1 The speakers in the videos use the following words and phrases. Match 1–12 to definitions a–l.

1	robust	a	variety of employment experience in different sectors
2	metrics	b	taking out parts of the company hierarchy
3	hard data	c	make something less serious or severe
4	soft data	d	someone's set of attitudes or beliefs
5	cross-check	e	a set of statistics used for measuring something
6	perspectives	f	available but not used
7	play out	g	strong and healthy
8	untapped	h	develop in a particular way
9	portfolio careers	i	information based on figures, numbers and graphs
10	delayering	j	points of view
11	mindset	k	verify information by analysing different sources
12	mitigate	l	information based on people's opinions