

**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 .....