

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
- 29 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