

1、—Can I have three days off next week, Mr. Smith?— ( ) . I can manage without you.

Of course

2、—Could I borrow your iPad for a few hours?

Sure, here you are. Enjoy your time.

3、—Could you give us a speech on management functions some day this week?

I'd love to, but I'm busy this week

4、—Do you know where I can repair my motorcar?

Around the street corner.

5、—Do you mind if I use vouchers to spend in a restaurant?— ( ) 。

B. Not at all. Go ahead.

6、—Don't keep water running when you wash hands.— ( ) .

C.Sorry, I won't.

7、—Don't worry, Mum. The doctor said it was only a common cold.

What a relief

8、—Excuse me, but smoking isn't allowed here.— ( ) .

A.Oh,sorry.I didn't know

9、—Have you already paid? What's my share of the bill? — ( ) . It wasn't very much.

Don't worry about it

10、—Haven't seen you for ages. What are you busy doing now?

I am working part time in a bookstore.

11、—How did your meeting go yesterday?— ( ) actually, it was really frustrating.

A.Not so good

12、—How can you explain the latest situation?— ( ) ,I know it is all my fault.

Sorry

13、—How did your meeting go yesterday?— ( ) actually,it was really frustrating.

A.Not so good

14、—I am sorry for what I have said to you.

Don't think any more about it.

15、—I think things have been a bit difficult for us the last couple of months —We've been working hard, but still geeing behind.

A. You're right.

16、—I think I have made a great mistake.

I don't think so. It's not your fault.

17、—I think things have been a bit difficult for us the last couple of months.

You're right

18、—I think things have been a bit difficult for us the last couple of months.—We've been working hard,but still getting behind.

A.You're right.

19、—I'd like a wake-up call at 7:00 a.m., please!—OK, ( ) .

I'll make sure you get one.

20、—I'm going to Beijing for a few days.— ( ) . I wish I could go with you.

I really envy you

21、—If you can't say what you've come to say at the meeting, what's the point?

I can see that

22、—If you don't believe in yourself, no one else will.—\_\_\_\_. Confidence is really important.

I couldn't agree more

23、—Is it possible for you to work out the plan tonight?

I think so.

24、—Is it possible for you to work out the plan tonight?— ( ) .

B.I think so.

25、—It's about a successful businessman's management experience, isn't it?

That's right!

26、—I think I have made a great mistake.— ( ) .

C. I can't think so. It's not your fault.

27、—Jack, I'd like to have your opinions about my written report.— ( ) . But I have one suggestion.

A. It looks fine to me

28、—I'd like a wake-up call at 7:00 a.m., please! — OK, ( ) .

B. I'll make sure you get one

29、—Over-the-top? You mean... Well, sometimes your co-workers feel that you are too loud.

30、—Reading is the best way to pass time on the train.— ( ) . I never go traveling without a book.

B. That's true

31、—Scott, I'd like to have your opinions about my written report.

It looks fine to me.

32、—Sorry for being late. I should have called you earlier.— ( ) . I've just arrived

That's all right

33、—Terribly sorry to interrupt, but may I use your dictionary.—Yes, ( ) .

A. of course.

34、—The Auto Show in the City Stadium has been canceled.—Oh, no! ( )

What a pity!

35、—The trip ought not to take more than an hour.— ( ) . It is at least two hours.

You must be joking

36、—They are all warmhearted and helpful. —Sorry I can't.

I have to finish my project right now.

37、—This project is too big for me to finish on time.

I'll give you a hand

38、—This project is too big for me to finish on time.— ( ) .

C. I'll give you a hand.

39、—We could let some of the staff work from home. ( ) ?

What do you think of it

40、—What are you going to do this weekend?— ( ) . If time permits, I may go to Shanghai with my friends.

C. It depends

41、—What are your teammates like?

They are all warmhearted and helpful.

42、—What's the noise? It sounds as if it comes from upstairs.— ( ) . It must be the window-cleaner

working, next door.

A. I don't think so.

43、—Which of these hats do you want?— ( ) . Either will do.

I don't mind

44、—Why didn't you come to my birthday party yesterday?

Sorry, but my wife had a car accident.

45、—Will you go on a picnic with us tomorrow?

I'm afraid I have no idea

46、—Will you help me arrange a meeting with Mr. Brown, please?— ( )

C. Sorry I can't. I have to finish my project right now.

47、—You have to believe in yourself. No one else will, if you don't.

I couldn't agree more.

48、—You'd better not push yourself too hard. You can ask the team and listen.— ( ) .

A. You are right.

49、— ( ) . I'd like to have this film developed.

B. May I help you?

50、— ( ) identify the problems that have been occurring?

Are you able to

51、 — ( ) —Actually I prefer working on my own.

Do you prefer teamwork or working individually?

词汇与语法(108)

1、 A child's character is greatly influenced by his home ( ) .  
environment

2、 After days of investigation, the police were ( ) reality.  
approaching

3、 All the ( ) guests are seated in the front row.  
distinguished

4、 All ( ) glitters (闪闪发光) is not gold.  
that

5、 An agreement was reached on the ( ) of mutual respect and mutual interest.  
basis

6、 An appreciated gift and the gesture of providing it will ( ) your.  
C.light up

7、 An effective leader sets the tone for the team,encourages a positive workplace culture and is able to ( ) cultural change.  
B.bring about

8、 An employee may express their different understanding and, at the same time, a willingness to ( ) with any constructive suggestions.  
A.comply

9、 At a rough ( ) , we will take another four weeks to finish this plan.  
B.estimate

10、 AT&T found that employees with better planning and decision-making skills were ( )  
more likely

11、 AT&T found that employees with better planning and decision—making skills were ( ) to be promoted into management jobs.

A.more likely

12、 A though ( ) we will take an other four week so finish this plan.

B.estimate

13、 By the end of the year, the sales plan for the next year ( ) .  
will have been made

14、 Companies are ( ) interested in your soft skills ( ) they are in your hard skills.  
B.as...as...

15、 Compared ( ) English,Chinese is generally believed to be more difficult to learn.  
A.with

16、 Concentrate on being ( ) and real.  
A.distinct

17、 Creativity, especially ( ) which takes place across departmental boundaries, is likely to suffer hugely as team synergy slips.  
A. that

18、 Cultural differences ( ) four categories:religion,ationality,region and lifestyle.  
C.fall into

19、 Current opinion among politicians is that she is ( ) , stands for her principles.  
C. courageous

20、 Effective leaders distill complex thoughts and strategies into simple, memorable terms  
that

21、 Even the best continually seek ways to ( ) their skills.  
C.sharpen

22、 Every time I tried to say something,he would ( ) to something else.  
B.move on

23、 Fifty-five per cent of the respondents said that praise and attention from their supervisor would make them feel the company cared about them and their well-being.  
B.as if

24、 Good work ( ) good pay.

A.deserves

25、 He ordered that nothing ( ) until the police arrived.

should be touched

26、 He will write to me as soon as he ( ) home.

returns

27、 He's left now, but productivity hasn't ( ) that much.

picked up

28、 Her desire for the ( ) of a beautiful town remained.

B.creation

29、 How do we expect to compete with a company that has such a huge ( ) and huge resources?: recommendation; reduction; reputation

reputation

30、 How do you get your members to ( ) as a team?

pull together

31、 I believe that I have a lot to contribute a team environment,and am comfortable in both leadership and player roles.

A.to

32、 I believe that I have a lot to contribute ( ) a team environment, and am comfortable in

to

33、 I have been very lucky to have had ( ) managers during my career so far.

terrific

34、 I like to think ( ) . I am always the one finding new ways to a situation or challenge.

outside of the box

35、 I really envy you

With

36、 I think a big part of is ( ) we know how to have fun on the job.

A.that

37、 I think the primary ( ) factor is there's been so much absence lately.

contributing

38、 I'll make sure you get one.

as told

39、 If demand is rising but the firm ( ) from all ocative communication failure, then stocks will fall and there will be under staffing.

C.is suffering

40、 If demand is rising but the firm ( ) from communication failure, then stocks will is suffering

41、 If I take the time to talk with my manager at the beginning of a project, we ( ) off to a

can get

42、 Importance of English,we should put more effort into it and try to learn it well.

C.Given

43、 In competitive markets, leaders are ( ) increased pressure to maintain a positive work

culture.

A.under

44、 In high school, I am equally comfortable ( ) as a member of a team and independently.

working

45、 In today's environment, ( ) people are often burned out, it's important for where

46、 It is through enthusiasm and quiet intensity ( ) we transform creativity and vision into

that

47、It's about my new role as project coordinator that I'm taking ( ) .

B.on

48、Keep a ( ) attitude and don't let yourself drown in uncertainty.

B.positive

49、Learning new things has always been a great ( ) for me.

C. motivation

50、Let your values ( ) in your communication.

A.come out

51、Linda walked at the head, ( ) by her colleagues.

followed

52、My leather shoes cost me ( ) the last pairs I bought.

three times as much as

53、On hearing the news of ( ) the major exam again, the girl burst into tears.

her having failed

54、Please ask the solicitor what his ( ) would be to take the case to court.

fee

55、please ( ) your hand if you have any question at all.

raise

56、Redundancy happens when employees need to ( ) their workforce. And as a result,

reduce

57、Regular and concrete feedback is important ( ) who is not performing up to her

when dealing with a worker

58、She is very adaptive and soon adapted ( ) to the campus life.

to

59、Supervisors should ( ) their employees in two-way communication so that

engage

60、Supervisors should ( ) their employees in two-way communication so that understanding

takes place.

B.engage

61、Team members are ( ) as unique people with irreplaceable experiences, points of view,

viewed

62、The demands and requirements placed on the CEO of Sony are different from ( ) on

those

63、The hilltop,you could enjoy the scenery of the city bathed in the sun.

A.Stand

64、The Human Resource Managing Department at Honda is given specific instructions ( ) employ the best possible workers.

C.on how to

65、The Human Resource Managing Department at Honda is given specific instructions ( ) employ the best possible workers.

C. on how to

66、The key ( ) successful implementation is clearly communicating the strategy to the

to

67、The leader ( ) at creating opportunities to provide rewards , recognition and thanks to his or her staff.

C. excels

68、The majority of these team challenges ( ) any here.

C.can be delivered

69、The reason ( ) he was absent from class yesterday was that he was ill and hospitalized.

why

70、The responsibilities in handbook ( ) that managers have to be concerned with indicate

71、The team creates an environment ( ) people are comfortable in communicating, in which

72、The workmen want to ( ) the number of working hours and to increase pay. decrease

73、Their economy is export ( ) . oriented

74、There is no ( ) the fact that he is the best student in the class. C.denying

75、They depend on each other to survive. In other words, they are ( ) for survival. interdependent

76、They have come to the conclusion ( ) this winter will be even colder than before. that

77、They ( ) all their computing work , i. e. they arrange for some outside company to do the work. A. outsource

78、This is the man ( ) last night. whom I saw

79、To build there,ervoir (水库) , thousands of people have to be ( ) . A.relocated

80、We are interested in the weather because it ( ) us so directly— what we wear,what we do, and even how we feel. B.affects

81、We need ( ) communication skills: listen carefully, think before you speak and outstanding

82、We need ( ) communication skills:listen carefully,think before you speak and

manage conflicts diplomatically.

A.outstanding

83、We would be grateful ( ) any information you can give us. A.for

84、We ( ) with achievement. are obsessed

85、Wendy suggests that we ( ) tomorrow. should go

86、What can we expect ( ) him? from

87、What you need to do is to keep things short and sweet, just the ( ) . C.highlights

88、When people are surrounded by ( ) communication and encouragement, they can constant

89、When the message finally reached the Command Center, it ( ) "mutated" to had

90、Who was ( ) the meeting? chairing

91、Who was ( ) the meeting? A.chairing

92、will ask them to ( ) a new design, something a bit more toned down. C.come up with

93、Without his assistance, I ( ) the research last month. would not have completed

94、Without human resources, no organization can ( ) the ground, let alone do business and make profits.

A. get off

95、 Would you ( ) her novels as serious literature or mere entertainment?

B.classify

96、 you can't ( ) to sit back-even though it might be tempting.

A. afford

97、 ( ) CEOs spend planning, the more profitable their companies are.

The more time

98、 ( ) his anger the employees called him Mr. Thunder, but they loved him.

Due to

99、 ( ) managers spend most of their time in face-to-face contact with others, but they

Not only do

100、 ( ) on the hilltop, you could enjoy the scenery of the city bathed in the sun.

