

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.
- 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.