

1 Read each of these things people said about their business leaders or managers (1–8) and match them with one of the qualities or skills listed in the box (a–h).

1

'Amongst other things, she has this tremendous ability to see how things could be in the future, and how the organisation should develop.'

3

'I really like the fact that he gives us all plenty of responsibility. We all feel so empowered.'

5

'One thing I have to say about him is that he has excellent people skills; he can handle even the most awkward member of staff.'

7

'She has a totally practical approach. I mean, she doesn't just sit in her office theorising. She rolls up her sleeves and gets down to work with the rest of us.'

2

'He's just great at producing new, unusual ideas, things other people would never have thought of.'

4

'I'd say one of his strong points is his ability to get down to the nitty-gritty; nothing is so minor that it escapes his attention.'

6

'One thing she's particularly good at is problem-solving. You know, in our line of work we seem to go from crisis to crisis, but she seems to be able to get everything running smoothly again.'

8

'She's just excellent at getting her ideas across. To give you just one example ...'

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| a A hands-on approach | e Good interpersonal skills |
| b Ability to delegate | f Originality |
| c Attention to detail | g Trouble-shooting skills |
| d Good communication skills | h Vision |