Standing

101、 ( ) the importance of English, we should put more effort into it and try to learn it well.

Given

102、 ( ) there is smoke, there is fire.

Where

103、 ( ) we can't compete in terms of size I do believe we hold an advantage in terms of

Although

104、 ( ) clearly communicate with and actively listen to employees is essential to improve their performance.

C.Being able to

105、 ( ) his anger the employees called him Mr.Thunder,but they loved him.

C.Due to

106、 ( ) managers spend most of their time in face—to—face contact with others,but

they spend much of it obtaining and sharing information.

C.Not only do

107、 ( ) on the hilltop, you could enjoy the scenery of the city bathed in the sun.

A.Standing

108、 ( ) the reactions of top managers, middle managers remained silent or provided optimistic, filtered information.

A.Fearing

阅读理解 (单选) (13)

1、 A TEAMWORK GAME

1. This team building event was aimed at

答案: B. making the team members know how to share information or solutions and cooperate with each other

2. This event was held in

答案: A. a self-service restaurant

3. About how many team members were out of the second round of the activity?

答案: C. 5.

4. Which statement below is correct?

答案: C. In the third round, everybody had their own balloon with help from others within 2 minutes.

5. What was the event going to teach these employees?

答案: A. Sharing and cooperating with other team members is more efficient when they are working together.

3、 HOW DO YOU CREATE A CULTURE OF INNOVATION?

1. What is necessary in creating innovation culture?

答案: B.courage

2. How does 3M create its innovation culture?

答案: B. define jobs around innovation.

3. The word prerequisite in "Make it a job prerequisite" means

答案: .A. required as a prior condition

4. How does Gillette create its innovation culture?

答案: C. Recognize innovation in every part of the company.

5. The formation from idea to innovation needs

答案: .C. support and cooperation

4. HOW GOOGLE CONTINUES TO KEEP EMPLOYEES HAPPY

1. How would you describe Google?

答案: B. Large global enterprises

2. Which one does NOT belong to the methods that Google motivate its employees?

答案: A. Promoting the employee who has more influence on Google the higher job position.

3. Who founded Google?

答案: A. Larry Page and Sergey Brin

4. If you are a normal employee of Google, what could you do EXCEPT?

答案: B. Only work for the project you choose.

5. What is Google's secret to success?

答案: C. Valuing the happiness of its employees as much as innovating good products.

5. HOW TO ADAPT TO CHANGE IN THE WORKPLACE

1. Enterprises carry out downsizing, reorganizing and cutting costs in order to

答案: .C. survive

2. "No industry is exempt" means

答案: .A. No industry is an exception

3. The following questions are often discussed among scholars EXCEPT

答案: .B. How can productivity be increased

4. How many suggestions does the author put forward?

答案: C. 6

5. From the passage, we know that Robin Sharma is

答案: .A. an expert on leadership, and personal success

6. HOW TO HANDLE A BAD PERFORMANCE REVIEW

1. What should you do when you are given a bad performance review?

答案: C. Stay calm and listen carefully.

2. What should you do after you are given a bad performance review?

答案: C. Learn from the review.

3. What should you do if you do not agree with the bad performance review?

答案: B. Make a written statement on your own behalf if it is allowed.

4. How do you improve a bad performance review?

答案: A. Understand the established performance standards.

5. Why should we understand the cause of a bad performance review?

答案: B. Because it encourages and motivates the worker to do better.

7. If there's one word that captures the essence of what is

21. Enterprises carry out downsizing , reorganizing and cutting costs in order to

答案: C. survive

22. "No industry is exempt" means ( ) .

答案: A. No industry is an exception

23. The following questions are often discussed among scholars EXCEPT ( ) .

答案: B. How can productivity be increased

24. How many suggestions does the author put forward?

答案: C. 6

25. From the passage, we know that Robin Sharma is ( ) .

答案: A. an expert on leadership , and personal success

8. If there's one word that captures the essence of what is occurring in the world today,

21. Enterprises carry out downsizing , reorganizing and cutting costs in order to ( ) .

答案: C. survive



22."No industry is exempt" means ( ) .

答案: A.No industry is an exception

23.The following questions are often discussed among scholars EXCEPT ( ) .

答案: B.How can productivity be increased

24.How many suggestions does the author put forward?

答案: C.6

25.From the passage, we know that Robin Sharma is ( ) .

答案: A.an expert on leadership, and personal success

10、 Project managers are change agents: they make project goals their own and use

(1) Which of managers?

答案: C.Status quo.

(2) Which of the following is NOT concerned by project managers?

答案: B.The non-crucial details.

(3) Which of the following is a TRUE statement about project managers?

答案: C.They improve their skills after completion of each project.

(4) Which of the following is NOT mentioned as a career possibility for experienced project manager?

答案: A.Becoming general manager of an organization.

(5) Which of the following can be an alternative title for the passage?

答案: A.Requirements of project managers.

11、 Teamwork is extremely important for the success of a company.

(1) What's function of the phrase "one plus one equals three" in Para.2?

答案: B It tries to explain that working in a teamwork is better than working individually.

(2) The word "associates" can probably be replaced by the word " ( ) " in the sentence "Working in teams also teaches your associates to work together ..." in Para.

答案: C colleagues

(3) Which of the following statements is TRUE according to the passage?

答案: A Personal shortcomings can be reduced through the efforts of the whole team.

(4) Which of the following statements is FALSE according to the passage?

答案: C Working in a team you must be careless because you know somebody can help you.

(5) What's the best title for this passage?

答案: B The Importance of Teamwork

12、 The employee and the are clear about the employee's goals,

1. What is the goal in employee evaluation?

答案: A.To motivate outcomes of the employee

2.C.Employment termination.

3.B.Performance Improvement Plan.

4.A.To improve the employee's performance.

5.C.To compare an employee's performance with the performance of other employees.

13、 The meaning of "communication" goes a lot deeper than people often think.

21. Confirming reception of the sent messages means ( ) .

答案: A. the messages are sent to right receivers

22. In the famous British Army Commander story, which step probably did NOT go wrong in the communication chain?

答案: A. Conceiving.

23. What is Chinese whispers?

答案: B. A game to pass message around in a whisper.

24. Allocative failure does NOT happen when ( ) .

答案: A. the right information goes to the right place

25. According to the passage, which of the

following cases does NOT belong to human failure?

答案: C. Increasing customer complaints.

#### 1、CREATE A POSITIVE WORKPLACE CULTURE

1. A positive work culture will give workers more satisfaction.

答案: T

2. Positive cultures have a lot to do with leadership vision and values.

答案: T

3. The direction and actions for the business must differ from the core values of the employees in order for a workplace culture to be positive.

答案: F

4. In competitive markets, leaders are under more and more pressure to keep a positive work culture.

答案: T

5. Positive work culture can be built in a short period of time.

答案: F

#### 2、HABITS OF HIGHLY EFFECTIVE COMMUNICATORS

1. Communication and leadership don't always go hand in hand.

答案: F

2. The say-do gap happens when people misunderstand their leader's intention.

答案: F

3. Using technical jargon makes a leader convincing.

答案: F

4. Communicating sincerely is always the best.

答案: T

5. Observation is as important as communication when you want to know what people really think.

答案: T

3. In competitive markets, leaders are under increased pressure to maintain

26. A positive work culture will give workers more satisfaction.

答案: T

27. Positive cultures have a lot to do with leadership vision and values.

答案: T

28. The direction and actions for the business must differ from the core values of the employees in order for a workplace culture to be positive.

答案: F

29. In competitive markets, leaders are under more and more pressure to keep a positive work culture.

答案: T

30. Positive work culture can be built in a short period of time.

答案: F

4、It's no secret that good leaders are also good communicators.

26. Communication and leadership don't always go hand in hand.

答案: F

27. The say—do gap happens when people misunderstand their leader's intention.

答案: F

28. Using technical jargon makes a leader convincing.

答案: F

29. Communicating sincerely is always the best.

答案: T

30. Observation is as important as communication when you want to know what people really think.

答案: T

#### 5、JACK WELCH LEADING ORGANIZATIONAL CHANGE AT GE

1. Jack Welch retired at the age of 65.

答案: T

2. Jack Welch insisted that each of the businesses should be at least number 3 in their respective area.

答案: F

3. If the business could not meet Welch's change requirements, its manager had 3 choices.

答案: T

4. The restructuring went before changing the organizational culture and the managerial styles of GE's managers.

答案: T

5. The Work Out lasted a week.

答案: F

6. Nokia executives attempted to explain its fall from the top of the smartphone pyramid

1. Nokia lost the smartphone battle because its technology is not as good as that of Apple.

答案: F

2. Nokia's middle managers were frank to tell the truth, but the top ones didn't listen to them.

答案: F

3. Nokia's top managers were too moody to hear anything good but harsh.

答案: T

4. Middle managers in Nokia delivered results more than they promised earlier.

答案: F

5. Nokia's top managers should have had better conversation techniques to encourage internal coordination and truth.

答案: T

#### 7. PERFORMANCE MANAGEMENT AND PERFORMANCE APPRAISAL

1. Performance management is a very important part of any quality human resource system.

答案: T

2. The aim of performance management is to punish the unqualified employees.

答案: T

3. An enterprise can be better placed to meet competitive challenges by providing the education, training and feedback required by employees, for example.

答案: F

4. Every enterprise can expect high performance from each employee.

答案: F

5. "Performance management" is also called "performance appraisal".

答案: T

#### 8. THE RIGHT WAY TO MOTIVATE EMPLOYEES

1. A CEO only needs to be passionate and enthusiastic.

答案: F

2. It is not professional that PayPal CEO blames his employees not to use PayPal or forget PayPal passwords.

答案: T

3. "A one-sided note" refers to the root of PayPal's problem.

答案: F

4. When faced with internal problems, good executives find the root of a problem in their executive team first.

答案: T

5. Good executives need to give feedback immediately when they are listening to the staff.

答案: F

#### 9. TIPS FOR TEAM BUILDING

1. Team building event is traditionally related to playing games at resort.

答案: T

2. The author claims that playing games together is as important as forming teams to solve

real work issues and to improve real work processes for team building.

答案: F

3. "Retreat" in the first paragraph means

withdrawal of troops after a defeat.

答案: F

4. Ice breaking motivates team members compete with each other.

答案: F

5. A good teamwork culture enables individuals make more efforts together.

答案: T

10. VISION AND EXECUTION: TWO SIDES OF A SUCCESSFUL STRATEGY

1. The final goal of the strategic planning process is a strategic plan.

答案: F

2. A strategic plan is valuable if it is executed.

答案: T

3. There are four keys to successful implementation.

答案: F

4. A good strategy is likely to fall apart if without the input and feedback of the people responsible for executing on the strategy.

答案: T

5. Leadership's idea determines all.

答案: F

11. When Jack Welch, the Chairman and CEO at General Electric (GE) retired in 2001,

26. Jack Welch retired at the age of 65.

答案: T

27. Jack Welch insisted that each of the

businesses should be at least number 3 in their

respective area.

答案: F

28. If the business could not meet Welch's change requirements, its manager had 3 choices.

答案: T

29. The reconstructing went before changing the organizational culture and the managerial styles of GE's managers.

答案: T

30. The Work Out lasted a week.

答案: F

12. When you think of team building, do you

immediately picture your group off

(1) Team building event is traditionally related to playing games at resort.

答案: T

(2) The author claims that playing games together is as important as form teams to solve real work issues and to improve real work processes for team building.

答案: F

(3) "Retreat" in the first paragraph means withdrawal of troops after a defeat.

答案: F

(4) Ice breaking motivates team members compete with each other.

答案: F

(5) A good teamwork culture enables individuals make more efforts together.

答案: T

1. On May 27, 1995, our life was suddenly

changed.

1: unable;

2: wonderful;

3: mail;

4: a family;

5: successfully

2、 This evening I met a friend at a local bar.

1: along;

2: completely;

3: back and forth;

4: upset;

5: activity

3、 What is museum? A museum is a good place

to keep old and beautiful things.

1: about;

2: a;

3: towns;

4: children's;

5: hear

4、 WHAT WE HAVE HERE: A FAILURE TO

COMMUNICATE

1: weirdest;

2: connected;

3: shoot;

4: countless;

5: out

A. Formulate the industry standard of payment.写作题(5)

1、 Suppose you are to make a choice between...

2、 Write a composition with at least 100 wo...

