



## **Certificate in ESOL for Work at NQF Entry 3**

### **Listening Sample Assessment - Tapescript**

**Outcome 3**                      **Listen and respond appropriately to demonstrate understanding of English in work-related contexts.**

**Announcer:**

This is the sample assessment for the certificate in ESOL for Work at NQF Level 3 Speaking and Listening, Outcome 3.

Listen to the recording and answer the questions that follow. You will hear the recording twice. You will have 5 minutes to read the questions before the recording begins. You will also have 3 minutes between the two recordings.

*(5 minute pause)*

*(Tone)*

Good morning – good to see all of you here today. I'm Hadiya Dawar from the Training Division. You've all recently been promoted to team leader level within the company. You're working in a number of different departments but I hope to show you today that team leadership is much the same in all of these areas.

Now, the first thing you have to do is to get to know your team. And if you know them already, get to know them better. Take time to talk to them. Take an interest in their lives, get to know what their problems and their worries are – but there's more to it than that.

Let me go back a few years here. At one time, people believed there was a type of perfect worker – whatever the job, one type of person could do it best. Well, that's all changed. The modern thinking is that different types of people can all contribute different things to a team. As team leader your job is now to work out what kind of people you have on your team and try to use their strong points.

Let me take a simple example – let's say the filing system you're using just can't cope and it needs to be changed. Now, that's a job that needs judgement, but also the ability to follow things through. There's no point in starting a job like that and giving up on it. You need what we call a 'finisher'. But before that, you need someone to say that the filing system doesn't work any more. And that person, who can look at things and say what needs to change, we call a 'shaper'. Shapers are often very sociable, they have a lot of energy but on the other hand they can be easily

provoked. They get impatient, sometimes annoyed, when people don't think the same way as they do.

So, I have a question for you here – are you a shaper or a finisher or neither? OK, don't tell me just now – later we'll do some personality tests and I'll tell you. But the point is simple – it doesn't matter which one you are. What matters is what you do about it. If you're shaper, you'll have some good ideas but you need someone else to drive them through or you'll probably fall out with your team. If you're finisher, that's fine, but you need someone to come up with the new ideas. And if you're neither, you need one of each.

*(Tone)*

*(3 minute pause before second playing)*