

## File 1

### Problem 3

#### Student A:

You think Student C should resign. If their employer has financial problems, it isn't worth waiting to see if things improve. They need to find a new job now. They should take the money and run! Take a few minutes to prepare your arguments, then give Student C your advice. Tell them why they should resign.

#### Student B:

Many companies are having financial problems these days and it's not easy to find a good job. You think Student A should stay with their current company and work hard. Perhaps they can help to turn things around. Take a few minutes to prepare your arguments, then give Student C your advice. Tell them why they should stay.

## File 2

#### Student A:

In this conversation you must sit very still. Keep your hands on your lap and don't move. Don't speak unless someone asks you a question directly.

## File 3

#### Guest:

Your host has an unusual talent that you don't know about. Make small talk throughout the evening and comment on the things you see in the hall, living room and dining room. Try to discover what their special talent is and discover three things they can do.

## File 4

#### Student A:

1 Here are the backgrounds to some past events. Read each one aloud to your partner. Your partner will then read the event that followed. Listen carefully. Does it make sense?

- 1 They were speaking in Italian so ...
- 2 The woman was looking at the subway map so ...
- 3 He wasn't moving at all so ...
- 4 She was sitting at the head of the table so ...
- 5 The man wasn't wearing a badge so ...
- 6 He was reading a medical journal so ...
- 7 He was standing under the clock holding some flowers so ...

2 Here are some past events. Your partner will read what was going on when they happened. Each time, choose the best event and read it to your partner.

- A ... I showed them the way.
- B ... she didn't want to go out and meet anyone.
- C ... I thought he was the electrician.
- D ... I knew the news was good.
- E ... I asked if he was bored.
- F ... I knew they didn't work here.
- G ... I asked him to stop.

## File 5

### Situation 1

#### Student B:

This is your starting position, but you can change it if your partner makes a good case. Take a few minutes to prepare what to say before you start.

You'd like to wait a week before you tell anyone about this laptop theft. (Perhaps the police will find the laptop.) Your company can't afford to cover all the potential losses, so you'd like to put a limit on refunds.

### Situation 2

#### Student B:

This is your starting position, but you can change it if your partner makes a good case. Take a few minutes to prepare what to say before you start.

This isn't right. The customer might discover that you overcharged them later. You want to punish the employee who made the error and apologize to the customer. You'd like to charge the standard rate but with a ten per cent discount because of the mistake.

## File 6

Question	Points
1	a = 1 b = 2 c = 3
2	a = 3 b = 2 c = 1
3	a = 3 b = 1 c = 2
4	a = 2 b = 3 c = 1
5	a = 1 b = 2 c = 3
6	a = 3 b = 2 c = 1
7	a = 3 b = 1 c = 2
8	a = 1 b = 3 c = 2

#### Results:

**18–24** Wow! You really know how to connect with people. You work at your relationships and your social network grows by the day.

**13–17** You understand that strong social and business relationships are important to your success. You just need to work a little more to take your relationships to the next level.

**8–12** You don't make much effort to network and stay in touch with people. But people usually do business with people they know and like, so why not try to network more?

## File 7

#### Student C:

In this conversation you must talk as much as possible. Don't wait for your turn to speak. Speak very loudly and interrupt a lot.