

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