

You will hear Rachel Babington talking about empowerment.

- 1 Before you listen, work with a partner and predict what she might say to complete the notes below.
- 2 Listen and complete the notes on what she says, using up to three words for each space.

Empowerment

Workers empowered by:

- deciding their job's 1
- being given 2 of their job.

Changes in management style

In last ten years, management has only changed at a 3

Managing people

People need:

- 4 in the future to work towards
- reasonable work pressures
- a 5 to help them progress.