

Listening Part 4

You will hear the recordings twice. Choose the correct answers.

You hear a radio interview with a Business Communications Skills expert called John Bradshaw.

1. John warns people in business meetings not to
 - a) make too many notes in the meeting.
 - b) plan too much in advance.
 - c) add to the discussion too frequently.
2. John says that good speakers
 - a) are often good at writing too.
 - b) always make an effort to listen.
 - c) are people who can lead a conversation.
3. When writing certain business emails, John suggests
 - a) checking the email before you send it.
 - b) phoning or meeting soon afterwards.
 - c) using a relaxed and friendly style.
4. What advice does John have for practising communication skills?
 - a) do it as a group
 - b) end with a fun activity
 - c) do it outside of the work place
5. In John opinion, the managers at Mainway
 - a) required more information from the owner.
 - b) ignored some important details in their plan.
 - c) created problems by delaying communication.

You hear a customer support manager called Elsa, talking to another manager called Connor, about her performance review.

6. What aspect of performance reviews does Connor dislike?

- a) the amount of preparation that is expected
- b) the focus on the things that didn't go well
- c) the requirement to take on unequal roles

7. What do they agree is a positive part of performance reviews?

- a) taking the time to look back on your work
- b) getting the chance to learn from your manager
- c) having the opportunity to explain yourself

8. Elsa gives the example of reducing customer waiting time

- a) to justify setting ambitious goals.
- b) to show that some performance goals are unrealistic.
- c) to explain how an individual's performance affects company performance.

9. How does Elsa feel about the four-week limit John added?

- a) that it was unfair on her staff
- b) that it was the clearest way to assess ability
- c) that it should have been preceded by more training

10. What point does Connor make about goals?

- a) Don't just focus on day-to-day goals and ignore wider ones.
- b) Goals should come from you rather than your manager.
- c) A goal may have unintended consequences.

You hear a careers expert called Josh Krasnik giving a talk to some undergraduates.

11. What point does Josh make to get the audience's attention?

- a) More people are attending college today than previous estimates suggested.
- b) Courses offered today are unlikely to get students ready for the workplace.
- c) A divide is growing between those getting adequate training and those who aren't.

12. Josh thinks that one effect of increased automation on graduates will be

- a) a lower rate of remuneration for those entering work.
- b) employers demanding highly specialised skills.
- c) an increase in opportunities to take on responsibility early.

13. Josh characterises workers under the age of 30 as

- a) being somewhat uncertain about where their real strengths lie.
- b) being slightly dismissive of traditional hierarchy.
- c) tending to have unrealistically high expectations of their first jobs.

14. Josh suggests that to gain new skills, graduates

- a) should be willing to dedicate long periods of time to it.
- b) need to adopt a pragmatic and flexible approach.
- c) can rely on the methods they used for their degrees.

15. According to Josh, why are some companies boosting their employees' skills?

- a) It's more cost effective to train staff than to hire new workers.
- b) High-quality, in-house training resources are rapidly coming down in price.
- c) A company tends to be more profitable when staff pool their knowledge.