

Pre-task 1

Before starting, it is important to remember that feedback meetings generally have 4 stages:

1. Discussing employee's job description
2. Assessing employee's performance
3. Setting employee an objective
4. Discussing employee's future development

Instructions:

1. Listen to the conversation taking place in a feedback meeting. 
2. Fill in the blanks with the phrases missing.
3. Check the answers by scrolling down and clicking on "Terminado".

Caterina: So, first of all, I'd like to check if we're your responsibilities. You supervise the sales staff for the whole south-eastern region, you're a member of the European sales committee, and you coordinate the cooperation between the production team and marketing. Have I missed anything?

Edward: Don't forget, I'm captain of the company's basketball team as well!

C: Of course not! Especially after you won the Intercompany Cup in April.

Would you like to add anything else?

E: No, I think that's covered pretty much everything.

C: Good. So, how do you feel about your performance this year?

E: Well, quite good. I hit all my sales targets we set in last year's review.

C: Yes, that's true. you enjoy that part of your work most.

E: Hmm, well that is my main responsibility.

C: Quite right. However, working together with the production department is very important and I've observed that the cooperation between marketing and production hasn't really improved. We still seem to have the same problems that we had last year.

E: I'm not quite sure what you mean.

C: Production still complains about lack of advance information from us.

E: Well, they are just so inflexible.

C: I quite agree. But the bottom line is, we have to work together. So, establish a job rotation scheme. I want two salespeople to spend six months in production and two people from production to replace them in our sales team. That way, both departments will get a better idea of what needs to be done.

E: Oh... but they won't know any of our customers!

C: Well, you'll have to train them. organize this by the end of the month.

E: The end of the month?!

C: Yes. I've spoken to Tom Wilkinson in production and he agrees with me that this is the best way forward. He'll set up a meeting with you for later this afternoon.

E: I see. Well, perhaps it will help.

C: Good. Now, let's move on to discuss your development. , I think it would be a good idea if you took part in some project management training.

E: Sure. It's definitely something I'm interested in.

C: Good, because , project work is going to be where the best opportunities for promotion are in our company. And I feel you need to develop your leadership skills.

E: Definitely. I mean I would really appreciate any opportunities I get to improve on that aspect of my work.

Useful Language

- I could not understand phrase number 4
- The link doesn't/znt/ work.
- Where is the button to play the audio?
- Where is the button to check my answers