3、 Write at least 100 words about an event ...

4、 Write at least 100 words about as event ...

5、 根据所给信息求，完成工作计划。...

交际用语(52)

1、 —Can I have three days off next week, Mr. Smith?— ( ) .

I can manage without you. Of course

2、 —Could I borrow your iPad for a few hours?

Sure, here you are. Enjoy your time.

3、 —Could you give us a speech on management functions some day this week?

I'd love to, but I'm busy this week

4、 —Do you know where I can repair my motorcar?

Around the street corner.

5、 —Do you mind if I use vouchers to spend in a restaurant?— ( ) 。

B. Not at all. Go ahead.

6、 —Don't keep water running when you wash hands.— ( ) .

C.Sorry, I won't.

7、 —Don't worry, Mum. The doctor said it was only a common cold.

What a relief

8、 —Excuse me, but smoking isn't allowed here.— ( ) .

A.Oh,sorry.I didn't know

9、 —Have you already paid? What's my share of the bill? — ( ) . It wasn't very much.

Don't worry about it

10、 —Haven't seen you for ages. What are you busy doing now?

I am working part time in a bookstore.

11、 —How did your meeting go yesterday?— ( ) actually, it was really frustrating.

A.Not so good

12、 —How can you explain the latest situation?— ( ) ,I know it is all my fault.

Sorry

13、 —How did your meeting go yesterday?— ( ) actually,it was really frustrating.

A.Not so good

14、 —I am sorry for what I have said to you.

Don't think any more about it.

15、 —I think things have been a bit difficult for us the last couple of months —We've been working hard, but still geeing behind.

A. You're right.

16、 —I think I have made a great mistake.

C. I don't think so. It's not your fault.

17、 —I think things have been a bit difficult for us the last couple of months.

You're right

18、 —I think things have been a bit difficult for us the last couple of months.—We've been working hard,but still getting behind.

A.You're right.

19、 —I'd like a wake-up call at 7:00 a. m., please! -OK, ( )

B. I' ll make sure you get one.

20、 —I'd like to have this film developed.

B. May I help you?

21、 —I'm going to Beijing for a few days.— ( ) . I wish I could go with you.

I really envy you

22、 —If you can't say what you've come to say at the meeting, what's the point?

I can see that

23、 —If you don't believe in yourself, no one else will.—\_\_\_\_. Confidence is really important.

I couldn't agree more

24、 —Is it possible for you to work out the plan tonight?

I think so.

25、 —Is it possible for you to work out the plan tonight?— ( ) .

B.I think so.

26、 —It's about a successful businessman's management experience, isn't it?

That's right!

27、 —I think I have made a great mistake.— ( ) .

C.I don't think so.It's not your fault.

28、 —Jack, I'd like to have pour opinions about my written report.— ( ) .But I have one suggestion.

A.It looks fine to me

29、 —I' dlikeawake-upcallat7 : 00a. m. ,please!— OK , ( ) .

B. I' ll make sure you get one

30、 —Over-the-top? You mean...

Well, sometimes your co-workers feel that you are too loud.

31、 —Reading is the best way to pass time on the train.— ( ) .I never go traveling without a bank.

B.That's true

32、 —Scott, I'd like to have your opinions about my written report.

It looks fine to me.

33、 —Sorry for being late. I should have called you earlier.— ( ) . I've just arrived

That's all right

34、 —Terribly sorry to interrupt, but may I use your dictianar.—Yes, ( ) .

A.of course.

35、 —The Auto Show in the City Stadium has been canceled.—Oh, no! ( )

What a pity!

36、 —The trip ought not to take more than an hour.— ( ) . It is at least two hours.

You must be joking

37、 —They are all warmhearted and helpful.—Sorry I can't.

I have to finish my project right now.

38、 —This project is too big for me to finish on time.

C. I' ll give you a hand

40、—We could let some of the staff work from home. ( ) ?

What do you think of it

41、—What are you going to do this weekend?— ( ) .If time permits, I may go to Shanghai with my friends.

C.It depends

42、—What are your teammates like?

They are all warmhearted and helpful.

43、—What's the noise? It sounds as if it comes from upstairs.— ( ) .It must be the window-cleaner working, next door.

A.I don't think so.

44、—Which of these hats do you want?— ( ) . Either will do.

I don't mind

45、—Why didn't you come to my birthday party yesterday?

Sorry, but my wife had a car accident.

46、—Will you go on a picnic with us tomorrow?

I'm afraid I have no idea

47、—Will you help me arrange a meeting with Mr. Brown, please?— ( )

C. Sorry I can't. I have to finish my project right now.

48、—You have to believe in yourself. No one else will, if you don't.

I couldn't agree more.

49、—You'd better not push yourself too hard.You can ask the team and listen.— ( ) .

A.You are right.

50、— ( ) .I'd like to have this film developed.

B.May I help you?

51、— ( ) identify the problems that have been occurring?

Are you able to

52、— ( ) —Actually I prefer working on my own.

Do you prefer teamwork or working individually?

1、 A child's character is greatly influenced by his home ( ) .

environment

2、 After days of investigation, the police were ( ) reality.

approaching

3、 All the ( ) guests are seated in the front row.

C. distinguished

4、 All ( ) glitters (闪闪发光) is not gold.

B.that

5、 Although we can't compete in terms of size, I ( ) believe we hold an advantage in terms of dedication to customer service.

B. do

6、 An agreement was reached on the ( ) of mutual respect and mutual interest.

C. basis

7、 An appreciated gift and the gesture of providing it will ( ) your.

C.light up

8、 An effective leader sets the tone for the team,encourages a positive workplace culture and is able to ( ) cultural change.

B.bring about

9、 An employee may express their different understanding and, at the same time, a willingness to ( ) with any constructive suggestions.

A.comply

10、 At a rough ( ) , we will take another four weeks to finish this plan.

B.estimate

11、 AT&T found that employees with better planning and decision-making skills were ( )

more likely

12、 AT&T found that employees with better planning and decision—making skills were

( ) to be promoted into management jobs.

A.more likely

13、 A though ( ) we will take another four weeks to finish this plan.

B.estimate

14、 By the end of the year, the sales plan for the next year ( ) .

will have been made

15、 Companies are ( ) interested in your soft skills ( ) they are in your hard skills.

B.as...as...

16、 Compared ( ) English,Chinese is generally believed to be more difficult to learn.

A.with

17、 Concentrate on being ( ) and real.

A.distinct

18、 Creativity, especially ( ) which takes place across departmental boundaries, is likely to suffer hugely as team synergy slips.

A. that

19、 Cultural differences ( ) four categories:religion,ationality,region and lifestyle.

C.fall into

20、 Current opinion among politicians is that she is ( ) , stands for her principles.

C. courageous

21、 Effective leaders distill complex thoughts and strategies into simple, memorable terms

that

22、 Even the best continually seek ways to ( ) their skills.

C.sharpen

23、 Every time I tried to say something,he would ( ) to something else.

B.move on

24、 Fearing the reactions of top managers, middle managers remained ( ) or provided optimistic, filtered information.

B. silent

25、 Fifty-five per cent of the respondents said that praise and attention from their supervisor would make them feel the company cared about them and their well-being.

B.as if

26、 Good work ( ) good pay.

A.deserves

27、 He ordered that nothing ( ) until the police arrived.

should be touched

28、 He will write to me as soon as he ( ) home.

B. returns

29、 He's left now, but productivity hasn't ( ) that much.

picked up

30、 Her desire for the ( ) of a beautiful town remained.

B.creation

31、 How do we expect to compete with a company that has such a huge ( ) and huge resources?: recommendation; reduction;

reputation

32、 How do you get your members to ( ) as a team?

pull together

33、 I believe that I have a lot to contribute a team environment,and am comfortable in both leadership and player roles.

A.to

34、 I believe that I have a lot to contribute ( ) a team environment, and am comfortable in

to

35、 I have been very lucky to have had ( ) managers during my career so far.

terrific

36、 I like to think ( ) . I am always the one finding new ways to a situation or



challenge.

outside of the box

37、 I really envy you

With

38、 I think a big part of is ( ) we know how to have fun on the job.

A.that

39、 I think the primary ( ) factor is there's been so much absence lately.

contributing

40、 I will ask them to ( ) a new design , something a bit more toned down.

C. come up with

41、 I would recommend that you ( ) on following through with projects.

B. work

42、 I'll make sure you get one. as told43、 If demand is rising but the firm ( ) from allocative

communication failure, then stocks will fall and there will be under staffing.

C.is suffering

44、 If demand is rising but the firm ( ) from communication failure, then stocks will is suffering

45、 If I take the time to talk with my manager at the beginning of a project, we ( ) off to a

can get

46、 Importance of English,we should put more effort into it and try to learn it well.

C.Given

47、 In competitive markets, leaders are ( ) increased pressure to maintain a positive work culture.

A.under

48、 In high school, I am equally comfortable ( ) as a member of a team and independently.

working

49、 In today's environment, ( ) people are often burned out, it's important for where

50、 It is through enthusiasm and quiet intensity ( ) we transform creativity and vision into the technologies.

C. that

51、 It's about my new role as project coordinator that I'm taking ( ) .

B.on

52、 Keep a ( ) attitude and don't let yourself drown in uncertainty.

B.positive

53、 Learning new things has always been a great ( ) for me.

C. motivation

54、 Let your values ( ) in your communication.

A.come out

55、 Linda walked at the head , ( ) by her colleagues.

A. followed

56、 My leather shoes cost me ( ) the last pairs I bought.

three times as much as

57、 On hearing the news of ( ) the major exam again, the girl burst into tears.

A. her having failed

58、 on the hilltop, you could enjoy the scenery of the city bathed in the sun.

C. Standing

59、 Please ask the solicitor what his ( ) would be to take the case to court.

B. fee

60、 please ( ) your hand if you have any question at all.

raise

61、 Redundancy happens when employees need to ( ) their

workforce. And as a result,

reduce

62、 Regular and concrete feedback is important ( ) who is not performing up to her when dealing with a worker

63、 She was very adaptive and soon adapted ( ) the campus life.

C.to

64、 Supervisors should ( ) their employees in two-way communication so that engage

66、 Team members are ( ) as unique people with irreplaceable experiences, points of view,

viewed

67、 The demands and requirements placed on the CEO of Sony are different from ( ) on

those

68、 The hilltop,you could enjoy the scenery of the city bathed in the sun.

A.Stand

69、 The Human Resource Managing Department at Honda is given specific instructions ( ) employ the best possible workers.

C. on how to

70、 The key ( ) successful implementation is clearly communicating the strategy to the

to

71、 The leader ( ) at creating opportunities to provide rewards , recognition and thanks to his or her staff.

C. excels

72、 The majority of these team challenges ( ) any here.

C.can be delivered

73、 The reason ( ) he was absent from class yesterday was that he was ill and

hospitalized.

why

74、 The responsibilities in handbook ( ) that managers have to be concerned with indicate

75、 The responsibilities in handbook ( ) hat managers have to be concerned with efficiency and effectiveness in the work process.

A. imply

76、 The team creates an environment ( ) people are comfortable in communicating, in which

77、 The workmen want to ( ) the number of working hours and to increase pay.

decrease

78、 Their economy is export ( ) . oriented

79、 There is no ( ) the fact that he is the best student in the class.

C.denying

80、 They depend on each other to survive. In other words, they are ( ) for survival. interdependent

81、 They have come to the conclusion ( ) this winter will be even colder than before.

that

82、 They weren't too keen ( ) the idea at first because they thought it was not practical enough

B. on

83、 They ( ) all their computing work , i. e. they arrange for some outside company to do the work.

A. outsource

84、 This is the man ( ) last night.

C. whom I saw

85、To build there,ervoir (水库) , thousands of people have to be ( ) .

A.relocated

86、 We are interested in the weather because it ( ) us so directly— what we wear,what we do, and even how we feel.

B.affects

87、 We need ( ) communication skills: listen carefully, think before you speak and outstanding

88、 We need ( ) communication skills:listen carefully,think before you speak and manage conflicts diplomatically.

A.outstanding

89、 We would be grateful ( ) any information you can give us.

A.for

90、 We ( ) with achievement.

are obsessed

91、 We've asked the designers we used before to ( ) up with some designs for us.

A. come

92、 Wendy suggests that we ( ) tomorrow.

should go

93、 What can we expect ( ) him?

from

94、 What you need to do is to keep things short and sweet, just the ( ) .

