

PROGRESS TEST 3

6 [Test_02_002.mp3] You will hear a telephone message and a conversation. For each question, write one or two words or a number.

Listening 1

Phone message from Stephanie Klas

Called about the ¹ for training programme.

Our email didn't mention Time Management courses – Ms Klas has scheduled ² for next year.

How many ³ courses do we want: 2, 3 or 4?

Finally, needs clarification on ⁴ required.

Arrange Skype meeting.

Listening 2

Received calls log

From: Maria Harper

Called about position with ⁵ Engineering.

Wanted info about company's ⁶ training.

Said we always got ⁷ especially for management training.

Will contact ⁸ to ask if Maria should still apply.

7 [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.