

Questions 24–27

Choose the correct letter, **A**, **B** or **C**.

- 24** Janice thinks that employers should encourage workers who are
- A** potential leaders.
 - B** open to new ideas.
 - C** good at teamwork.
- 25** Janice suggests that managers may find it difficult to
- A** form successful groups.
 - B** balance conflicting needs.
 - C** deal with uncooperative workers.
- 26** Janice believes employers should look for job applicants who
- A** can think independently.
 - B** will obey the system.
 - C** can solve problems.
- 27** Janice believes managers should
- A** demonstrate good behaviour.
 - B** encourage co-operation early on.
 - C** increase financial incentives.

Questions 28–30

Complete the sentences below.

Write **ONE WORD ONLY** for each answer.

- 28** All managers need to understand their employees and recognise their company's
- 29** When managing change, increasing the company's may be more important than employee satisfaction.
- 30** During periods of change, managers may have to cope with increased amounts of