C.highlights

95、 When people are surrounded by ( ) communication and encouragement, they can

constant

96、 When the message finally reached the Command Center, it ( )

"mutated" to

had

97、 Who was ( ) the meeting?

chairing

98、 Who was ( ) the meeting?

A.chairing

99、 will ask them to ( ) a new design, something a bit more toned down.

C.come up with

100、 Without his assistance, I ( ) the research last month.

A. would not have completed

101、 Without human resources, no organization can ( ) the ground, let alone do business and make profits.

A. get off

102、 Would you ( ) her novels as serious literature or mere entertainment?

B.classify

103、 you can' t ( ) to sit back-even though it might be tempting.

A. afford

104、 ( ) CEOs spend planning, the more profitable their companies are.

The more time

105、 ( ) his anger the employees called him Mr. Thunder, but they loved him.

Due to

106、 ( ) managers spend most of their time in face-to-face contact with others, but they

Not only do

107、 ( ) on the hilltop, you could enjoy the scenery of the city bathed in the sun.

Standing

108、 ( ) the importance of English, we should put more effort into it and try to learn it well.

Given

109、( ) there is smoke, there is fire.

Where

110、( ) we can't compete in terms of size I do believe we hold an advantage in terms of

Although

111、( ) clearly communicate with and actively listen to employees is essential to improve their performance.

C.Being able to

112、( ) his anger the employees called him Mr.Thunder,but they loved him.

C.Due to

113、( ) managers spend most of their time in face—to—face contact with others,but they spend much of it obtaining and sharing information.

C.Not only do

114、( ) on the hilltop, you could enjoy the scenery of the city bathed in the sun.

A.Standing

115、( ) the importance of English, we should put more effort into it and try to learn it well.

C. Given

116、( ) the reactions of top managers, middle managers remained silent or provided optimistic, filtered information.

A.Fearing

117、( ) there is smoke, there is fire.

C. Where

118、( ) we can't compete in terms of size. I do believe we hold an advantage in terms of dedication to customer service.

C. Although

阅读理解 (单选)

1、A TEAMWORK GAME

1. This team building event was aimed at

答案: B. making the team members know how to share information or solutions and cooperate

with each other

2. This event was held in

答案: A. a self-service restaurant

3. About how many team members were out of the second round of the activity?

答案: C. 5.

4. Which statement below is correct?

答案: C. In the third round, everybody had their own balloon with help from others within 2

minutes.

5. What was the event going to teach these employees?

答案: A. Sharing and cooperating with other team members is more efficient when they

are working together.

2、COMMUNICATION FAILURE

1. Confirming reception of the sent messages means

答案: C. the messages are correctly understood by right receivers

2. In the famous British Army Commander story, which step probably did NOT go wrong in the communication chain?

答案: A. Conceiving.

3. What is Chinese whispers?

答案: B. A game to pass message around in a whisper.

4. Allocative failure does NOT happen when

答案: A. the right information goes to the right place

5. According to the passage, which of the following cases does NOT belong to human failure?

答案: C. Increasing customer complaints.

#### 4、HOW GOOGLE CONTINUES TO KEEP EMPLOYEES HAPPY

1. How would you describe Google?

答案: B. Large global enterprises

2. Which one does NOT belong to the methods that Google motivate its employees?

答案: A. Promoting the employee who has more influence on Google the higher job position.

3. Who founded Google?

答案: A. Larry Page and Sergey Brin

4. If you are a normal employee of Google, what could you do EXCEPT?

答案: B. Only work for the project you choose.

5. What is Google's secret to success?

答案: C. Valuing the happiness of its employees as much as innovating good products.

#### 5、HOW TO ADAPT TO CHANGE IN THE WORKPLACE

1. Enterprises carry out downsizing, reorganizing and cutting costs in order to

答案: .C. survive

2. "No industry is exempt" means

答案: .A. No industry is an exception

3. The following questions are often discussed among scholars EXCEPT

答案: .B. How can productivity be increased

4. How many suggestions does the author put forward?

答案: C. 6

5. From the passage, we know that Robin Sharma is

答案: .A. an expert on leadership, and personal success

#### 6、HOW TO HANDLE A BAD PERFORMANCE REVIEW

1. What should you do when you are given a bad performance review?

答案: C. Stay calm and listen carefully.

2. What should you do after you are given a bad performance review?

答案: C. Learn from the review.

3. What should you do if you do not agree with the bad performance review?

答案: B. Make a written statement on your own behalf if it is allowed.

4. How do you improve a bad performance review?

答案: A. Understand the established performance standards.

5. Why should we understand the cause of a bad performance review?

答案: B. Because it encourages and motivates the worker to do better.

7、If there's one word that captures the essence of what is

21. Enterprises carry out downsizing , reorganizing and cutting costs in order to

答案: C. survive

22. "No industry is exempt" means ( ) .

答案: A. No industry is an exception

23. The following questions are often discussed among scholars EXCEPT ( ) .

答案: B. How can productivity be increased

24. How many suggestions does the author put forward?

答案: C. 6

25. From the passage, we know that Robin Sharma is ( ) .

答案: A. an expert on leadership , and personal success

13、The meaning of "communication" goes a lot deeper than people often think.

21. Confirming reception of the sent messages means ( ) .

答案: A. the messages are sent to right receivers

22. In the famous British Army Commander story, which step probably did NOT go wrong in the communication chain?

答案: A. Conceiving.

23. What is Chinese whispers?

答案: B. A game to pass message around in a whisper.

24. Allocative failure does NOT happen when ( ) .

答案: A. the right information goes to the right place

25. According to the passage, which of the following cases does NOT belong to human failure?

答案: C. Increasing customer complaints.

阅读理解 (判断)

1、CREATE A POSITIVE WORKPLACE CULTURE

2、HABITS OF HIGHLY EFFECTIVE COMMUNICATORS

3、In competitive markets, leaders are unde...

4、It's no secret that good leaders are als...

5、JACK WELCH LEADING ORGANIZATIONAL CHANGE...

6、Nokia executives anempted to explain its...

7、PERFORMANCE MANAGEMENT AND PERFORMANCE

A...

8、THE RIGHT WAY TO MOTIVATE EMPLOYEES

9、TIPS FOR TEAM BUILDING

10、VISION AND EXECUTION: TWO SIDES OF A SUC...

11、When Jack Welch, the Chairman and CEO at...

12、When you think of team building, do you ...

1、CREATE A POSITIVE WORKPLACE CULTURE

1. A positive work culture will give workers more satisfaction.

答案: T

2. Positive cultures have a lot to do with leadership vision and values.

答案: T

3. The direction and actions for the business must differ from the core values of the employees in order for a workplace culture to be positive.

答案: F

4. In competitive markets, leaders are under more and more pressure to keep a positive work culture.

答案: T

5. Positive work culture can be built in a short period of time.

答案: F

2、HABITS OF HIGHLY EFFECTIVE COMMUNICATORS

1. Communication and leadership don't always go hand in hand.

答案: F

2. The say-do gap happens when people misunderstand their leader's intention.

答案: F

3. Using technical jargon makes a leader convincing.

答案: F

4. Communicating sincerely is always the best.

答案: T

5. Observation is as important as communication when you want to know what people really think.

答案: T

3、In competitive markets, leaders are under increased pressure to maintain

26. A positive work culture will give workers more satisfaction.

答案: T

27. Positive cultures have a lot to do with leadership vision and values.

答案: T

28. The direction and actions for the business must differ from the core values of the employees in order for a workplace culture to be positive.

答案: F

29. In competitive markets, leaders are under more and more pressure to keep a positive work culture.

答案: T

30. Positive work culture can be built in a short period of time.

答案: F

4. It's no secret that good leaders are also good communicators.

26. Communication and leadership don't always go hand in hand.

答案: F

27. The say—do gap happens when people misunderstand their leader's intention.

答案: F

28. Using technical jargon makes a leader convincing.

答案: F

29. Communicating sincerely is always the best.

答案: T

30. Observation is as important as communication when you want to know what people really think.

答案: T

#### 5. JACK WELCH LEADING ORGANIZATIONAL CHANGE AT GE

1. Jack Welch retired at the age of 65.

答案: T

2. Jack Welch insisted that each of the businesses should be at least number 3 in their respective area.

答案: F

3. If the business could not meet Welch's change requirements, its manager had 3 choices.

答案: T

4. The restructuring went before changing the organizational culture and the managerial styles of GE's managers.

答案: T

5. The Work Out lasted a week.

答案: F

6. Nokia executives attempted to explain its fall from the top of the smartphone pyramid

1. Nokia lost the smartphone battle because its technology is not as good as that of Apple.

答案: F

2. Nokia's middle managers were frank to tell the truth, but the top ones didn't listen to them.

答案: F

3. Nokia's top managers were too moody to hear anything good but harsh.

答案: T

4. Middle managers in Nokia delivered results more than they promised earlier.

答案: F

5. Nokia's top managers should have had better conversation techniques to encourage internal coordination and truth.

答案: T

#### 7. PERFORMANCE MANAGEMENT AND PERFORMANCE APPRAISAL

1. Performance management is a very important part of any quality human resource system.

答案: T

2. The aim of performance management is to punish the unqualified employees.

答案: T

3. An enterprise can be better placed to meet competitive challenges by providing the education, training and feedback required by employees, for example.

答案: F

4. Every enterprise can expect high performance from each employee.

答案: F

5. "Performance management" is also called "performance appraisal".

答案: T

#### 8、THE RIGHT WAY TO MOTIVATE EMPLOYEES

1. A CEO only needs to be passionate and enthusiastic.

答案: F

2. It is not professional that PayPal CEO blames his employees not to use PayPal or forget PayPal passwords.

答案: T

3. "A one-sided note" refers to the root of PayPal's problem.

答案: F

4. When faced with internal problems, good executives find the root of a problem in their executive team first.

答案: T

5. Good executives need to give feedback immediately when they are listening to the staff.

答案: F

#### 9、TIPS FOR TEAM BUILDING

1. Team building event is traditionally related to playing games at resort.

答案: T

2. The author claims that playing games together is as important as form teams to solve real work issues and to improve real work processes for team building.

答案: F

3. "Retreat" in the first paragraph means withdrawal of troops after a defeat.

答案: F

4. Ice breaking motivates team members compete with each other.

答案: F

5. A good teamwork culture enables individuals make more efforts together.

答案: T

#### 10、VISION AND EXECUTION: TWO SIDES OF A SUCCESSFUL STRATEGY

1. The final goal of the strategic planning process is a strategic plan.

答案: F

2. A strategic plan is valuable if it is executed.

答案: T

3. There are four keys to successful implementation.

答案: F

4. A good strategy is likely to fall apart if without the input and feedback of the people responsible for executing on the strategy.

答案: T

5. Leadership's idea determines all.

答案: F

11、When Jack Welch, the Chairman and CEO at General Electric (GE) retired in 2001,

26. Jack Welch retired at the age of 65.

答案: T

27. Jack Welch insisted that each of the businesses should be at least number 3 in their respective area.

答案: F

28. If the business could not meet Welch's change requirements, its manager had 3 choices.

答案: T

29. The reconstructing went before changing the organizational culture and the managerial styles of GE's managers.

答案: T

30. The Work Out lasted a week.

答案: F

12、When you think of team building, do you immediately picture your group off

(1)Team building event is traditionally related to playing games at resort.

答案: T



(2)The author claims that playing games together is as important as form teams to solve real work issues and to improve real work processes for team building.

答案: F

(3)"Rtreat" in the first paragraph means withdrawal of troops after a defeat.

答案: F

(4)Ice breaking motivates team members compete with each other.

答案: F

(5).A good teamwork culture enables individuals make more efforts together.

答案: T

阅读填空题(4)

1、 On May 27, 1995, our life was suddenly changed.

1: unable;

2: wonderful;

3: mail;

4: a family;

5: successfully

2、 This evening I met a friend at a local bar.

1: along;

2: completely;

3: back and forth;

4: upset;

5: activity

3、 What is museum? A museum is a good place to keep old and beautiful things.

1: about;

2: a;

3: towns;

4: children's;

5: hear

4、 WHAT WE HAVE HERE: A FAILURE TO

COMMUNICATE

1: weirdest;

2: connected;

3: shoot;

4: countless;

5: out

交际用语 (单选题)

1、 - \_\_\_\_\_?

- She is a data analyst in a software company.

正确选项 1.What is your aunt?

