

IELTS LISTENING – DIFFERENCES BETWEEN INDIVIDUALS IN THE WORKPLACE S37T3



IELTS listening DIFFERENCES BETWEEN INDIVIDUALS IN THE WORKPLACE listening practice test has 10 questions belongs to the Leisure & Entertainment subject.

TUTOR: Well, you've both been looking at different styles of managing individuals in companies and the workplace. How's the research going. Philip?

Questions 21-23

Complete the notes below.

Type ONE WORD ONLY for each answer.

DIFFERENCES BETWEEN INDIVIDUALS IN THE WORKPLACE

Individuals bring different:

• Ideas

• 21

Type correct answers here

• Learning experiences

Work behavior differences are due to:

• Personality

• 22

Type correct answers here

Effects of diversity on companies:

• Advantage: diversity develops 23

Type correct answers here

• Disadvantages: diversity can cause conflict

PHILIP: Well. I've been looking at why individualism. I mean individual differences, are such an important area of management studies. When you think about any organization, be it a family business or a multinational company, they are all fundamentally a group of people- working together. But it's what these individuals contribute to their places of work that makes you realize how important they are. Of course, they bring different ideas, Q₂₁ but it is also their attitudes and their experiences of learning. Diversity is important in these areas too.



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TUTOR: So why do people behave so differently from one another at work?

PHILIP: There are lots of reasons but research has shown a lot of it comes down to personality. And the other factor is Q₂₂ gender. It's a well-known fact that men and women do lots of things in different ways, and the workplace is no different.

TUTOR: Did you look at the effects of this variation on companies?

PHILIP: Yes, I did. On the positive side, exposure to such diversity helps Q₂₃ encourage creativity which is generally an asset to a company. But unfortunately, individual differences are also the root of conflict between staff and they can lead to difficulties for management, which can sometimes be serious.

TUTOR: Thanks, Philip. So now I guess the two main things to remember here are to identify individual talent and then to utilize it. So, Janice, you were looking at identifying different talents in workers. Do you think this is easy for managers to do?

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 behavior

☐ B encourage co-operation early on

☐ C increase financial incentives

Questions 28-30

Complete the sentences below.

Type ONE WORD ONLY.

28 All managers need to understand their employees and recognise their company's

Type correct answers here

29 When managing change, increasing the company's

Type correct answers here

 may be more important than employee satisfaction.

30 During periods of change, managers may have to cope with increased amounts of

Type correct answers here

JANICE: Well, currently teamwork is in fashion in the workplace and in my opinion, the importance of the individual is generally neglected. What Q₂₄ managers should be targeting is those employees who can take the lead in a situation and are not afraid to accept the idea of responsibility.

TUTOR: That's true Janice but unfortunately many managers think the entire notion of encouraging individuality amongst their staff is far too hard.

JANICE: Yes, that may be true but I think one of the most important tasks of managers is Q₂₅ to consider the needs of the individual on one hand and group cooperation and conformity on the other. It requires creative thinking on the part of management to avoid tension.

TUTOR: So Janice, what kind of people do you think companies should be looking for?

JANICE: Well, it has to start from the very beginning when companies are looking for new employees. When the personnel department is choosing between applicants they need to look for someone who's broken the mold and Q₂₆ can think for themselves. Instead, people making these decisions often use a range of psychological tests to see if a person is a problem solver, or will do as they're told. I'm not convinced these qualities are actually the most important.

TUTOR: So do you think being a good team player is overrated?

JANICE: No. it's not overrated. You do need to learn the rules and learn them fast. No individual can get around this if you're working in an organization.

TUTOR: So how should managers deal with this?

JANICE: Rewards. When an individual demonstrates the behaviour the organisation expects, some kind of incentive can be given. What's important here is that Q₂₇ this happens right at the beginning so new recruits learn the rules of the system immediately. Also, the incentive should be something the individual actually wants, and this isn't always just money.

TUTOR: To come back to you. Philip. You were saying that recognition of good performers is essential. What else should managers be looking for?

PHILIP: Well, managing people means you not only have an understanding of your employees, but you also Q₂₈ recognise the culture of the organization. In fact, for some organizations, creativity and individuality may be the last thing they want to see during working hours!

TUTOR: Very true.

PHILIP: Yes, but managing people isn't as easy as it looks. For example, change in the workplace can be quite tricky, especially if there's a need to increase profit. And at times like these managers may have to give Q₂₉ priority to profit rather than individual staff needs.

TUTOR: Yes. and that creates difficult situations for people.

PHILIP: Yes but what's important is that managers are able to deal with quite high levels of personal stress. During times of change, they should be thinking Q₃₀ not only about the strain on their staff but take time out to think of themselves.

TUTOR: Absolutely. So what are the implications of that for...

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November 5, 2023 at 2:36 pm

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