**Дисциплины и практики, формирующие компетенцию:**

*Международная научно-профессиональная коммуникация*

**Компетенция**

*УК-4* *Способен применять современные коммуникативные технологии, в том числе на иностранном (ых) языке (ах), для академического и профессионального взаимодействия.*

**Оценочные материалы**

**Задание 1. Прочитайте текст статьи и установите соответствия между заголовками и абзацами.**

**A.** Unexplained gaps

**B.** Too much information

**C.** Generic cliches

**D.** Poorly-structured job descriptions

**E.** Not showing your impact

**F.** Not doing your research

**How to avoid the seven most common CV mistakes**

**CV tips: cut the cliches, don’t waffle and demonstrate the impact of your work to employers**

[**Andrew Fennell**](https://www.theguardian.com/profile/andrew-fennell)

Your CV is your ticket to interviews and job offers, so it needs to be immaculate from start to finish. It only takes one mistake for a recruiter to start doubting your credibility, so you must ensure that your CV is error-free. Here are the most common mistakes recruiters see, and how to fix them:

**1 (\_)**. One of the worst mistakes you can make with your CV occurs before you start writing it, and it is: forgetting to do your research. If you don’t understand what your potential employers want to see in a candidate, you will be simply be using guesswork to write your CV, and setting yourself up to fail.

Before you write a single word, browse through plenty of relevant adverts and compile a list of the most in-demand candidate requirements. Then you will know exactly what skills and knowledge will grab the attention of busy recruiters.

**2 (\_)**. Your recent roles will be heavily scrutinised by recruiters, so it pays off to make them easy to read and understandable. A role that is presented as one huge chunk of text, with no logical structure, is unlikely to impress readers or describe your work properly.

Start your roles with a brief intro that describes the company you work for, where you sit within the hierarchy and what the overall goal of your role is. Then bullet point your responsibilities to show the work you carry out and showcase your skills and output. Finish your role off by highlighting some impressive achievements you have made during your time in the position.

**3 (\_).** It’s important to show the work you carry out, but it’s even more powerful to show the impact your work has on your employers. Without highlighting the results you have achieved in your previous roles, you are missing a big opportunity to prove the value you can offer an employer.

For example, a sales candidate may list skills such “relationship building, cold calling and networking” but without results, those actions are pointless. They should elaborate to explain that these activities “have led to growth in clients, sales and profits” for their employer. By using results to prove your impact, you will give hiring managers tangible reasons to hire you.

**4 (\_).** “Hard-working team player.” “Innovative forward thinker.” “Go-getting people person.” These types of cliched terms may sound impressive, but they are damaging to your CV. The problem with cliched phrases is that they are hugely overused and they don’t tell readers anything about you. If you want recruiters to know that you are a hard-working team player, then prove it by using examples of the results you have achieved in team settings. This method will add more context to your message and give readers a much better understanding of your work.

**5 (\_).** Recruiters read scores of [CVs](https://www.theguardian.com/careers/cv) every day and work to tight deadlines, so they are often pushed for time. If your CV is seven pages long and crammed with every detail of your career, it will not be appealing to read. Limit your CV to two pages in length and only include information that is relevant to the jobs you are applying for. If your CV is coming in too long, check each point and ask yourself: “Will this persuade a hiring manager to interview me?”If the answer is no, then remove or reduce that point.

**6 (\_).** Lots of candidates have periods of unemployment, it’s not necessarily a negative. However, if you don’t explain the reasons for a gap in employment, it will leave recruiters with the impression that you simply haven’t been doing anything. If you’ve taken some time out between roles, be transparent and explain why. Maybe you’ve done some travelling, maybe you’ve been studying or even working on a personal project. Show employers that you are pro-active and haven’t been wasting your time. If you’ve had any long periods of time out because of sickness, don’t be embarrassed to include it; a good employer will not discriminate against you.