2、 - \_\_\_\_\_identify the problems that have been occurring?

- Well, as you know, the problems we had with Gary caused a lot of friction among the team.

正确选项 1.Are you able to

3、 - Can I get you a cup of tea?

- \_\_\_\_\_.

正确选项 1.That's very nice of you

4、 - Could I borrow your iPad for a few hours?

- \_\_\_\_\_. Enjoy your time.

正确选项 1.Sure, here you are

5、 - Could you give us a speech on management functions some day this week?

- \_\_\_\_\_.

正确选项 1.I'd love to, but I'm busy this week

6、 - Do you know where I can repair my motorcar?

- \_\_\_\_\_.

正确选项 1.Around the street corner

7、- Do you mind if I use vouchers to spend in a restaurant?

- \_\_\_\_\_.

正确选项 1.Not at all. Go ahead

8、- Don't worry, Mum. The doctor said it was only a common cold.

- \_\_\_\_\_! I'll tell Dad there's nothing serious.

正确选项 1.What a relief

9、- Haven't seen you for ages. What are you busy doing now?

- \_\_\_\_\_.

正确选项 1.I am working part time in a bookstore

10、- How can you explain the latest situation?

- \_\_\_\_\_, I know it is all my fault.

正确选项 1.Sorry

11、- How did your meeting go yesterday?

- \_\_\_\_\_. It was really frustrating actually.

正确选项 1.Not so good

12、- How was your job interview last Monday?

- \_\_\_\_\_. She seemed interested in my working experience, but she didn't ask for references.

正确选项 1.I'm not sure

13、- I am sorry for what I have said to you.

- \_\_\_\_\_.

正确选项 1.Never mind

14、- I have at least half an hour exercise in speaking English every day.

- Terrific! \_\_\_\_\_!

正确选项 1.Keep it up

15、- I think I have made a great mistake.

- I don't think so. \_\_\_\_\_.

正确选项 1.It's not your fault

16、- I think things have been a bit difficult for us the last couple of months.

- \_\_\_\_\_. We've been working hard, but still getting behind.

正确选项 1.You're right

17、- I think we'll have to talk later. I've got to go now. Great seeing you. - \_\_\_\_\_.

正确选项 1.Nice meeting you

18、- I wanted to talk to you about how to motivate our staff in the business intelligence team.

- \_\_\_\_\_.

正确选项 1.That's also what I am concerned about

19、- I'd like a wake-up call at 7:00 a.m., please!

- Ok, \_\_\_\_\_.

正确选项 1.I'll make sure you get one

20、- I'm going to Beijing for a few days.

- \_\_\_\_\_.

正确选项 1.I really envy you

21、- I'm just going to have to wake up an hour earlier.

- \_\_\_\_\_.

正确选项 1.Sounds like a good plan

22、- If you can't say what you've come to say at the meeting, what's the point?

- \_\_\_\_\_, but I think you might need to change your approach somewhat.

正确选项 1.I can see that

23、- Is it possible for you to work out the plan tonight?

- \_\_\_\_\_.

正确选项 1.Yes, I think so

24、 - It's about a successful businessman's management experience, isn't it?

- \_\_\_\_\_!

正确选项 1.That's right

25、 - Jack, how do you compare their company and ours?

- \_\_\_\_\_.

正确选项 1.Well, it's hard to do that

26、 - Over-the-top? You mean...

- \_\_\_\_\_.

正确选项 1.Well, sometimes your co-workers feel that you are too loud

27、 - Scott, I'd like to have your opinions about my written report.

- \_\_\_\_\_,ButI have one suggestion.

正确选项 1.It looks fine to me

28、 - Sorry for being late. I should have called you earlier.

- \_\_\_\_\_. I've just arrived.

正确选项 1.That's all right

29、 - The Auto Show in the City Stadium has been canceled?

- Oh, no! \_\_\_\_\_!

正确选项 1.What a pity

30、 - The trip ought not to take more than an hour.

- \_\_\_\_\_. It is at least two hours.

正确选项 1.You must be joking

31、 - This is a really lively party. There is a great atmosphere, isn't there? - \_\_\_\_\_  
\_\_\_\_\_. The hosts know how to host a party.

正确选项 1.Yes, indeed

32、 - This mathematical problem is too difficult for me to solve on time. Could you please help me?

- \_\_\_\_\_.

正确选项 1.Sure, I'll give you a hand

33、 - Will you go on a picnic with us tomorrow?

- \_\_\_\_\_.

正确选项 1.Sorry, I have an appointment with Dr. Brown

34、 - Will you help me arrange a meeting with Mr. Brown, please?

- \_\_\_\_\_. I have to finish my project right now.

正确选项 1.Sorry, I can't

35、 - Wow! This is a fantastic project! I've never known you're so creative.

- \_\_\_\_\_.

正确选项 1.Thanks for your compliments

36-You have to believe in yourself. No one else will, if you don't. - \_\_\_\_\_  
\_\_\_\_\_. Confidence is really important.

正确选项 1.I couldn't agree more

37、 - You'd better not push yourself too hard. You can ask the team and listen.

- \_\_\_\_\_.

正确选项 1.You are right

38、 - Your shoes go well with your dress.

- \_\_\_\_\_.

正确选项 1.Thanks for your compliment

39、 - \_\_\_\_\_?

- I'd like to have this film developed.

正确选项 1.May I help you

40、 -This project is too big for me to finish on time.

- \_\_\_\_\_.

正确选项 1.I'll give you a hand

词汇与结构 (单选题)

1、 \_\_\_\_ with English, Chinese is generally believed to be more difficult to learn.

正确选项 1.Compared

2、 An employee may express their different understanding and, at the same time, a willingness to \_\_\_\_\_ any constructive suggestions.

正确选项 1.comply with

3、 \_\_\_\_ his anger the employees called him Mr. Thunder, but they loved him.

正确选项 1.Due to

4、 \_\_\_\_ managers spend most of their time in face-to-face contact with others, but they spend much of it obtaining and sharing information.

正确选项 1.Not only do

5、 \_\_\_\_ on the hilltop, you could enjoy the scenery of the city bathed in the sun.

正确选项 1.Standing

6、 \_\_\_\_ the inverse happens, there will be a surplus of stocks and overstaffing.

正确选项 1.If

7、 \_\_\_\_ the job, employers don't want to hire people who are difficult to get along with.

正确选项 1.Regardless of

8、 \_\_\_\_\_ you don't complete tasks, you won't get promoted.

正确选项 1.If

9、 \_\_\_\_\_ foster a creative culture, it is important to find the right employees during the recruitment process and bring them into the company.

正确选项 1.In order to

10、 \_\_\_\_\_ the day, if his employees have to be forced to use the app, how can he expect consumers to want to willingly pay to use it?

正确选项 1.At the end of

11、 \_\_\_\_\_ he was exhausted, he kept on working.

正确选项 1.Although

12、 A facility enabling participants in distant locations to \_\_\_\_ a conference

electronically.

正确选项 1.take part in

13、 After days of investigation, the police were \_\_\_\_ reality.

正确选项 1.approaching

14、 All \_\_\_\_ glitters are not gold.

正确选项 1.that

15、 All of the tables and chairs \_\_\_\_\_ away.

正确选项 1.had been stored

16、 All the \_\_\_\_ guests are seated in the front row.

正确选项 1.distinguished

17、 Along the dusty road \_\_\_\_\_ a group of tourists.

正确选项 1.came

18、 Although we can't compete in terms of size, I \_\_\_\_ believe we hold an advantage in terms of dedication to customer service.

正确选项 1.do

19、 An agreement was reached on the \_\_\_\_of mutual respect and mutual interest.

正确选项 1.basis

20、 An appreciated gift and the gesture of providing it will \_\_\_\_\_ your coworker's day.

正确选项 1.light up

21、 An effective leader sets the tone for the team, encourages a positive workplace culture, and is able to \_\_\_\_\_ cultural change.

正确选项 1.bring about

22、 As I see it, you should manage—coordinate—the project and \_\_\_\_\_ the teams needed to complete it successfully.

正确选项 1.bring together

23、 At a rough \_\_\_\_\_, we will take another four weeks to finish this plan.

正确选项 1.estimate

24、 AT&T found that employees with better planning and decision-making skills were

\_\_\_\_\_ to be promoted into management jobs.

正确选项 1.more likely

25、By the end of the year, the sales plan for the next year\_\_\_\_\_.

正确选项 1.will have been made

26、Companies offer promotions without having an adequate plan in place for \_\_\_\_\_ with volume.

正确选项 1.dealing

27、Concentrate on being \_\_\_\_\_ and real.

正确选项 1.distinct

28、Controlling involves \_\_\_\_\_ achievement against established objectives and goals.

正确选项 1.measuring

29、Don't be intimidated by the bad performance review and want to quit the job; \_\_\_\_\_, learn from it.

正确选项 1.instead

30、Each employee, \_\_\_\_\_ his/her spot on the totem pole, has an influence on how Google performs.

正确选项 1.regardless of

31、Employees have \_\_\_\_\_ to all company information, adding a sense of trust, and employees and leaders work together to solve problems.

正确选项 1.access

32、Every employee at Google has the opportunity to \_\_\_\_\_ 20% of his or her working time on a project they choose.

正确选项 1.spend

33、Every time I tried to say something, he would \_\_\_\_\_ to something else.

正确选项 1.move on

34、Good work \_\_\_\_\_ good pay.

正确选项 1.deserves

35、Google does just that by hosting employee forums every Friday, \_\_\_\_\_ they

discuss the 20 most-asked questions.

正确选项 1.where

36、Great changes \_\_\_\_\_ in companies in the U.S. and abroad because of globalization.

正确选项 1.have taken place

37、Greater employee satisfaction \_\_\_\_\_ higher performance.

正确选项 1.contributes to

38、He refuses to \_\_\_\_\_ his defeat.

正确选项 1.acknowledge

39、How do we expect to compete with a company that has such a huge \_\_\_\_\_ and huge resources?

正确选项 1.reputation

40、How do you get your members to \_\_\_\_\_ as a team?

正确选项 1.pull together

41、I have been very lucky to have had \_\_\_\_\_ managers during my career so far.

正确选项 1.terrific

42、I have no idea \_\_\_\_\_ you mean.

正确选项 1.what

43、I like to think \_\_\_\_\_. I am always the one finding new ways to a situation or challenge.

正确选项 1.outside of the box

44、I think a big part of it is \_\_\_\_\_ we know how to have fun on the job.

正确选项 1.that

45、I think the primary \_\_\_\_\_ factor is there's been so much absence lately.

正确选项 1.contributing

46、I would recommend that you \_\_\_\_\_ on following through with projects.

正确选项 1.work

47、I'd like to know \_\_\_\_\_ the forces for change come from.

正确选项 1.where

48、If it \_\_\_\_\_ up to me, I'd love for everyone to come in at noon.

正确选项 1.were

49、If there is friction between team members, examine the work processes they mutually own. Which of the following words can replace the above underlined word?

正确选项 1.jointly

50、If you could have an \_\_\_\_\_ supply of any food, what would you like to have?

正确选项 1.endless

51、In competitive markets, leaders are under increased \_\_\_\_\_ to maintain a positive work culture.

正确选项 1.pressure

52、In high school, I am equally comfortable \_\_\_\_\_ as a member of a team and independently.

正确选项 1.working

53、Ineffective communication can be \_\_\_\_\_.

正确选项 1.disastrous

54、It is through enthusiasm and quiet intensity \_\_\_\_\_ we transform creativity and vision into the technologies.

正确选项 1.that

55、It's about a successful businessman's management experience, \_\_\_\_\_?

正确选项 1.isn't it

56、It's about my new role as project coordinator that I'm \_\_\_\_\_.

正确选项 1.taking on

57、Keep a \_\_\_\_\_ attitude and don't let yourself drown in uncertainty.

正确选项 1.positive

58、Leaders, Welch suggested, are \_\_\_\_\_ those who achieve results \_\_\_\_\_ those who share the values of the company.

正确选项 1.not only, but also

59、Learning new things has always been a great \_\_\_\_\_ for me.

正确选项 1.motivator

60、Linda walked at the head, \_\_\_\_\_ by her colleagues.

正确选项 1.followed

61、Make the picture as \_\_\_\_\_ as you can.

正确选项 1.clear

62、Men and women in the team are interested in different things, we should avoid \_\_\_\_\_ them something they don't want.

