

Listening

1

2.01 Match the terms (1–5) with the definitions (a–g). There are two extra definitions. Then listen to an interview with an HR expert about the importance of empathy in the workplace and check your answers.

1 emotional intelligence	a showing feelings of annoyance or anger
2 communication breakdown	b when people stop talking, listening and exchanging information effectively
3 sympathy	c understanding what someone is feeling or experiencing
4 empathy	d pity or compassion for another person
5 make hard calls	e take difficult decisions or actions
	f explain a problem in a calm and relaxed manner
	g an understanding of your own feelings and also those of others

2

Complete the summary of the podcast with one word in each gap. Then listen again and check your answers.

Empathy in the workplace – an interview with Mia Newton, HR Director and Trainer

In today's interview, Mia Newton discusses the importance of ¹_____ intelligence in the ²_____ for both ³_____ and employees. Some of the issues that Mia will look at include the importance of expressing feelings ⁴_____ in the work environment and their role in creating positive interpersonal ⁵_____. She will help listeners understand key terms such as *sympathy* and ⁶_____ and also give practical examples of what can happen when communication fails. Her main message is that ⁷_____ and ⁸_____ emotions are key skills for anyone working with people in a supervisory role and should be an essential part of every manager's tool kit.

3

Read the statements about the management problem Mia describes in the podcast. Decide if they are *true* (T) or *false* (F).

- 1 The manager believed that the employee returning to work would be able to carry out her normal workload. ____
- 2 The thing the manager failed to do was check that he had interpreted the situation correctly. ____
- 3 The employee initially felt positive and enthusiastic about her return to work. ____
- 4 One issue was that the returning employee's colleague was unable to do the extra work ____