*(*[*https://www.theguardian.com/careers/2017/apr/03/how-to-avoid-common-cv-mistakes*](https://www.theguardian.com/careers/2017/apr/03/how-to-avoid-common-cv-mistakes)*)*

**Задание 2. Вставьте пропущенные фразы:**

a) ***and finally;***

***b) The purpose of today’s presentation is to discuss how we can;***

***c) Now let me begin by****;*

***d) I’d be very happy to invite you to ask questions at the end of the session;***

*e)* ***secondly****;*

**“**Ladies and gentlemen**,**thank you very much for coming along here today**.** I hope my presentation isn’t going to take too long and that you will find it interesting. **1\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ improve internal communications within our company.  
**2**\_**\_\_\_\_\_\_\_\_\_\_\_\_** explaining that I’d like to talk about the business case for better communication; **3\_\_\_\_\_\_\_\_\_**, I want to cover different styles and methods; **4 \_\_\_\_\_\_** I would like to finish off by talking about some of the basics we need to have in place to deliver good quality, consistent communications across the company. **5** **\_\_\_\_\_\_\_\_\_\_** and I’m sure there’ll be plenty of time for us to discuss some of the points that have been raised.”

**Задание 3. Выберите правильный вариант ответа:**

1. Mrs. Perez is writing to …… the arrangements she made with you.

*A) conform B) confer C) confine D)confirm*

2 . …….. I’ll see if Mr. Watson is available.

1. *Hold on B) Keep on C) Go on D) Stay*

3 I’ll put you …….. to the Sales Department.

*A) over B) off C) through D) in*

4. Oh, dear. I think I’ve ……. the wrong number.

*A) put B) done C) through D) dialed*

5. A: Can I speak to Miss Johnson, please?

B: I’m …… she is in a meeting now.

*A) worried B) afraid C) concerned D) frightened*

6. Don’t make jokes on the phone as you may be …….

*A) misunderstood B) misplaced C) mistaken D) misguided*

7. Copies of the …. for the meeting were distributed to the heads of departments.

*A) schedule B) summary C) plan D) agenda*

8. She made sure that everyone was able to express their points of …….

*A) view B) opinion C) idea D) impression*

9. From the point of view of relevant ....... she was the ideal candidate at least on paper.

*A) reference B) history C) family D) background*

10. The first step to hiring ....... is being aware of the abilities that the ideal candidate should have.

*A) congress B )process C)progress D) success*

**Задание 4. Прочитайте текст и выберите правильный вариант ответа:**

The dictionary defines stress as 'a continuous feeling of worry that prevents you from relaxing'. At work, there are a lot of potentially stressful situations. For example, having to ***……*** (***1)*** a formal meeting or to.......(***2)*** a presentation to senior executives can cause stress, especially the first time. In fact, all kinds of situations are more stressful when you have never found yourself in them before. However, experience does not always solve the problem. Indeed, many people say that they always feel under stress when ........ (***3)*** a valuable contract or meeting important visitors from abroad, or even just when working to ........ (***4)***deadlines. Other situations that employees generally find difficult to cope with include dealing with a customer who has a......... (***5)***, or asking the boss for a pay........ (***6)***.

All the situations mentioned above are examples' of short-term stress.

Experts agree that this kind of stress is less damaging to health than long-term stress, which happens when employees constantly work ……… (***7)*** pressure or have to cope with an ever-increasing ...... (***8)***. In such cases, a complete change of..... (***9)*** can of course be a solution, but companies should try to reduce stress levels before their employees are severely worked out. Otherwise, absenteeism may increase, and some staff may even decide to resign***.***

1. a) direct b) go c) lead

2. a) make b) speak c) show

3. a) dealing b) negotiating c) transferring

4. a) sharp b) tight c) narrow

5. a) complaint b) complaining c) complain

6. a) rising b) bargain c) rise

7. a) on b) in c) under

8. a) workload b) workforce c) workaholic

9. a) life cycle b) lifetime c) lifestyle

**Компетенция**

*УК-5. Способен анализировать и учитывать разнообразие культур в процессе межкультурного взаимодействия*

