at listening find it hard to influence others.

LIVEWORKSHEETS