正确选项 1.giving

63、Middle managers directly \_\_\_\_\_ top management.

正确选项 1.lied to

64、My leather shoes cost me \_\_\_\_\_ the last pairs I bought.

正确选项 1.three times as much as

65、PayPal CEO David Marcus wrote a critical letter to his employees \_\_\_\_\_ them for not using PayPal products.

正确选项 1.blaming

66、Please \_\_\_\_\_ your hand if you have any question at all.

正确选项 1.raise

67、Please ask the solicitor what his \_\_\_\_\_ would be to take the case to court.

正确选项 1.fee

68、Provide training in systematic methods so the team \_\_\_\_\_ its energy \_\_\_\_\_ the project.

正确选项 1.expend...on

69、Redundancy happens when employees need to \_\_\_\_\_ their workforce. And as a result, someone gets dismissed from work.

正确选项 1.reduce

70、Regular and concrete feedback is important when \_\_\_\_\_ with a worker who is not

performing up to her potential.

正确选项 1.dealing

71、 Say what you mean in \_\_\_\_ few words \_\_\_\_ possible.

正确选项 1.as...as...

72、 Self-esteem needs might include the \_\_\_\_ from a workplace.

正确选项 1.rewards

73、 She is very adaptive and soon \_\_\_\_ to the campus life.

正确选项 1.adapted

74、 Some employees are putting up resistance for fear of a reduction in benefits or being \_\_\_\_.

正确选项 1.laid off

75、 Sometimes, members of teams \_\_\_\_ obstacles by focusing on solely their own pursuits and goals.

正确选项 1.create

76、 Team members are \_\_\_\_ as unique people with irreplaceable experiences, points of view, and knowledge to contribute.

正确选项 1.viewed

77、 The demands and requirements placed on the CEO of Sony are different from \_\_\_\_ on the manager of your local Wendy's restaurant.

正确选项 1.those

78、 The director says to me, " \_\_\_\_ argue with customers."

正确选项 1.Don't

79、 The Human Resource Managing Department at Honda is \_\_\_\_ specific instructions on how to employ the best possible workers.

正确选项 1.given

80、 The key to successful implementation is clearly \_\_\_\_ the strategy to the whole company.

正确选项 1.communicating

81、 The leader \_\_\_\_ at creating opportunities to provide rewards, recognition and thanks to his or her staff.

正确选项 1.excel

82、 The majority of these team challenges \_\_\_\_ anywhere.

正确选项 1.can be delivered

83、 The meaning of "communication" goes a lot \_\_\_\_ than people often think.

正确选项 1.deeper

84、 The most important thing is to clarify \_\_\_\_ you want to say.

正确选项 1.what

85、 The reason \_\_\_\_ he was absent from class yesterday was that he was ill and hospitalized.

正确选项 1.why

86、 The responsibilities in handbook \_\_\_\_ that managers have to be concerned with efficiency and effectiveness in the work process.

正确选项 1.indicate

87、 The scientists are still \_\_\_\_ inventing new methods of reaching outer space.

正确选项 1.working on

88、 The team creates an environment \_\_\_\_ people are comfortable in communicating, advocating positions, and taking action.

正确选项 1.in which

89、 The total budget has been \_\_\_\_ for this project.

正确选项 1.allocated

90、 The workmen want to \_\_\_\_ the number of working hours and to increase pay.

正确选项 1.decrease

91、 The world largest search engine company provides a free search service \_\_\_\_ users can get relevant results in an instant.

正确选项 1.with which

92、 Their economy is export \_\_\_\_.

正确选项 1.oriented

93、There is no denying the fact \_\_\_\_ he is the best student in the class.

正确选项 1.that

94、They depend on each other to survive. In other words, they are \_\_\_\_ for survival.

正确选项 1.interdependent

95、They depend on each other to survive. In other words, they are \_\_\_\_for survival.

正确选项 1.interdependent

96、They have come to the conclusion \_\_\_\_\_ this winter will be even colder than before.

正确选项 1.that

97、This is the man \_\_\_\_ I saw last night.

正确选项 1.whom

98、To be\_\_\_\_\_, a performance appraisal needs to have a set of agreed criteria that will be the basis of feedback as well as of setting future goals.

正确选项 1.effective

99、To build the reservoir (水库), thousands of people have to be\_\_\_\_\_ .

正确选项 1.relocated

100、To reduce the \_\_\_\_ loss during the change, we must make sure we have the necessary skills.

正确选项 1.productivity

101、Until a strategic plan is \_\_\_\_\_, it has no real value.

正确选项 1.put into effect

102、We \_\_\_\_\_ with achievement.

正确选项 1.are obsessed

103、We need \_\_\_\_\_ communication skills: listen carefully, think before you speak and manage conflicts diplomatically.

正确选项 1.outstanding

104、We've asked the stand designers we used before to \_\_\_\_ up with some designs for

us.

正确选项 1.come

105、What can we \_\_\_\_ him?

正确选项 1.expect from

106、What you need to do is to keep things short and sweet, just the \_\_\_\_\_.

正确选项 1.highlights

107、When a strategy is not understood or embraced, it usually \_\_\_\_\_ misunderstanding and uneven commitments to implementation.

正确选项 1.results in

108、When people are surrounded by \_\_\_\_ communication and encouragement, they can find the courage to try, fail, redo, and try again.

正确选项 1.constant

109、When the message finally reached the Command Center, it \_\_\_\_\_ "mutated" to become —"Send three and four-pence, we're going to a dance."

正确选项 1.had

110、While modest fear might be healthy for motivation, \_\_\_\_ it can be like overusing a drug, which risks generating harmful side effects.

正确选项 1.abusing

111、With the \_\_\_\_ of China's economic reforms, there is greater cooperation and interdependence between the private and the public sector.

正确选项 1.deepening

112、Without his assistance, I \_\_\_\_\_ the research last month.

正确选项 1.would not have completed

113、You \_\_\_\_ build teamwork by "retreating" as a group for a couple of days each year, instead you need to think of team building as something you do every single day.

正确选项 1.will not

114、You \_\_\_\_\_ an idea for the fun day out activities, and I'll look into the pay rewards.

正确选项 1.come up with



阅读理解（单选题）

A team of about 35 employees had come together for a team-building event. They were a young, bright and enthusiastic team. However, one of their chief problems was the fact that they wouldn't share in 省略...

1、 About how many team members were out of the second round of the activity?

正确选项 1.5.

2、 What was the event going to teach these employees?

正确选项 1.Cooperating with other members is more efficient when they are working together.

3、 What was the purpose of holding this team-building event?

正确选项 1.Making the team members know how to cooperate with each other.

4、 Where was the event held?

正确选项 1.In a restaurant.

5、 Which statement below is correct about the event?

正确选项 1.In the third round, everybody had their own balloon within 2 minutes.

Five Basic Functions that Make up the Management Process In 1916, a French coal mine director named Henri Fayol wrote a book entitled Administration Industrielle et Generale. Today, ma 省略...

1、 What does Controlling in management mean?

正确选项 1.Controlling process.

2、 What does Leading require managers to do?

正确选项 1.Influence employees.

3、 Which of the following choice is involved in Planning?

正确选项 1.Formulating objectives for a company and deciding steps to reach objectives.

4、 Which of the following is the feature of the Staffing function?

正确选项 1.It is a continuous activity and it requires efficiency.

5、 Which of the following statements explains organizing in management process?

正确选项 1.Bringing resources together to achieve objectives.

How to Adapt to Change in the Workplace If there's one word that captures the essence of what is occurring in the world today, it's "change." Downsizing, reorganizing, and cutting costs, are no 省略...

1、 How many suggestions does the author put forward?

正确选项 1.6.

2、 What could we know about Robin Sharma from the passage?

正确选项 1.He is an expert on leadership and personal success.

3、 What does the phrase "No industry is exempt" mean in Paragraph 1?

正确选项 1.No industry is an exception.

4、 What's the purpose when enterprises carry out downsizing, reorganizing, and cutting costs?

正确选项 1.To survive.

5、 Which of the following questions are often discussed among scholars?

正确选项 1.What can workers do to get through change?

How to Handle a Bad Performance Review Getting a bad performance review can make you feel angry, unappreciated, defeated, and hopeless. But it's not the end of the world. Remember that the way 省略...

1、 How do you improve a bad performance review?

正确选项 1.Understand the established performance standards.

2、 What should you do after you are given a bad performance review?

正确选项 1.Learn from the review.

3、 What should you do if you disagree with the bad performance review?

正确选项 1.Make a written statement on your own behalf if it is allowed.

4、 What should you do when you are given a bad performance review?

正确选项 1.Stay calm and listen carefully.

5、 Why should we understand the cause of a bad performance review?

正确选项 1.Because it encourages and motivates the worker to do better.

Organizational Culture and Its Functions Just as individuals have personalities, so, too, do organizations. Individuals have relatively enduring and stable traits that help us predict their attitudes 省略...

1、How many characteristics does an organization's culture primarily contain?

正确选项 1.7.

2、How many functions does the culture perform within an organization?

正确选项 1.5.

3、What does the word "fit" in the last paragraph mean?

正确选项 1.Match.

4、What is the first function of organizational culture?

正确选项 1.To distinguish one organization from another.

5、What is the third function of organizational culture?

正确选项 1.To help make employees more committed to the organization.

The meaning of "communication" goes a lot deeper than people often think. Communication is about conceiving, sending, receiving, and interpreting messages as well as confirming reception of these messages 省略...

1、According to the last paragraph, what result will be caused by human failure?

正确选项 1.Inadequate communication between departments.

2、In the famous British Army Commander story, which step probably was right in the communication chain?

正确选项 1.Conceiving.

3、What does the phrase "confirming reception of the sent messages" mean in Paragraph 1?

正确选项 1.To make sure that the messages are correctly understood by the right receivers.

4、What is Chinese whispers?

正确选项 1.A game to pass messages around in a whisper.

5、When does "allocative success" happen?

正确选项 1.The right information goes to the right place.

Working for Google is a dream of many, not just because of what this company has achieved in the last 15 years, but because of its enviable work culture. With about 37,000 employees in 40 countries, y 省略...

1、How would you describe Google?

正确选项 1.Large global enterprises.

2、What can we learn from this passage?

正确选项 1.Google employees have the chance to get away from mundane errands.

3、What is Google's secret to success?

正确选项 1.Valuing the happiness of its employees as well as innovating good products.

4、Which of the following belongs to the methods that Google motivates its employees?

正确选项 1.Offering entertaining equipment in the workplace.

5、Who founded Google?

正确选项 1.Larry Page and Sergey Brin.

阅读理解（判断题）

A strategic plan is not the end goal of the strategic planning process – it is the framework for successfully implementing a strategy. Until a strategic plan is put into effect, it has no real value. 省略...

1、The final goal of the strategic planning process is a strategic plan.

正确选项 1.F

2、A good strategy is likely to fall apart without the input and feedback of the people responsible for executing the strategy.

正确选项 1.T

3、A strategic plan is valuable if it is executed.

正确选项 1.T

4、Leadership's idea determines all.

正确选项 1.F

5、There are four keys to successful implementation.

正确选项 1.F

Communication Failure Communication is about conceiving, sending, receiving, and interpreting messages as well as confirming reception of these messages. A failure at any point in this chain ca 省略...

1、Communication chain does not involve confirmation of receiving messages.

正确选项 1.F

2、Human failure happens when two departments do not communicate effectively.

正确选项 1.T

3、If demand is decreasing, allocative communication failure will result in overstocking and understaffing.

正确选项 1.F

4、Increasing customer complaints is one of the symptoms of executive failure.

正确选项 1.T

5、The communication chain is completely different in daily life as in a business.

正确选项 1.F

Create a Positive Workplace Culture In competitive markets, leaders are under increased pressure to maintain a positive work culture. A positive work culture cultivates greater employee satisfa 省略...

1、A positive work culture will give workers more satisfaction.

正确选项 1.T

2、In competitive markets, leaders are under more and more pressure to keep a positive work culture.

正确选项 1.T

3、Positive cultures have a lot to do with leadership vision and values.

正确选项 1.T

4、Positive work culture can be built in a short period of time.

正确选项 1.F

5、The direction and actions of the business must differ from the core values of the employees, so that workplace culture can be positive.

正确选项 1.F

It's important for a CEO to be passionate and enthusiastic, but there's a line of professionalism that must always be maintained.According to a report from the technology website Ventu 省略...

1、"A one-sided note" refers to the root of PayPal's problem.

