

UNIT TEST 1

SECTION A: GRAMMAR

1 Complete the text by putting the verbs in brackets into the most appropriate form.

Currently Eleanor ¹_____ (research) trends in communication in the workplace. She ²_____ (focus) on how technology and emotions ³_____ (affect) communication networks. Methods of communication ⁴_____ (change) rapidly in our society today and should improve communication in general, but the results seem to indicate otherwise. Last year Eleanor ⁵_____ (work) in a hospital when she had the idea for her research. One day, while she ⁶_____ (observe) a doctor talking to one of his patients, she ⁷_____ (realise) that his lack of communication skills ⁸_____ (have) a detrimental effect on the patient.

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2 Complete the dialogue by putting the verbs in brackets into the most appropriate form.

- A: ¹_____ (you/ever/interrupt) someone during a meeting?
 B: Yes.
 A: When ²_____ (that/happen)?
 B: Last month, actually. I ³_____ (listen) to a colleague saying she was the only one who ⁴_____ (do) any work in the team.
 A: What ⁵_____ (you/say) to her?
 B: That she should try listening to what the team had to say and not complain all the time instead of working.
 A: ⁶_____ (she/stop) talking?
 B: No. She ⁷_____ (never/learn) how to stop talking. That's half her problem.

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SECTION B: VOCABULARY

3 Choose the correct option to complete the idioms.

- It's what you do that counts, not what you say. As they say: 'Actions speak *better / louder / more* than words'.
- James is always saying the wrong thing. He never *considers / reflects / thinks* before he speaks.
- I wish you'd get *straight / direct / strict* to the point instead of talking about everything else first.
- We all get on really well as we seem to be on the same *wavelength / edgeways / grapevine*.
- Excuse me, can I have a *fast / rapid / quick* word with you?
- Is it official that Fred is going to leave the company or did you just *find / hear / know* it on the grapevine?
- She never stops talking and no one else can get a *sound / word / thought* in edgeways.

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4 Choose the correct option a, b, c or d.

- These days it's much easier to _____ in touch with old friends, thanks to the internet.
 a establish b stay c lose d maintain
- Yesterday I _____ into an old friend I hadn't seen for years.
 a imparted b met c bumped d caught
- When the old man died, it was difficult to _____ down the relatives who should inherit his house.
 a track b mark c keep d touch
- It's vital to _____ a rapport with the people you work with.
 a negotiate b exhibit c display d establish
- I enjoy _____ up with my friends at the weekends. I love hearing what they've been doing during the week.
 a keeping b getting c catching d tracking
- His behaviour _____ similarities to that of other young people starting work.
 a displays b imparts c establishes d performs
- The people who were questioned were chosen at _____.
 a option b random c chance d accident
- The point of the presentation is to _____ general information about the company.
 a exhibit b inspire c display d impart

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SECTION C: INTEGRATED SKILLS

5 Complete the email by putting ONE word in each gap.

New email

Dear Mr Jones,

Thank you for your email asking me to speak at your conference next month. I am afraid that I am ¹ _____ to attend as I have a prior engagement in America that week. I can, however, suggest a colleague of mine, Sally Keeley, who would be happy to take my place. Please find ² _____ her CV and email contact address.

Once again, I would like to ³ _____ for not being able to accept your invitation.

Should you have any problem contacting Sally, please do not ⁴ _____ to contact me again.

Yours ⁵ _____,
Ellen Matthews

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6 Read the text and select FIVE correct statements.

How well do you communicate?

Results of bad communication

Poor communication can lead to disastrous results both at work and in the home. Saying the wrong thing in the wrong way can upset people and lose their trust and respect and, when people's feelings are hurt, they respond negatively. Appreciating the fact that the person you are with is giving their time and attention to you is extremely important, especially in business.

Listen more carefully

One area of communication in which most people fail is the skill of listening. In order to do this effectively, you have to have an open mind, remain patient and be polite. First of all, try to see the discussion from the other person's perspective. Many of us are too quick to interrupt to either agree or disagree with the speaker or to try and finish what they are saying because we are in a hurry.

Be more observant

While you are listening, you should also be looking at the other person and taking note of their non-verbal behaviour. We communicate a lot by the way we sit and stand, by the expressions on our face and our gestures. People's physical behaviour can let us know if they are uncomfortable, not telling the truth, disagreeing with us or not understanding what we are saying.

- a You can lose people's respect if you communicate poorly.
- b People can react in a bad way if a message is communicated ineffectively.
- c Bad communication is most commonly seen at work.
- d Many people are unable to listen effectively.
- e You should make sure people understand your point of view.
- f Other people's opinions are formed by the way you speak to them.
- g You should interrupt quickly and politely during a discussion.
- h Use gestures to make your meaning clearer.
- i You should observe how the other people react non-verbally.
- j It's possible to recognise if someone is lying by watching the way they act.

___/5

Total: ___/40