You will hear Rachel Babington talking about empowerment.

1 **Before you listen, work with a partner and predict what she might say to complete the notes below.**

04 2 **Listen and complete the notes on what she says, using up to three words for each space.**

Empowerment

Workers empowered by:

- deciding their job's **1** .....
- being given **2** ..... of their job.

Changes in management style

In last ten years, management has only changed at a **3** ..... .

Managing people

People need:

- **4** ..... in the future to work towards
- reasonable work pressures
- a **5** ..... to help them progress.

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