# LISTENING PRACTICE 7

**Task 1: [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.

**Task 2: [BTest_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.

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**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.

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