

Listen to four people talking about different business challenges to practise and improve your listening skills.

## Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

### Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

| Vocabulary                      | Definition  |
|---------------------------------|---|
| 1. .... to make an assumption   | a. to feel uncomfortable                                      |
| 2. .... to get on the same page | b. to believe something is true without having any real proof |
| 3. .... to commit               | c. a team of people who are not in the same physical place    |
| 4. .... to do overtime          | d. to agree about how something should be done                |
| 5. .... to feel awkward         | e. a difficult period of time                                 |
| 6. .... capacity                | f. to promise that you will do something                      |
| 7. .... a virtual team          | g. to do more working hours than is agreed in your contract   |
| 8. .... a rough patch           | h. the amount of space available                              |

## Tasks

### Task 1

Are the sentences true or false?

|   | Answer |       |
|---|--------|-------|
| 1. Speaker A wanted to show respect by shaking somebody's hand.   | True   | False |
| 2. Speaker A recommends always greeting people in the same way, no matter where you are.                                | True   | False |
| 3. For Speaker B, working in a virtual team is not so different from working in the same location.                      | True   | False |
| 4. Creating a team charter helped Speaker B's team to avoid misunderstandings and confusion.                            | True   | False |
| 5. Speaker C says the SMART acronym for goal setting stands for: Specific, Measurable, Achievable, Relevant and Timely. | True   | False |

- |   |      |       |
|---|------|-------|
| 6. If you're feeling stressed, Speaker C recommends just dropping the tasks that are overloading you.                                   | True | False |
| 7. According to Speaker D, flights at the end of each day have a higher chance of being delayed.  | True | False |
| 8. Speaker D suggests taking your time if your flight is cancelled, since the airline will have to rebook you on another flight anyway. | True | False |

## Task 2

Circle the best answer.

1. How did Speaker A feel during the meeting?
  - a. offended
  - b. disappointed
  - c. unsure about what to do
  
2. How has Speaker A responded to this experience?
  - a. He has decided to copy the other man's way of greeting people.
  - b. He has reflected on it and realised something.
  - c. He has researched different ways of greeting people.
  
3. How did Speaker B feel about the international project?
  - a. It was an entirely negative experience.
  - b. It was exhausting, but there were positives too.
  - c. It was challenging, but there were positives too.
  
4. How does Speaker B feel now about working on international projects?
  - a. She would like to do it again in the future.
  - b. She wouldn't like to do it again.
  - c. She isn't sure whether it would be a positive or a negative experience.
  
5. How did Speaker C feel during his difficult time at work?
  - a. stressed
  - b. embarrassed
  - c. calm
  
6. How does Speaker C feel now?
  - a. still overloaded
  - b. ready for a break
  - c. more in control

7. What did Speaker D do when the flight was cancelled?
- a. She took time to consider her options.
  - b. She acted quickly.
  - c. She asked for someone's advice.
8. How does Speaker D feel about what happened?
- a. fortunate
  - b. annoyed
  - c. furious