

Unit 3.1: The business of listening

LISTEN

E 1.18 LISTEN FOR MAIN IDEAS Listen to the radio interview. Then discuss with a partner which three statements Sandra Davies would completely agree with and check (✓) those answers.

1. _____ Both content-focused and people-focused listening have benefits.
2. _____ Even though listening seems easy, not everybody can do it well.
3. _____ Everyone should have a mentor when they start out in business.
4. _____ Listening carefully to others is a valuable skill that can lead to success.
5. _____ The only way to learn to listen well is to read books about listening.

F 1.19 LISTEN FOR DETAILS Listen to segment 2 of the radio interview and take notes. Then use your notes to indicate the order (1–7) in which the events happened in these sample notes.

- _____ Sandra Davies (SD) almost loses job due to poor listening
- _____ SD asks to get coffee machine (CM), boss gives big bdgt
- _____ SD orders \$\$\$ CM f/ Italy
- _____ SD srprsd by size of bdgt but not confirm w/ boss
- _____ CM arrives and SD makes coffee for boss
- _____ SD learns boss wanted copier not CM
- _____ SD not lose job b/c cmpny saves \$\$\$ on rcrtmnt

H  **1.20** Listen to segment 3, which includes three excerpts from the radio interview. Check (✓) the conclusion(s) you can draw from each excerpt.

1a. _____ Sandra Davies believes that she benefited from the advice given by her mentor.

1b. _____ Davies thinks young people typically do not listen to advice they are given.

2a. _____ Davies was concerned that her boss might limit her responsibility.

2b. _____ Davies was surprised by the size of the budget she had to spend.

3a. _____ Davies thinks some listeners to the broadcast might want to check out Julian Treasure.

3b. _____ Davies feels that leaders who are not good at listening find it hard to influence others.