VOCABULARY

PERSONALITY

1 **Complete the sentences with the words in the box. You don't need to use all the words.**

thoughtful	perceptive	obsessive	inspirational	obstinate
over-ambitious	conscientious	neurotic	solitary	mature
prejudiced	apathetic	insensitive	inquisitive	open-minded

1 Clara has always been particularly _____. She's always asking questions.
2 I can't believe that he didn't realise how upset you are. How _____ of him.
3 I know that we can rely on them to get the job finished on time. They are very _____.
4 I'm quite a _____ person so I love having a weekend with no social engagements.
5 I was prone to being rather _____ as a child. I would regularly refuse to do what I was told.
6 My mother is completely _____. She worries about the most ridiculous things.
7 I'm not sure that Kevin is really _____ enough to make the right decision. He seems very young for his age.
8 You mustn't be _____ and take on impossible tasks. Make sure that your goals are achievable.
9 My grandmother is extremely _____ about what women should and shouldn't do. She thinks it's terrible that I'm an engineer.
10 She's obviously very _____. She knew exactly what we were talking about and made a few comments that nobody else would have thought of.
11 He has wonderfully original ideas. He's _____ to work with.
12 I'm not sure what the problem is, but Tomas seems very _____ in his work recently. He's just not getting round to doing it.

GRAMMAR

DESCRIBING HABITS

2 **Circle the correct option to complete the sentences.**

1 I have a _____ to get people's names mixed up.
a) tendency **b)** inclined **c)** prone
2 Aaliya _____ hours in the bathroom getting ready. It drives me crazy.
a) tend to spend **b)** will spend **c)** is spending
3 Grandad is _____ to getting lost and being brought home by the police.
a) prone **b)** inclined **c)** tending
4 I mostly _____ to read when I'm on holiday.
a) have tendency **b)** tend **c)** am tending
5 They would keep _____ me to move offices. So, in the end, I left.
a) to ask **b)** ask **c)** asking
6 People _____ sending me emails asking for advice.
a) always **b)** always are **c)** were always

3 **Find and correct the mistake in nine of the sentences.**

1 My mobile phone company keeps call me every day. It's driving me crazy.
2 Beatrix is always ask us to come and visit.
3 I'll always have a coffee as soon as I wake up.
4 My aunt would coming and collect us from school and take us to her house for the weekend.
5 As rule, I like to try a recipe out on my family first, before I invite people round to eat it.
6 I have an incline to be rather disorganised.
7 I tend agree with everything they say. It makes things easier.
8 I'll generally read through everything at least twice before signing.
9 Nine times of ten, he'll be home by 6.30, but occasionally he'll get stuck in traffic.
10 She's forever leaving the car unlocked – it'll get stolen one day.
11 My brother used to apathetic about his studies but he's much more conscientious now.
12 As a teenager, I was always argue with my parents.

READING

4 A **Read the article opposite. Choose the best summary.**

A People who don't smile enough at work are trying to conceal their own incompetence.
B You can improve your success at work by smiling more to ingratiate yourself with others.
C Too much smiling can make you appear incompetent.

B **Read the article again. Are the statements true (T) or false (F)?**

1 The writer smiled to get out of difficult situations in previous jobs.
2 Smiling at customers to cover up your incompetence can be a good habit to acquire.
3 The journalist interviewed successful businesswomen regarding the key to their success.
4 She was not particularly surprised by what they told her.
5 There is a stereotype which assumes that if you are being nice to someone, you are probably not very competent at your job.
6 Using direct language, rather than soft language, in your emails may help to affirm your authority and give an air of competence.