正确选项 1.F

2、A CEO only needs to be passionate and enthusiastic.

正确选项 1.F

3、Good executives need to give feedback immediately when they are listening to the staff.

正确选项 1.F

4、It is not professional that PayPal CEO blames his employees for not using PayPal or forgetting PayPal passwords.

正确选项 1.T

5、When faced with internal problems, good executives find the root of a problem in their executive team first.

正确选项 1.T

It's no secret that good leaders are also good communicators. Indeed, communication and leadership are inextricably tied. How can you galvanize, inspire or guide others if you don't communicate in a c 省略...

1、Communicating sincerely is always the best.

正确选项 1.√

2、Communication and leadership don't always go hand in hand.

正确选项 1.×

3、Observation is as important as communication when you want to know what people really think.

正确选项 1.√

4、The say-do gap happens when people misunderstand their leader's intention.

正确选项 1.×

5、Using technical jargon makes a leader convincing.

正确选项 1.×

Jack Welch Leading Organizational Change at GE When Jack Welch, the Chairman and CEO at General Electric (GE) retired in 2001, he could look back at a very successful career. He became CEO in 省略...

1、 Jack Welch retired at the age of 65.

正确选项 1.√

2、 If the business could not meet Welch's change requirements, its manager had 3 choices.

正确选项 1.√

3、 Jack Welch insisted that each of the businesses should be at least top 5 in their respective area.

正确选项 1.×

4、 The restructuring went before changing the organizational culture and the managerial styles of GE's managers.

正确选项 1.√

5、 The Work Out lasted a week.

正确选项 1.×

Nokia executives attempted to explain its fall from the top of the smartphone pyramid with three factors: 1) that Nokia was technically inferior to Apple, 2) that the company was complacent and 3) tha 省略...

1、 Middle managers in Nokia delivered results more than they promised earlier.

正确选项 1.F

2、 Nokia lost the smartphone battle because its technology is not as good as that of Apple.

正确选项 1.F

3、 Nokia's middle managers were frank to tell the truth, but the top ones didn't listen to them.

正确选项 1.F

4、 Nokia's top managers should have had better conversation techniques to encourage internal coordination and truth.

正确选项 1.T

5、 Nokia's top managers were too moody to hear anything unpleasant.

正确选项 1.T

Performance Management and Performance Appraisal Performance management aims to acknowledge employee achievements, support their personal and professional development, and motivate and empower 省略...

1、 Performance management is a very important part of any quality human resource system.

正确选项 1.T

2、 "Performance management" is also called "performance appraisal".

正确选项 1.F

3、 An enterprise can be better placed to meet competitive challenges by providing the education, training, and feedback required by employees, for example.

正确选项 1.T

4、 Every enterprise can expect high performance from each employee.

正确选项 1.F

5、 The aim of performance management is to punish unqualified employees.

正确选项 1.F

When you think of team building, do you immediately picture your group off at a resort playing games or hanging from ropes? Traditionally, many organizations approach team building in this way but, th 省略...

1、 "Retreat" in the first paragraph means withdrawal of troops after a defeat.

正确选项 1.F

2、 A good teamwork culture enables individuals to make more efforts together.

正确选项 1.T

3、 Ice breaking motivates team members to compete with each other.

正确选项 1.F

4. Team building event is traditionally related to playing games at the resort.

正确选项 1.T

5. The author claims that playing games together is as important as forming teams to solve real work issues and improve real work processes for team building.

正确选项 1.F

#### 一、交际用语

1.—Do you know where I can repair my motorcar?

—\_\_\_\_\_.

答案: B. Around the street corner

2.—I am sorry for what I have said to you.

—\_\_\_\_\_.

答案: C. Never mind

3.—How can you explain the latest situation?

—\_\_\_\_\_, I know it is all my fault.

答案: B. Sorry

4.—Could you give us a speech on management functions some day this week?

—\_\_\_\_\_.

答案: C. I'd love to, but I'm busy this week

5.—Sorry for being late. I should have called you earlier.

—\_\_\_\_\_. I've just arrived.

答案: C. That's all right

6.—I think things have been a bit difficult for us the last couple of months.

—\_\_\_\_\_. We've been working hard, but still getting behind.

答案: A. You're right

7.—You'd better not push yourself too hard. You can ask the team and listen.

—\_\_\_\_\_.

答案: A. You are right

8.—Jack, how do you compare their company and ours?

—\_\_\_\_\_.

答案: C. Well, it's hard to do that

9.—Haven't seen you for ages. What are you busy doing now?

—\_\_\_\_\_.

答案: C. I am working part time in a bookstore

10.—I have at least half an hour exercise in speaking English every day.

—Terrific! \_\_\_\_\_!

答案: B. Keep it up

11.—Is it possible for you to work out the plan tonight?

—\_\_\_\_\_.

答案: B. Yes, I think so

12.—Which of these hats do you want?

—\_\_\_\_\_. Either will do.

答案: A. I don't mind

13.—Will you go on a picnic with us tomorrow?

—\_\_\_\_\_.

答案: B. Sorry, I have an appointment with Dr. Brown

14.—The Auto Show in the City Stadium has been canceled?

—Oh, no! \_\_\_\_\_!

答案: A. What a pity

15.—Have you already paid? What's my share of the bill?

—\_\_\_\_\_. It wasn't very much.

答案: C. Don't worry about it

16.—This mathematical problem is too difficult for me to solve on time. Could you please help me?

—\_\_\_\_\_.

答案: C. Sure, I'll give you a hand

17.—\_\_\_\_\_

—Oh, no! Actually, I prefer working on my own.

答案: C. Do you prefer teamwork or working individually?

18.—If you can't say what you've come to say at the meeting, what's the point?

—\_\_\_\_\_, but I think you might need to change your approach somewhat.

答案: B. I can see that

19.—I think we'll have to talk later. I've got to go now. Great seeing you.

—\_\_\_\_\_.

答案: A. Nice meeting you

20.—Don't worry, Mum. The doctor said it was only a common cold.

—\_\_\_\_\_! I'll tell Dad there's nothing serious.

答案: A. What a relief

21.—This project is too big for me to finish on time.—\_\_\_\_\_.

答案: C. I'll give you a hand

22.—I wanted to talk to you about how to motivate our staff in the business intelligence team.

—\_\_\_\_\_.

答案: C. That's also what I am concerned about

23.—How did your meeting go yesterday?

—\_\_\_\_\_. It was really frustrating actually.

答案: A. Not so good

24.—Over-the-top? You mean...

—\_\_\_\_\_.

答案: A. Well, sometimes your co-workers feel that you are too loud

25.—\_\_\_\_\_ identify the problems that have been occurring?

—Well, as you know, the problems we had with Gary caused a lot of friction among the

team.

答案: C. Are you able to

## 二、词汇与结构

1. Companies are \_\_\_\_\_ interested in your soft skills \_\_\_\_\_ they are in your hard skills.

答案: B. as...as...

2. He explained that he \_\_\_\_\_ to ask for a leave.

答案: B. wanted

3. On hearing the news of her \_\_\_\_\_ the major exam again, the girl burst into tears.

答案: A. having failed

4. I have been very lucky to have had \_\_\_\_\_ managers during my career so far.

答案: A. terrific

5. We need \_\_\_\_\_ communication skills: listen carefully, think before you speak and manage conflicts diplomatically.

答案: A. outstanding

6. Let your values \_\_\_\_\_ in your communication.

答案: C. come through

7. He ordered that nothing \_\_\_\_\_ until the police arrived.

答案: B. should be touched

8. The total budget has been \_\_\_\_\_ for this project.

答案: C. allocated

9. How do you get your members to \_\_\_\_\_ as a team?

答案: C. pull together

10. A facility enabling participants in distant locations to \_\_\_\_\_ a conference electronically.

答案: B. take part in

11. Although we can't compete in terms of size, I \_\_\_\_\_ believe we hold an advantage in terms of dedication to customer service.

答案: B. do

12.He will write to me as soon as he \_\_\_\_\_ home.

答案: B. returns

13.I would recommend that you \_\_\_\_\_ on following through with projects.

答案: B. work

14.Even the most brilliant strategy faces failure \_\_\_\_\_ it cannot be explained clearly and concisely.

答案: A. if

15.—You'd better not push yourself too hard. You can ask the team and listen.—  
\_\_\_\_\_.

答案: A. You are right

16.—Jack, how do you compare their company and ours?  
—\_\_\_\_\_.

答案: C. Well, it's hard to do that

17.—Haven't seen you for ages. What are you busy doing now?  
—\_\_\_\_\_.

答案: C. I am working part time in a bookstore

18.—I have at least half an hour exercise in speaking English every day.—Terrific!  
\_\_\_\_\_!

答案: B. Keep it up

19.They weren't too keen on the idea at first \_\_\_\_\_ they thought it would mean the business intelligence team being rewarded more than the other departments.

答案: A. because

20.Sometimes, members of teams \_\_\_\_\_ obstacles by focusing on solely their own pursuits and goals.

答案: A. create

21.He explained that he \_\_\_\_\_ to ask for a leave.

答案: B. wanted

22.My leather shoes cost me \_\_\_\_\_ the last pairs I bought.

答案: C. three times as much as

23.To be\_\_\_\_\_, a performance appraisal needs to have a set of agreed criteria that will be the basis of feedback as well as of setting future goals.

答案: B. effective

24.The responsibilities in handbook \_\_\_\_\_ that managers have to be concerned with efficiency and effectiveness in the work process.

答案: B. indicate

25.I think the primary \_\_\_\_\_ factor is there's been so much absence lately.

答案: A. contributing

26.An employee may express their different understanding and, at the same time, a willingness to \_\_\_\_\_ any constructive suggestions.

答案: A. comply with

27.The scientists are still \_\_\_\_\_ inventing new methods of reaching outer space.

答案: B. working on

28.Some employees are putting up resistance for fear of a reduction in benefits or being \_\_\_\_\_.

答案: B. laid off

29.It's about my new role as project coordinator that I'm \_\_\_\_\_.

答案: B. taking on

30.I have no idea \_\_\_\_\_ you mean.

答案: A. what

31.I think a big part of it is \_\_\_\_\_ we know how to have fun in the job.

答案: C. that

32.You can't afford to sit back

— \_\_\_\_\_ it might be tempting.

答案: B. even though

33.In today's environment, \_\_\_\_\_ people are often burned out, it's important for employees to have a personal connection with you and the work you believe in.

答案: A. where

34.\_\_\_\_\_ with English, Chinese is generally believed to be more difficult to learn.

答案: A. Compared

35.\_\_\_\_\_ you don't complete tasks, you won't get promoted.

答案: B. If

36.Getting managers to vote on that might turn into "Who's the most popular?", \_\_\_\_\_ could deviate from rewarding the employees on their actual performance.

答案: C. which

37.When people are surrounded by \_\_\_\_\_ communication and encouragement, they can find the courage to try, fail, redo, and try again.

答案: B. constant

38.We've asked the stand designers we used before to \_\_\_\_\_ up with some designs for us.

答案: A. come

39.In competitive markets, leaders are under increased \_\_\_\_\_ to maintain a positive work culture.

答案: A. pressure

40.Every time I tried to say something, he would \_\_\_\_\_ to something else.

答案: B. move on

41.An appreciated gift and the gesture of providing it will \_\_\_\_\_ your coworker's day.

答案: B. light up

42.If I take the time to talk with my manager at the beginning of a project, we \_\_\_\_\_ off to a great start on the same page.

答案: A. can get

43.It is often the fact \_\_\_\_\_ the team members haven't agreed on how they will deliver a product or service.

答案: C. that

44.Linda walked at the head, \_\_\_\_\_ by her colleagues.

答案: A. followed

45.\_\_\_\_\_ foster a creative culture, it is important to find the right employees during the recruitment process and bring them into the company.

答案: C. In order to

46.The meaning of "communication" goes a lot \_\_\_\_\_ than people often think.

答案: C. deeper

47.Regular and concrete feedback is important when \_\_\_\_\_ with a worker who is not performing up to her potential.

答案: B. dealing

48.Their economy is export \_\_\_\_\_.

答案: A. oriented

49.Please ask the solicitor what his \_\_\_\_\_ would be to take the case to court.

答案: B. fee

50.Do you immediately picture your group off at a resort playing games or hanging from ropes? Which of the following words can replace the above underlined word?

答案: A. imagine

51.A child's character is greatly influenced by his home \_\_\_\_\_.

