

Student's name: _____

Score: _____ / 16 pts - _____ %

Listen to a tutor talking to two business students, *Philip* and *Janice*, about their research on managing individuals. Answer the questions below.

A. Match each topic with the correct speaker. Write 'P' for *Philip* and 'J' for *Janice* in the brackets. _____/4pts

1. Individual differences that trigger issues amongst members of the staff. ()
2. Individual differences and diversity in the workplace. ()
3. Observations regarding the hiring process. ()
4. The importance of balancing individual differences and teamwork. ()

B. Listen again and complete the sentences with a word or short phrase. _____/7pts

1. According to Philip, companies are basically a group of individuals in a family or _____ organization.
2. Philip mentions that scientific study has demonstrated that individual differences can be attributed to _____.
3. Philip considers that _____ to diversity might be positive or negative for management.
4. Janice believes that working in teams is popular in the _____ nowadays.
5. The tutor questions Janice on how some managers consider that promoting _____ is quite challenging.
6. Janice is of the idea that managers need to rely on _____ in order to evade problems.
7. Janice doesn't believe that using _____ might actually help to determine certain qualities in new applicants.

C. Listen again and decide if these sentences are True or False. _____/5pts

1. Philip believes individuals' contributions, their attitudes, and the experiences all benefit the workplace.	True	False
2. Philip thinks that promoting creativity is always positive for organizations.	True	False
3. Janice thinks that employers should encourage workers who are potential leaders.	True	False
4. Janice suggests that managers may find it difficult to deal with uncooperative workers.	True	False
5. Janice believes employers should look for job applicants who can think independently.	True	False

Contributed by Alejandro Valencia, 2018 | Adapted TEDTalk (2018)