Universidad Ricardo Palma

SECOND PRACTICE

Name: _____ **Date:** _____

Instructions: Read the indications very carefully before you answer the questions. Use pen (black or blue) to mark your answers. Correction pen is not allowed (Liquid paper). Put aside your cellphone, during the practice you won't be able to respond any call or message.

READING

Some Tips on How to Give Constructive Feedback in the Workplace.



Be specific and objective: Start by describing the specific behavior or action that needs to be addressed. Avoid making general statements or attacking the person's character. Stick to the facts and provide specific examples of the behavior you are addressing.

Focus on the behavior, not the person: It's important to address the behavior, not the person. The goal is to help the person improve their behavior, not to criticize them as a person. Make sure your feedback is focused on the specific behavior, not the individual.

Be timely: Providing feedback in a timely manner can help ensure that the behavior or action is still fresh in the person's mind. Don't wait too long to provide feedback as the person may have already moved on and may not remember the incident as clearly.

Offer solutions: It's important to not only provide feedback on what needs to be improved, but also offer solutions for how the person can improve. This can include providing specific actions or behaviors to implement.

Focus on the positive: It's important to provide feedback on both the positive and negative aspects of someone's performance. Providing positive feedback can help build confidence and motivation.

Be respectful: Always be respectful when providing feedback. Avoid using a tone that could be perceived as attacking or belittling. Try to use a neutral tone and approach the conversation in a calm and professional manner.

Follow up: After providing feedback, follow up with the person to see if they have made any improvements or if they have any questions or concerns. This can help reinforce the importance of the feedback and show that you are invested in their growth and development.

Remember, providing constructive feedback is an important part of helping individuals grow and develop in the workplace. By using these tips, you can provide feedback in a way that is productive and respectful.

Read the text and answer the questions. (7p)

1. What is the goal of providing constructive feedback in the workplace?

a) To criticize someone's character
b) To help the person improve their behavior
c) To avoid making general statements
d) To focus on the positive

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2. What is the importance of being specific and objective when giving feedback?
a) It helps to criticize the person's behavior
b) It avoids attacking the person's character
c) It ensures the person remembers the incident
d) It helps to build confidence and motivation

3. When should feedback be provided?
a) After a long period of time has passed
b) In a timely manner while the behavior is still fresh in the person's mind
c) At the end of the workday
d) At the beginning of the workweek

4. What should be the focus of the feedback?
a) The person's character
b) The positive aspects of the person's performance
c) The specific behavior that needs improvement
d) The person's past performance

5. What should be provided in addition to feedback on what needs to be improved?
a) Examples of the person's past behavior
b) Solutions for how the person can improve
c) Criticism of the person's character
d) Feedback on the person's positive performance

6. How should feedback be delivered?
a) In a disrespectful and attacking tone
b) In a neutral and professional manner
c) In a way that avoids providing solutions
d) In a way that only focuses on the negative aspects of the person's performance

7. What should be done after providing feedback?
a) No follow-up is necessary
b) Follow-up with the person to see if they have made any improvements
c) Provide feedback to other coworkers as well
d) Avoid discussing the issue in the future

Fill in the blanks with the words below. (3p)

take a message – business letter – hear back from – call back

1. I hope I will _____ you about our status before Tuesday.
2. Alexander will be unavailable after 3.30, but his assistant can _____.
3. A (n) _____ is almost always written in a professional style.

GRAMMAR

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Read the statement and match it with the use of WILL. (5p)

promises **spontaneous decisions** **predictions** **offering help** **promises** **requests**

1. Don't worry about the meeting. I'll support you. _____
2. A: I haven't seen the minutes of the last meeting yet.
   B: sorry – I'll email them to you now. _____
3. A: Will you give a hand with these boxes? _____
   B: Of course – I'll take the big one. _____
4. In 20 year time, people will live longer. _____

Choose the best answer. (9p)

1. A: I **have / am having** a party on Saturday. Can you come?
   B: Sure! **I'll / I'm going to** come over about seven, OK?
2. A: What **are you going to / will you** cook for the guests?
   B: **We're having / We'll have** a barbecue. It's all prepared.
3. A: **We're going / We'll go** on vacation tomorrow.
   B: Really? Where **will you / are you going to** go?
4. I **won't stay / 'm not staying** long. I've got a meeting at 2.15.
5. A: What **do you do / are you doing** tonight?
   B: **I'm going to / I' ll** watch a movie on TV.

LISTENING

Changing a meeting time

Listen to the conversation about a meeting. Circle the sentence that is correct. (6p)

1. The meeting time

a. The meeting was first planned for 9 a.m.
b. The meeting was first planned for 11 a.m.
c. The meeting was first planned for 1 p.m.

2. Moving the meeting

a. Lucy wants to cancel the meeting.
b. Lucy wants to bring the meeting forward.

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c. Lucy wants to postpone the meeting.

3. The new meeting time

a. The new meeting time is 9 a.m.
b. The new meeting time is 11 a.m.
c. The new meeting time is 1 p.m.

4. The agenda

a. Anna has already sent the agenda.
b. Anna is sending the agenda now.
c. Anna will send the agenda later.

5. Lucy's presentation

a. Lucy is nervous about her presentation.
b. Lucy is looking forward to her presentation.
c. Lucy isn't ready to give her presentation.

6. Telling the other people

a. Lucy will tell the others about the time change.
b. Sven will tell the others about the time change.
c. Anna will tell the others about the time change.

WRITING

Choose ONLY ONE question to answer. Circle your choice. (10p)

a) Write a paragraph about the importance of delegating tasks in business.
b) Write an email to your colleague giving the detail of the last meeting he/she couldn't be able to attend.
c) Write an email to a client telling him / her the pros and cons of switching banks.

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