

Handout Unit 14

1. Career skills

get the _____ across

central _____

take _____ of sth

_____ the problem

_____ good idea

_____ the targets

under the _____

that's an _____ lot

increase in _____

2. Dilemma and Decision - vocabulary

ABSENTEEISM	BUDGET
STAFF	COSTS
RECRUITMENT	COURSE
HUMAN	ISSUES
LINE	MANAGERS
TRAINING	PROBLEM
LONG-TERM	RESOURCES
STRESS-RELATED	RESULTS
TAILOR-MADE	TURNOVER

CONDUCT	A STUDY
ASCERTAIN	GOALS
COME UP	CHALLENGES
SUFFER	INCENTIVES
PROVIDE	REASONS
ENJOY	RELATIONSHIPS
ENHANCE	SKILLS
DEVELOP	STRESS
SET	WITH SOLUTIONS

3. Dilemma and Decision - Listening

Joyce Moorhead agrees that training is an _____. She thinks that communication problems should _____ as soon as they occur and that managers should _____ on the offered course. And, as the _____ will not be noticeable by the employees she would spend the _____ on the stress management course or the _____ course, which would serve as a _____. In the long-term, _____ should be offered, or gym and training facilities could _____ because it would _____ a lot of stress

4. Linking words

- _____ it was raining, I didn't get wet.
- _____ my wife likes to travel abroad, I prefer to stay at home for my vacations.
- Jerry passed the exam first time, _____ I had to retake it three times.
- _____ Mei Li doesn't speak English, she can't go to university in Canada.
- I will be late today, _____ my car has broken down.
- I don't drink coffee, _____ it makes me nervous.
- Jun couldn't buy any Christmas presents, _____ he didn't have any money.
- Paula got the job, _____ she had no experience.

5. Linking words

- Some apples are red. Others are green. (while)
- Surfing is fun. It can be dangerous. (though)
- The boat could not move. There was no wind. (since)
- I took my umbrella. It was raining. (as)
- Deer are cute. They eat all your flowers. (although)
- We lost the match. We were the better team (despite)
- She injured her foot. She managed to walk to the village. (although)

6. WB Listening

- What do business schools agree on that makes a good leader?
- In which place did the Centre of Creative Leadership rank in the Financial Times' listing?
- Where are Centre's campuses located?
- Name some companies which are the Centre's clients.
- Why do people close to the student fill out questionnaires about the student?
- What happens in simulations?

Handout Unit 15

Unit 15 Listening 1

MD: Our market share _____ by _____ % every year over the past 5 years.
I know I am partly to blame. I _____ to see the need to _____
_____ in line with the competition.

C: _____ you _____ any customer satisfaction _____ recently?

MD: We have a policy of excellent _____ in our stores, we aim to make
shopping a _____ but it turns out that people prefer the _____
_____ and _____ in the hypermarket.

C: Can you tell me what you think _____ are now?

MD: We are thinking of either _____ out to the hypermarket or possibly trying to _____
with them. We feel we need a consultant to advise us on the _____

C: I have to do a _____ but my initial feeling is _____.
Let's look at the _____ and possibly even _____ prices
My job is to turn what _____ a disadvantage on its _____ and make it an
_____. We may invest in a huge _____
to attract _____ back. It often _____

WB Unit 15 Listening

1. In 2004 Nokia found itself _____. Its market share fell to _____ %.
2. The firm cut prices but that was only a _____.
3. It then set about _____ the underlying causes.
4. Nokia's woes had two main causes - _____ products failing to address
consumers's _____ for camera phones and highlighted Nokia's loss of leadership
and the company's _____ to produce customised versions.
5. Of the seven new handsets four were _____ and two were _____
6. Nokia dumped the "not-invented-here" _____ and became a fast _____.
7. This follows the _____ in April of a new line of _____ handsets.
8. Nokia has also changed its tune on _____.
9. Having traditionally been reluctant to _____ manufacturing, Nokia has started to use ODMs.
10. The firm has become more _____, more _____.
11. Having _____ in the last three months of 2004, Nokia had a weaker first quarter this year.
12. Nokia is said to have _____ a deal to buy _____ CDMA handsets for resale under its own _____
13. It would be an admission that Nokia's own CDMA products are not _____
14. It is clear that Nokia has changed _____. It has even licensed email
and _____ protocols from Microsoft.
15. Nokia is so determined to _____ it would seem that nothing is sacred.