答案: B. environment

52.Say what you mean in \_\_\_\_\_ few words \_\_\_\_\_ possible.

答案: A. as...as...

53.As I see it, you should manage

—coordinate

—the project and \_\_\_\_\_ the teams needed to complete it successfully.

答案: A. bring together

54.When a strategy is not understood or embraced, it usually \_\_\_\_\_ misunderstanding and uneven commitments to implementation.

答案: C. results in

55.Each employee, \_\_\_\_\_ his/her spot on the totem pole, has an influence on how



Google performs.

答案: A. regardless of

56.He advised that we \_\_\_\_\_ early.

答案: B. set out

57.It is through enthusiasm and quiet intensity \_\_\_\_\_ we transform creativity and vision into the technologies.

答案: A. that

58.The demands and requirements placed on the CEO of Sony are different from \_\_\_\_\_ on the manager of your local Wendy's restaurant.

答案: B. those

59.All of the tables and chairs \_\_\_\_\_ away.

答案: B. had been stored

60.You are very enthusiastic and we \_\_\_\_\_ that, but sometimes you can be a bit over-the-top.

答案: A. appreciate

61.Companies offer promotions without having an adequate plan in place for \_\_\_\_ with volume.

答案: C. dealing

62.Keep a \_\_\_\_\_ attitude and don't let yourself drown in uncertainty.

答案: B. positive

63.\_\_\_\_\_ the job, employers don't want to hire people who are difficult to get along with.

答案: C. Regardless of

64.You \_\_\_\_\_ build teamwork by "retreating" as a group for a couple of days each year, instead you need to think of team building as something you do every single day.

答案: A. will not

65.Google does just that by hosting employee forums every Friday, \_\_\_\_\_ they discuss the 20 most-asked questions.

答案: C. where

66.The Human Resource Managing Department at Honda is \_\_\_\_\_ specific instructions on how to employ the best possible workers.

答案: C. given

67.Supervisors should \_\_\_\_\_ their employees in two-way communication so that understanding takes place.

答案: B. engage

68.With the \_\_\_\_\_ of China's economic reforms, there is greater cooperation and interdependence between the private and the public sector.

答案: A. deepening

69.Team members are \_\_\_\_\_ as unique people with irreplaceable experiences, points of view, and knowledge to contribute.

答案: B. viewed

70.Middle managers directly \_\_\_\_\_ top management.

答案: B. lied to

71.\_\_\_\_\_ managers spend most of their time in face-to-face contact with others, but they spend much of it obtaining and sharing information.

答案: C. Not only do

72.Wendy suggests that we \_\_\_\_\_ tomorrow.

答案: B. should go

73.\_\_\_\_\_ employees keep leaving and joining the company, they also retire from time to time leaving empty places in various positions.

答案: B. As

74.You can demonstrate this same principle, \_\_\_\_\_ on a less dramatic scale.

答案: B. although

### 三、阅读理解

#### 第一篇

Working for Google is a dream of many, not just because of w.....后文省略

1.How would you describe Google?

答案: B. Large global enterprises.

2.Which of the following belongs to the methods that Google motivates its employees?

答案: C. Offering entertaining equipment in the workplace.

3.Who founded Google?

答案: A. Larry Page and Sergey Brin.

4.What can we learn from this passage?

答案: C. Google employees have the chance to get away from mundane errands.

5.What is Google's secret to success?

答案: C. Valuing the happiness of its employees as well as innovating good products.

## 第二篇

How to Handle a Bad Performance ReviewGetting a bad performance.....后文省略

1.What should you do when you are given a bad performance review?

答案: C. Stay calm and listen carefully.

2.What should you do after you are given a bad performance review?

答案: C. Learn from the review.

3.What should you do if you disagree with the bad performance review?

答案: B. Make a written statement on your own behalf if it is allowed.

4.How do you improve a bad performance review?

答案: A. Understand the established performance standards.

5.Why should we understand the cause of a bad performance review?

答案: B. Because it encourages and motivates the worker to do better.

## 第三篇

Five Basic Functions that Make up the Management ProcessIn 1916, .....后文省略

1.Which of the following choice is involved in Planning?

答案: A. Formulating objectives for a company and deciding steps to reach objectives.

2.Which of the following statements explains organizing in management process?

答案: C. Bringing resources together to achieve objectives.

3.What does Leading require managers to do?

答案: A. Influence employees.

4.What does Controlling in management mean?

答案: B. Controlling process.

5.Which of the following is the feature of the Staffing function?

答案: B. It is a continuous activity and it requires efficiency.

## 第四篇

How to Adapt to Change in the WorkplaceIf there's one word that .....后文省略

1.What's the purpose when enterprises carry out downsizing, reorganizing, and cutting costs?

答案: C. To survive.

2.What does the phrase "No industry is exempt" mean in Paragraph 1?

答案: A. No industry is an exception.

3.Which of the following questions are often discussed among scholars?

答案: C. What can workers do to get through change?

4.How many suggestions does the author put forward?

答案: C. 6.

5.What could we know about Robin Sharma from the passage?

答案: A. He is an expert on leadership and personal success.

## 第五篇

The meaning of "communication" goes a lot deeper than people often think. ....后文省略

1.What does the phrase "confirming reception of the sent messages" mean in Paragraph 1?

答案: C. To make sure that the messages are correctly understood by the right receivers.

2.In the famous British Army Commander story, which step probably was right in the communication chain?

答案: A. Conceiving.

3.What is Chinese whispers?

答案: B. A game to pass messages around in a whisper.

4.When does "allocative success" happen?

答案: A. The right information goes to the right place.

5.According to the last paragraph, what result will be caused by human failure?

答案: B. Inadequate communication between departments.

## (二) 判断对错

### 第一篇

Jack Welch Leading Organizational Change at GEWhen Jack Welch, .....后文省略

答案: A. T

2.Jack Welch insisted that each of the businesses should be at least top 5 in their respective area.

答案: B. F

3.If the business could not meet Welch's change requirements, its manager had 3 choices.

答案: A. T

4.The restructuring went before changing the organizational culture and the managerial styles of GE's managers.

答案: A. T

5.The Work Out lasted a week.

答案: B. F

### 第二篇

A strategic plan is not the end goal of the strategic planning process .....后文省略

1.The final goal of the strategic planning process is a strategic plan.

答案: B. F

2.A strategic plan is valuable if it is executed.

答案: A. T

3.There are four keys to successful implementation.

答案: B. F

4.A good strategy is likely to fall apart without the input and feedback of the people responsible for executing the strategy.

答案: A. T

5.Leadership's idea determines all.

答案: B. F

### 第三篇

It's no secret that good leaders are also good communicators. ....后文省略

1.Communication and leadership don't always go hand in hand.

答案: B. F

2.The say-do gap happens when people misunderstand their leader's intention.

答案: B. F

3.Using technical jargon makes a leader convincing.

答案: B. F

4.Communicating sincerely is always the best.

答案: A. T

5.Observation is as important as communication when you want to know what people really think.

答案: A. T

### 第四篇

Create a Positive Workplace CultureIn competitive markets,.....后文省略

1.A positive work culture will give workers more satisfaction.

答案: A. T

2.Positive cultures have a lot to do with leadership vision and values.

答案: A. T

3.The direction and actions of the business must differ from the core values of the employees, so that workplace culture can be positive.

答案: B. F

4.In competitive markets, leaders are under more and more pressure to keep a positive work culture.

答案: A. T

5.Positive work culture can be built in a short period of time.

答案: B. F

#### 四、翻译

##### (一) 英译汉

1.You won't always get direct feedback, so you also need to be able to read between the lines and look for non-verbal cues.

答案: 你不会总能得到直接的反馈, 所以你还更需要能够领会言外之意, 并留意非语言信号。

2.Put innovation at the heart of strategy.

答案: 将创新置于战略核心。

3.If there is friction between team members, examine the work processes they mutually own.

答案: 如果团队成员之间存在摩擦, 就要审视他们共同负责的工作流程。

4.The superior was presented with proposed solutions.

答案: 上级收到了提出的解决方案。

5.Using performance management processes, an enterprise can be better placed to meet competitive challenges.

答案: 通过绩效管理流程, 企业能更从容地应对竞争挑战。

6.The solution to the problem is on the way, so don't worry.

答案: 这个问题的解决方案即将出台, 所以别担心。

7.It's no secret that good leaders are also good communicators.

答案: 优秀的领导者也是优秀的沟通者, 这已不是什么秘密。

8.One of their chief problems was the fact that they wouldn't share information or solutions with each other.

答案: 他们主要的问题之一是不愿彼此分享信息或解决方案。

9.Effective leaders can influence their personnel to view situations from their perspectives.

答案: 有效的领导者能够影响员工从他们的角度看待问题。

10.Every enterprise wants and should expect high performance from each employee.

答案: 每个企业都希望并且理应期望每位员工表现出色。

11.Planning involves deciding where to take a company and selecting steps to get there.

答案: 规划包括确定公司的发展方向, 并选择实现该方向的步骤。

12.A positive work culture cultivates greater employee satisfaction.

答案: 积极的工作文化能培养更高的员工满意度。

13.It is a set of key characteristics that the organization values.

答案: 这是组织所重视的一系列关键特质。

14.Some people like watching movies, while others prefer reading books.

答案: 有些人喜欢看电影, 而另一些人则更喜欢读书。

15.On the table were several books that needed to be returned to the library.

答案: 桌子上有几本需要归还图书馆的书。

16.You won't always get direct feedback, so you also need to be able to read between the lines and look for non-verbal cues.

答案: 你不会总能得到直接的反馈, 所以你还更需要能够领会言外之意, 并留意非语言信号。

17.Put innovation at the heart of strategy.

答案: 将创新置于战略核心。

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答案: 如果团队成员之间存在摩擦, 就要审视他们共同负责的工作流程。

19.The superior was presented with proposed solutions.

答案: 上级收到了提出的解决方案。

20.Using performance management processes, an enterprise can be better placed to meet competitive challenges.

答案：通过绩效管理流程，企业能更从容地应对竞争挑战。

21.The solution to the problem is on the way, so don't worry.

答案：这个问题的解决方案即将出台，所以别担心。

22.It's no secret that good leaders are also good communicators.

答案：优秀的领导者也是优秀的沟通者，这已不是什么秘密。

23.One of their chief problems was the fact that they wouldn't share information or solutions with each other.

答案：他们主要的问题之一是不愿彼此分享信息或解决方案。

24.Effective leaders can influence their personnel to view situations from their perspectives.

答案：有效的领导者能够影响员工从他们的角度看待问题。

25.Every enterprise wants and should expect high performance from each employee.

答案：每个企业都希望并且理应期望每位员工表现出色。

26.Planning involves deciding where to take a company and selecting steps to get there.

答案：规划包括确定公司的发展方向，并选择实现该方向的步骤。

27.A positive work culture cultivates greater employee satisfaction.

答案：积极的工作文化能培养更高的员工满意度。

28.It is a set of key characteristics that the organization values.

答案：这是组织所重视的一系列关键特质。

29.Some people like watching movies, while others prefer reading books.

答案：有些人喜欢看电影，而另一些人则更喜欢读书。

30.On the table were several books that needed to be returned to the library.

答案：桌子上有几本需要归还图书馆的书。

## (二) 汉译英

1.沟通的含义比人们通常理解的要更深刻。

答案：The meaning of "communication" goes much deeper than people usually understand.

2.每个员工都要遵守安全规则，不管职位高低。

答案：Every employee must abide by safety rules, regardless of their position.

3.绩效考核的成绩欠佳可能会让你感到愤怒、挫败和绝望。

答案：Poor performance appraisal results may make you feel angry, frustrated and hopeless.

4.僵化公司的恐惧来自两个地方。

答案：The fear of rigid companies comes from two sources.

5.有几个关键会影响成功实施。

答案：There are several keys that affect successful implementation.

6.唯一限制你的是你的想象力。

答案：The only thing that limits you is your imagination.

7.公司的新政策将于下个月正式实施。

答案：The company's new policy will be officially implemented next month.

8.如果你过于僵化，这将使变革过程变得更加困难。

答案：If you are too rigid, it will make the change process more difficult.

9.能快速适应变化的公司会更有可能成功。

答案：Companies that can quickly adapt to changes are more likely to succeed.

10.只有通过沟通，我们才能了解客户不断变化的需求。

答案：Only through communication can we understand the changing needs of customers.

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