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



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
- 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