

**SECTION 3**      *Questions 21–30*

**Questions 21–23**

*Complete the notes below.*

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

**DIFFERENCES BETWEEN INDIVIDUALS  
IN THE WORKPLACE**

Individuals bring different:

- ideas
- **21** .....
- learning experiences

Work behaviour differences are due to:

- personality
- **22** .....

Effects of diversity on companies:

*Advantage:* diversity develops **23** .....

*Disadvantage:* diversity can cause conflict