**Задание 5. Прочитайте текст статьи и установите соответствия между заголовками и абзацами.**

**A.** Talking about what you can’t do

**B.** Failing to prepare

**C.** Talking too fast

**D.** Not understanding the role

**E.** Not knowing enough about the company

**F.** Losing your cool

**How to avoid the most common job interview mistakes**

**Don’t talk too fast, use breathing techniques to calm your nerves – and prepare, prepare, prepare**

Lisa LaRue

Interviews are not the most natural form of human interaction and it’s easy to let nerves get the better of us.

You’ve found the role, made an application and been invited for an interview. What happens next will see you celebrating your success or trying to work out what, if anything, you did wrong.

To spare you the post-interview angst, here are some of the most common mistakes people make in job interviews and how you can avoid them.

**1 (\_).** One of the key questions an interviewer is likely to ask is what you know about the organisation. Before going to a job interview you can learn about a company by visiting their website, checking out their social media, or reading their annual report. If it’s possible to visit the company as a customer, this can be a good way to experience first-hand what they offer and understand how they operate.

**2 (\_).** An interviewer might ask you about your understanding of the role you have applied for. You should be able to describe the purpose of the role and what you can bring to the job. You can learn about the role from the job advertisement, the job description, and by looking at the LinkedIn profile of the person currently in the role. If you are put forward by a recruiter, be sure to ask questions to find out as much as possible about the organisation and the role.

**3 (\_).** Chances are, you won’t meet all of the job requirements. Rather than admitting to this, a better tactic is to turn the spotlight on to the knowledge, skills and experience you have. For example, many candidates begin by answering a question related to a job requirement by saying: “I don’t have experience in that area, but I have used these skills in X example”. A better way of answering the question would be to talk to about the knowledge or exposure you do have. It’s better to talk in terms of positives rather than negatives. Remember that no one will fit all the criteria – and the other interviewees are likely to have similar skillsets and experience to your own.

**4 (\_).** Let’s face it, interviews are not the most natural form of human interaction and it’s easy to let nerves get the better of us. The best way to alleviate interview anxiety is to dedicate plenty of time to researching the company, the role and considering potential questions you may face. Another tip for staying in control is managing your physiological state. Mindful breathing techniques are a powerful way to bring you back to the moment, and to stop negative self-talk in its tracks. Try taking a series of calming breaths while you’re waiting to go into the interview. Simply breathe in through your nose for a count of six and out gently through your mouth for a count of 10. This will bring the oxygen back to your brains and help you to think clearly. Three deep breaths should see you feeling calmer, centred and in control. Research has proven that using positive imagery can boost success. So picture yourself having an enjoyable, positive conversation with your interviewer before you start.

**5 (\_).** One of the biggest challenges you will face is how to articulate your response to interview questions concisely. This is particularly difficult if you are feeling nervous. To control your nerves, try imagining the interview as a general conversation which is far less threatening. Listen carefully to the questions being asked and don’t be afraid to ask for a question to be repeated or for further clarification. It’s better to answer the question effectively than make assumptions and answer incorrectly. Once you have understood the question, allow yourself a few moments to consider your response.

**6 (\_).** It is helpful to spend some time ahead of the interview practising some of the questions you anticipate will be asked. Look at the requirements (in the job advertisement and job description) and develop 10–15 possible questions the interviewer might ask around competencies. You should also think about your responses to common interview questions like “Tell me about yourself”, “What are your greatest strengths/weaknesses?” and “Where do you see yourself in five years time?” Practise your responses with a family member, friend or in front of the mirror until you can answer them without hesitation.