LIVEWORKSHEETS

Take that smile OFF your face

Are you too nice for your own good? When I had my first job as a waitress in a restaurant, I soon learnt that the best way to get myself out of trouble was to smile sweetly at every possible opportunity. 'I'm so sorry,' I beamed, when I dropped the plate on the floor and it smashed into **smithereens**. 'There must have been a misunderstanding. I'll sort it out straightaway,' I smiled, having served chicken kiev to a strict vegetarian. It came naturally. Smiling was a necessary part of the job, dealing with customers – but when I look back at the experience now, I can see that what I was actually doing was desperately covering up for my own inadequacies, my incompetence. I had no idea what I was really supposed to be doing, so I'd smile nicely and hope I would get through the day alive. And it quickly became a habit that stuck.

In fact, it's a habit that has stayed with me for nearly twenty years. Recently, I interviewed a group of top businesswomen about what they felt was the key factor in their success. Was it their acute **business acumen**, their nerves of steel in the boardroom, their ability to spot an opportunity when it arose? I was completely **caught off guard** and quite **taken aback** when one woman, Miriam, a highly successful manager of a top football club, explained to me how she had survived and prospered in a particularly male-dominated environment. 'You have to learn to stop smiling,' she said. 'You don't need to make people like you all the time. You just have to do your job and do it well. And the job isn't just about being nice.'

It's so simple but I had never really stopped to notice. You see, by smiling, what you're really doing is trying to ingratiate yourself with the other person. It's a submissive gesture. And in business, people who appear warm and friendly may be perceived as being less competent compared to others who appear cold, hard and **aloof**. In fact, there have been numerous studies done demonstrating the stereotype that people tend to see warmth and competence as inversely related. If there is an apparent **surplus** of one trait, then it is assumed that there will be a **deficit** of the other.

The effect is not just limited to smiling, either. Think about all the emoticons and soft language we use to make our emails more 'friendly'. After my meeting with Miriam, I frantically searched back through my recent correspondence and found, to my dismay, that my emails were littered with apologies and covert requests. 'I'm terribly sorry to have to ask you …', 'Do you think you could possibly …?', 'I wondered if it might be all right to just …?'. So, I've taken an executive decision. From now on I will be more assertive and direct with the people I work with. I've removed all **niceties** from my emails – and I've wiped that permanent smile from my face.

~~Thanks for reading!~~ ☺

C **Complete the sentences with the words and phrases in bold from the article. Use the definitions in brackets to help you.**

1 I was completely _____. I didn't expect it at all. (surprised)
2 The new manager walked into the room. And without any _____ at all, he started the meeting. (polite social behaviour)
3 He took a hammer and smashed the plate into _____. (many very small pieces)
4 I've always been afraid to talk to her. She seems very _____. (distant and remote)
5 If, at the end of the month, there are any _____ funds, we can use them to hold a celebration dinner. (extra)
6 I was rather _____ by the suggestion. (shocked)
7 With his remarkable _____, I'm sure he will be fantastically successful. (insight into business)
8 It was an attempt to reduce the budget _____. (the amount by which a sum of money falls short of a reference amount)

VOCABULARY PLUS

IDIOMS FOR PEOPLE

5 **Complete the conversations with the words in the box.**

body	box	horse	kid	neck	sheep	soul	ways

1 A: Who told you about Ali and Pietro getting married? It was supposed to be a secret.
B: Sorry, Anne told me. She can be a bit of a busy_____.
2 A: I'm so glad Pilar is coming tonight. She'll get everyone going.
B: Yes, she tends to be the life and _____ of the party.
3 A: All my family are academics but I left school when I was fifteen.
B: Yeah, you've always been the black _____ of the family.
4 A: She hasn't stopped talking for the last two and a half hours!
B: I know. She's a terrible chatter_____.
5 A: I'm not sure how the team will respond to these new ideas.
B: Do you think they're a bit set in their _____?
6 A: You didn't tell me that Andreas was in a rock band!
B: I didn't know. He's quite a dark _____.
7 A: I can't work out how this computer program works.
B: Why don't you ask Dan? He's a whizz_____ when it comes to computers.
8 A: He's one of our customers but he seems to enjoy complaining.
B: Are you saying he's a pain in the _____?

LIVEWORKSHEETS