

TEST UNITS 1 TO 3

BUSINESS PARTNER B2

Vocabulary

1 Choose the correct option a, b, c or d.

Corporate culture was recognised back in the 1980s as describing the character of an organisation by looking at the beliefs and the organisational ¹ of its employees. It includes things such as the company's ² as well as its ³ code. The company structure is also taken into account, particularly the ⁴ within a company. A company's structure can be influenced by its management ⁵

- 1
a rates b behaviours c salaries d flexibility
- 2
a values b hierarchies c structures d rates
- 3
a structure b pay c value d dress
- 4
a strategy b hierarchy c atmosphere d image
- 5
a flexibility b structures c strategies d codes

2 Choose the correct option a, b, c or d.

When applying for a job, potential employees also look for signs that the company offers good career ¹ They want to make sure that there is job-² training, as such ³ courses will provide them with relevant workplace skills. Companies should also provide a ⁴ for each new member of staff to help them develop ⁵ in their new positions.

- 1
a delivery b development c induction d benchmarking
- 2
a blended b motivated c delivered d related
- 3
a online b trained c practical d learning
- 4
a mentor b learning c career d mentee
- 5
a induction b analysis c competency d method

3 Choose the correct option a, b, c or d.

The economy was in a severe ¹ and many smaller companies were ² bankrupt. Thousands of people were losing their jobs and discovered they were no longer able to pay the ³ they had taken out on their properties. Many people lost everything they owned and found themselves in a state of ⁴ They had to use all their ⁵ if they had any and there was no institution offering to ⁶ them out.

- 1
a crunch b bankruptcy c depression d drop
- 2
a looking b heading c making d going
- 3
a savings b investment c mortgages d interest
- 4
a mortgage b bankruptcy c depression d credit
- 5
a savings b losses c investments d stocks
- 6
a bail b recover c lend d invest

Grammar

1 Complete the text with the future continuous or future perfect form of the verbs in brackets.

What do you think you ¹ (do) in ten years' time? ² (you / still / work) in our company or even living in the same country? What career goals ³ (you / achieve) by that time? It's not easy to plan for the future these days, both personally and from a corporate perspective, as the world changes so quickly. We are not even sure what kind of jobs our employees ⁴ (do). We know that some traditional jobs ⁵ (disappear) by then, while developments in technology ⁶ (create) totally new kinds of work.

2 Complete the second sentence with a passive, so that it has the same meaning as the first sentence.

1 What about giving staff more training?

Staff training.

2 It would be a good idea to employ a consultant to help us.

A consultant to help us.

3 It's possible for staff to do the training online.

The training online.

4 It's vital that we spend more money on the project.

More money on the project.

5 It's important not to forget the needs of our employees!

The needs of our employees

3 Complete the second sentence so that it has a similar meaning to the first sentence. Use the word in CAPITALS.

1 It seems like we won't have enough money for the expansion. PROBABLY

We enough money for the expansion.

2 They will definitely cut staff numbers. CERTAIN

They staff numbers.

3 I don't think prices will rise much this year. SIGNIFICANTLY

Prices this year.

4 We don't expect costs to decrease this year. UNLIKELY

Costs this year.

5 A new factory is going to be built next year. DUE

A new factory next year.

Listening

7 [BP_B2_Test_02_003.mp3]

You will hear a radio interview with David Nguyen, a training expert. For each question, choose the correct answer a, b or c.

1 David Nguyen says one reason training programmes fail is that

- a companies can't afford a Training Manager.
- b the Training Manager might be too inexperienced.
- c recruiting a good Training Manager is not easy.

2 A good question to ask during a Training Manager's interview is:

- a How would you choose the employee to be trained?
- b How do you select training programmes?
- c How to do you update your own skills?

3 The first step in a simple needs analysis asks staff

- a to be very specific about what training is important to them.
- b to discuss their roles with colleagues.
- c to identify courses they'd like to do.

4 In the second step of a simple analysis, colleagues

- a decide how important each need is.
- b brainstorm a new list of requirements.
- c discuss the results of previous training.

5 According to David, in reality, a needs analysis

- a tends be simpler than companies think.
- b can be too complex for companies.
- c should involve regular reassessment.

6 Further needs analyses should be done

- a during the recruitment process.
- b when job descriptions are modified.
- c instead of a performance review.

7 What does David say about justifying the cost of training?

a well-trained staff can improve company image.

b training programmes are rarely cancelled.

c a lack of well-trained staff is a waste.

Reading

7 Look at the statements below and the article sections about corporate culture. Which section (A–D) does each statement (1–5) refer to? You will need to use some of the letters more than once.

- 1 something to consider when applying for a job
- 2 the value of encouraging time away from work
- 3 the possibility of being dismissed from a job
- 4 a lack of promotion opportunities for staff
- 5 a hi-tech cause of staff demotivation
- 6 an example of an ineffective working environment
- 7 matching staff to the company culture

1 2 3 4 5 6 7

A

Many companies are now offering their employees sabbaticals in an attempt to retain valuable staff. Due to highly-pressurised work environments and being constantly connected to work via technology, many staff are stressed and tired, leading to illness or dissatisfaction. Ensuring that staff have effective downtime is just as important as meeting work targets. Sabbaticals are one way of getting employees to stay with a company, but if they have to stay in a pressured environment for five years before they qualify for a sabbatical, then the effectiveness of a sabbatical can be extremely limited.

B

One company thought the answer to retaining experienced staff was to introduce a sabbatical programme, but it was unsuccessful. The company offered excellent training for new managers and engineers, but over 50 percent left once they had completed their training. Surprisingly, although salaries were not as competitive as those of rival companies, they were not the main issue. During staff exit interviews, they indicated that the main problem was that there were no clear career development paths. In fact, some older staff had been in the same position for twenty years.

C

Corporate culture is something that many potential employees do not pay enough attention to when researching a company. The corporate culture can make a company great to work for or a nightmare. Someone could have all the right qualifications, but might not fit into the work environment because the culture is alien to them. Management therefore needs to clarify exactly what kind of behaviour is expected of their staff and they need to 'walk the talk' themselves, i.e. they need to be models of that behaviour.

D

Unfortunately, some companies have a culture of fear where staff are too worried about questioning anything for fear of losing their jobs. To most people it's obvious that this would not lead to effective working practices. Sadly, the root of this fear comes from the top, the people who should be setting a positive example. If leaders behave in an unacceptable manner, it impacts on everyone within the organisation. Unnecessary anger or criticism from a leader will demotivate even the most optimistic and enthusiastic of staff.