*(*[*https://www.theguardian.com/careers/2017/may/15/how-to-avoid-the-most-common-job-interview-mistakes*](https://www.theguardian.com/careers/2017/may/15/how-to-avoid-the-most-common-job-interview-mistakes)*)*

**Задание 6. Вставьте пропущенные фразы:**

***a) The purpose of the meeting***

***b) to take the minutes***

***c) to remind***

***d) The chairperson***

**e)** ***action points***

***f) attach an agenda***

Memo

To: Project team

From: Paul Heaton  
Date: 24th June

Subject: Meeting

Dear all

This e-mail is **\_\_\_\_\_\_\_ (1)** you about the meeting at 10.00 on Friday, 28th June. **\_\_\_\_\_\_\_\_ (2)** is to discuss the next stage of our project. I **\_\_\_\_\_\_ (3)** with the main points for discussion. I also attach a list of participants, so you know who will be at the meeting. **\_\_\_\_\_\_\_ (4)** will be Suzanna Novotna. We need someone **\_\_\_\_\_\_\_\_\_ (5)** so there is a record of what we talked about. Michael, can you do this, please? You will receive the minutes as soon as possible after the meeting, together with a list of \_\_\_\_\_\_ **(6)** and responsibilities.

I look forward to seeing you all.

With best wishes

Paul

**Задание 7. Выберите правильный вариант ответа:**

1. It was very ……. to be late for the meeting and not even apologise.

*A) impolite B) emotional C) formal D) polite*

2. Kate Hughes works for administration and Personnel. She deals …… staff problems, as well as recruitment and training.

*A) with B) to C) on D) for*

3. Just a moment. I am sorry, the line is busy. Do you want to hold on, or ……later?

*A) put through B) call on C) call back D) get through*

4. …… did you launch this advertising campaign?

*A) How many B) Who C) When D) How much*

5. A: Can I speak to Jo Stein, please?

B: I’m sorry, she is not in the office today. Can I take …….?

*A) a message B) a note C) time D) measures*

6. Basically, the …… for writing business e-mails and letters are the same: be clear, be so polite, and do not write more than you have to.

*A) regulations B) rules C ) points D) customs*

7. If you want to know if your presentation was interesting, ask the audience for their ……

*A) help B) feedback C) information D) support*

8. Give us some idea of what you believe are your ....... and weaknesses.

*A) disadvantages B)points C) forces D) strengths*

9. I would be very interested in ....... for that job.

*A)entering B)working C)applying D)writing*

10. ……. is a list of points to be dealt with at the meeting, in the order in which they will be discussed

*A) An issue B) An item C) An agenda D) A clarification*

**Задание 8. Прочитайте текст и выберите правильный вариант ответа:**

Junior managers who ***…… (1)*** a promotion often face many problems when they have more authority and responsibility. This is partly because everyone expects them to perform to extremely high …… ***(2)***. In addition, many of their …….. (3) and colleagues are always ready to criticize any serious mistake they may …….. (4). What advice can we give to young managers, then? First of all, they should have ……. (5) in their own skills and abilities. If they are not sure that they can succeed, they are less likely to perform competently. They should also …… (6) their progress regularly.

Secondly, they should ……. (7) themselves ambitious goals so that through hard work and commitment to the company they can in fact …….. (8) them sooner than expected of them. That is how they can …… (9) both personal and professional success.

1. a) take b) get c) earn
2. a) level b) standards c) quality
3. a) superiors b) secretaries c) chefs
4. a) do b) make c) show
5. a) confidence b) belief c) strength
6. a) test b) improve c) evaluate
7. a) find b) make c) set
8. a) reach b) move c) work

9) a) achieve b) grow c) demand

**Ключи**

**Задание 1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| F | D | E | C | B | A |

**Задание 2**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| b | c | e | a | d |

**Задание 3)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| D | A | C | D | B | A | D | A | A | B |

**Задание 4)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| c | a | b | b | a | c | c | a | c |

**Задание 5)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| E | D | A | F | C | B |

**Задание 6)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| c | a | f | d | b | e |

**Задание 7)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| A | A | C | C | A | B | B | D | C | C |

**Задание 8)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| b | b | a | b | a | c | c | a | a |