**\_\_\_\_\_ LAB 9**

**LISTENING LESSON:**

**Fill in the blanks. [5]**

1. The manager has to motivate the workers both as a **team** and individual workers.
2. Good communication between the workers and **bosses** is important for success in the professional environment.
3. Managers have **special** tools that can boost both **motivation** and **increase production.**
4. The managers at the Swedish company Kochums managed a profit of **100m** by changing their attitude towards the workers.

**State whether the following statements are true or false. [5]**

1. The most important thing for a manager is motivation. **T**
2. Motivating workers is a complicated task. **T**
3. Money is the most important factor for workers. **F**
4. Workers at Western Electric increased productivity after management started to include them in decision making. **T**
5. The company Kochums changed from being a failing company to a successful one after changing their motivation practice. **T**

**Provide brief answers to the following.**

1. **What are the special tools that managers use to motivate workers? [2]**

Praise, approval and recognition.

Trust and expectation.

Money.

1. **What did managers at Kochums stopped doing in order to motivate the workers? [1]**

Instead of giving orders, managers started to persuade the workers and that is how they changed their attitude.

1. **What sorts of things are more important to workers than money? [2]**

Praise, approval and recognition along with trust, expectation, good communication and job enrichment are more important to workers than money.