

## 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 <sup>1</sup> ..... for training programme.  
Our email didn't mention Time Management courses – Ms Klas has scheduled  
<sup>2</sup> ..... for next year.  
How many <sup>3</sup> ..... courses do we want: 2, 3 or 4?  
Finally, needs clarification on <sup>4</sup> ..... required.  
Arrange Skype meeting.

### Listening 2

#### Received calls log

From: Maria Harper  
Called about position with <sup>5</sup> ..... Engineering.  
Wanted info about company's <sup>6</sup> .....  
training.  
Said we always got <sup>7</sup> ..... especially for management training.  
Will contact <sup>8</sup> ..... 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.