

Task 1. The reading passage has five sections, A-E. Choose the correct heading for sections A-E from the list of numbered headings below. Write the correct number 1-5 next to sections A-E.

List of Headings

1. Communication in the workplace should not be an underrated tool
2. Employees do better when they are given clear goals
3. More can be accomplished when the workload is sensibly divided
4. Customer-relations training should not be overlooked
5. Start off by taking a tough approach towards poor performance
6. Conflict must be recognised and actively dealt with
7. Avoid assigning projects that you could easily do yourself
8. Giving your undivided attention will gain respect

GUIDE TO SUCCESSFUL MANAGEMENT *OUR EXPERTS TELL YOU HOW TO RUN YOUR DEPARTMENT EFFECTIVELY*

A _____ Many managers, especially those recently promoted to the position, believe that they need to control everything that the employees in their department do. If you do this, you're surely heading for disaster. However, if you assign tasks to employees, you will be maximising the amount of work that can be achieved whilst at the same time developing employee confidence and initiative. Effective managers know that the path to management success is to delegate the responsibility for completing tasks and to maintain the authority required to get things done

B _____ Lack of direction is a common complaint amongst dissatisfied employees. Even though they may be carrying out tasks perfectly well on a daily basis, if there is no perception of 'the big picture', employees will often lose their motivation. Therefore, managers must ensure that they set concrete and measurable objectives with their staff, provide guidelines as to how to achieve them, and then regularly monitor their progress. Constructive feedback must then be given if these are not met. By ensuring that employees have something to strive for, managers can provide them with a personal sense of purpose, while simultaneously ensuring they are working towards the overall objectives of the company.

C _____ Some typical ineffective behaviours that irritate staff include the manager's forgetting to pass on the latest company news, or relying on the slow trickle-down of information by word of mouth regarding changes in policy. All staff need to be kept up-to-date so they can maintain a level of professionalism with the customers and clients they deal with. It is wrong to take the attitude that they will hear 'sooner or later'. Managers must ensure employees receive the information they need to do their jobs swiftly and efficiently, and must have clear strategies for achieving this.

D _____ When an employee needs to talk to you about something, make sure that you set aside the time to do so. If the knock comes at an inconvenient moment, then tell the employee exactly when you can see them. This will reassure them that you consider their comments and contributions to be of value. Even if the conversation takes place in an informal setting, make sure there is nothing to distract you. This means turning off your cell phone, facing away from your computer, and closing the door to other employees. Focus on the person standing in front of you, and in return, they will hold you in high regard.

E _____ At some point in time, in any workplace environment, there are bound to be staff members who do not see eye-to-eye, or worse, bear some kind of grudge towards another employee. Ignoring this and hoping the situation will resolve itself is a recipe for disaster. An effective manager will be methodical in the way he or she breaks down the cause of a dispute or ongoing tension into manageable pieces. They will encourage the people involved to make suggestions that will improve working relationships immediately. Tackling this kind of situation head on can empower both the employer and the employees in question.

USE OF ENGLISH

Task 2. Read the text below and decide which option best fits each gap.

Multitasking children

The trend for children to multitask by juggling all sorts of electronic gadgets at the same time is 1) _____ damaging their levels of concentration, scientists have warned. 2) _____ use of the Internet, iPods, mobile phones and DVDs 3) _____ behind that finding. Scientists have 4) _____ the belief of many parents that it is impossible to concentrate on more than one thing at the same time. They found that children 5) _____ homework while sending messages via the Internet can 6) _____ up spending 50% longer than if they had done each task 7) _____.

David E Meyer, Professor of Cognitive Psychology at the University of Michigan, said that true multitasking is 8) _____ possible for simple activities such as ironing and

listening to the radio. He 9) _____ experiments demonstrating that young adults who had to 10) _____ from one maths problem to another wasted significant amounts of time. Meyer said: 'For situations 11) _____ more complex tasks, especially those requiring language, the total time taken to get all the tasks done will increase 12) _____. Over long periods, this kind of multitasking can stress you out and 13) _____ to mental and physical exhaustion.'

1.	A. seriously	B. extremely	C. absolutely	D. intensely
2.	A. rocketing	B. heightening	C. ascending	D. leaping
3.	A. stands	B. sits	C. lies	D. rests
4.	A. assured	B. guaranteed	C. authorized	D. confirmed
5.	A. engaging	B. tackling	C. attending	D. undergoing
6.	A. turn	B. end	C. use	D. come
7.	A. separately	B. distinctly	C. apart	D. aside
8.	A. merely	B. only	C. simply	D. purely
9.	A. set	B. ran	C. took	D. put
10.	A. alter	B. interrupt	C. switch	D. exchange
11.	A. consisting	B. containing	C. involving	D. meaning
12.	A. largely	B. greatly	C. widely	D. highly
13.	A. result	B. proceed	C. bring	D. lead

Task 3. Fill in the gaps with the correct form of the words in brackets.

The concept of 'rhetoric', or effective (1-publicity) speaking, dates back thousands of years. The underlying assumption behind rhetoric is that how you present an (2-argue) can greatly influence whether people are (3-persuasion) by you or not. There is (4-doubt) plenty of (5-evident) to support this idea – it's practically (6-think), for example, for a (7-succeed) politician to be a poor communicator - but is it just a question of style winning over substance? (8-Certainty), it is often said of politicians that they talk complete (9-sense) but what they say they say with such (10-convince) that we (11-tendency) to believe them, at least when they're in opposition. On the other hand, (12-wise) and (13-know) are of little value if you cannot (14-communication) them effectively to your peers or to the next generation. It is the

Task 4. Complete the sentences with the correct form of the words in brackets. Do not change the order of the words.

I asked her if Mrs Brownlow just (leave)

I told them they were in the right part of the train. (check)

He told me he for several days. (not eat)

We agreed that I them a few days later. (see)

The publishers have told me that they my book. (not going to accept)

She replied that she the answer. (not know)

They told me I very polite the previous evening. (not be)

He indicated that he by nodding his head. (agree)