

*Exam know-how*

When you do Use of English Part 5:

- Read the text through before and after you fill in the gaps. Otherwise, you might not notice that a word must be negative.

- For each gap, ask yourself what kind of word (noun, verb, adjective, etc) fits in the gap. If it's a noun, is it singular or plural? If it's a verb, what tense is it in? Think very carefully about prefixes. Most negative prefixes in Use of English Part 5 are 'un-'.

For questions 1-10, read the text below. Use the word given in capitals at the end of each line to form a word that fits in the space in the same line. There is an example at the beginning (0).

**Example:** 0 | organisation

**SUCCESSFUL WORKING RELATIONSHIPS**

If you work in a large (0) .....*organisation*..... , it is highly likely that, at certain times, you will have (1) ..... with colleagues. Learning how to manage these successfully is an (2) ..... skill.

**ORGANISE**  
**AGREE**  
**VALUE**

The first thing to remember is that, however (3) ..... your colleague is in terms of his or her (4) ..... , you must never lose control. Let them make a fool of (5) ..... if they want to, but if you stay calm and deal with the situation (6) ..... and sensibly, things will not get out of hand.

**PROFESSION**  
**BEHAVE**  
**SELF**  
**LOGIC**

Secondly, don't be (7) ..... to see things from their point of view. Arrange a (8) ..... where you can discuss your differing opinions openly and honestly. Try to be as (9) ..... as you can. With any luck, you'll be able to find a (10) ..... to the problem, and they may even learn something from the way you handled the situation.

**WILL**  
**MEET**  
**UNDERSTAND**  
**SOLVE**