1. **Listen to the tape and fill in the gaps with the words and phrases that you hear:**

Interviewer: What happened, Emma?
Emma: Well, one of my colleagues was forever _____in what I did, never missed an opportunity, and I took it from her. As my self-esteem _____, I persuaded my self that she might be right, and I stopped even trying to do things well, which of course only made matters worse. Then, one day I was just surfing the Internet when I came across a blog, and what I read just _____so _____! Bullies target nice, quiet types, who are conscientious _____, but who don't answer back. I suddenly saw my colleague's behaviour for what it was, and felt I had to change things.

Interviewer: Supposing you hadn't read those accounts, Emma? What would you have done, do you think?
Emma: Oh, I was making myself ill with the stress of it all and was thinking of giving in my notice! I'd certainly never have had the nerve to tell my line manager about the problem. Just sharing it was empowering, actually. Knowing I had his support, I started to _____.

On a chat show recently I was asked to nominate the book that had the most impact on me as a teenager. I couldn't think of one_____, but later recalled being lent one called "Vital Conversations". That, I guess you could say, changed the course of my life. I've always looked upon do-it-yourself psychotherapy with suspicion, but for some unknown reason that book really made an impression on me. I'd go so far as to say that were it not for that book, I wouldn't _____tell my parents I had a burning ambition to go into the acting profession where I find myself today. Like most teens, I d been going through problematic times, not only in my relationships with parents and teachers, but also with members of my own peer group. Who said relationships were ever easy? Anyway, the book deals with all aspects of difficult conversations, such as managing your emotions, planning how to do things beforehand, and so on. The main thing it taught me was to _____in a non-confrontational way, without resorting to manipulative behaviour.

Finally, people are coming to appreciate the fact that simply being qualified isn't the _____ when it comes to being successful in your chosen field. Indeed, some organisations have recently change the way they select new employees by incorporating what are called "emotional intelligence" tests rather than depending solely on professional qualifications and experience. In one instance, salespeople in a cosmetics company who'd been hired using the new test outperformed salespeople taken on under the previous system by a wide margin in their first year, and, incidentally, were also slightly less likely to leave.

Should you want to explore the notion of emotional intelligence further, there're many books on the subject, that can help you develop your self-awareness, motivation and empathy –all character traits associated with emotionally intelligent people. A good starting point, though, is to indulge in a bit of self-evaluation. Once you can _____the ways in which you're not interacting with others as effectively as you should, then the way is open for change. All graduates entering the job market could do with _____these considerations _____.

2. **Now, click on the link below and match the words and expressions from the listening to their definitions:**
LINK- vocabulary matching