

1 Read each of these things people said about their business leaders or managers (1–8) and match them with one of the qualities or skills listed in the box (a–h).

1 'Amongst other things, she has this tremendous ability to see how things could be in the future, and how the organisation should develop.'

3 'I really like the fact that he gives us all plenty of responsibility. We all feel so empowered.'

5 'One thing I have to say about him is that he has excellent people skills; he can handle even the most awkward member of staff.'

7 'She has a totally practical approach. I mean, she doesn't just sit in her office theorising. She rolls up her sleeves and gets down to work with the rest of us.'

2 'He's just great at producing new, unusual ideas, things other people would never have thought of.'

4 'I'd say one of his strong points is his ability to get down to the nitty-gritty; nothing is so minor that it escapes his attention.'

6 'One thing she's particularly good at is problem-solving. You know, in our line of work we seem to go from crisis to crisis, but she seems to be able to get everything running smoothly again.'

8 'She's just excellent at getting her ideas across. To give you just one example ...'

- a A hands-on approach
- b Ability to delegate
- c Attention to detail
- d Good communication skills
- e Good interpersonal skills
- f Originality
- g Trouble-shooting skills
- h Vision