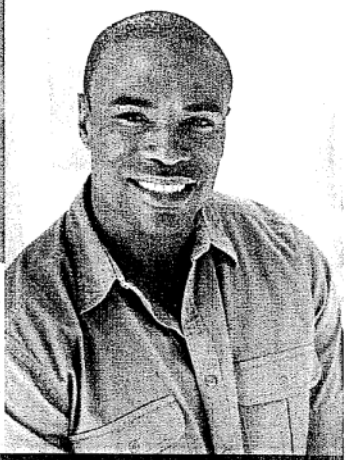
Listening and note-taking

4 1:42–1:45 **Astrid Kuhn decided to investigate. Listen to the reactions she received when she spoke to four members of staff, and complete the notes.**

Tonye Ameobi

Vincent Bonvalet

Kehinde Ojukwu


Joseph Ikpeba

Glossary PAGE 151

down time
drag someone kicking and screaming
malicious
morale
outsource
recruit
subsidiary
turnover

	Tonye Ameobi, HR Manager, Lagos	Vincent Bonvalet, IT Manager, Ivory Coast	Kehinde Ojukwu, Senior Systems Administrator, IT department, Lagos	Joseph Ikpeba, Operations Manager
Opinion of Saul Finlay				
Mistakes				
Successes				
Recommended solutions				

Discussion

5 **To what extent do you feel Saul Finlay is to blame for Meteor's problems?**

6 **Work in groups of three or four. Student A: turn to page 115. Student B: turn to page 117. Student C: turn to page 120. (If there is a fourth student, they should be the chairperson.) Discuss the agenda below and draw up an action plan for Astrid Kuhn.**

Internet research

Search for the keywords *keeping good employees*. Compile a class list of the top ten ways to reduce staff turnover.

Executive Committee Meeting

1 How can we reduce staff turnover?
2 How can we reduce system down time?
3 How should we react to accusations of malicious damage in the IT department?
4 Should we agree to Saul Finlay's request for investment in IT equipment in Lagos, or invest in improving our IT network in our foreign subsidiaries?
5 Should we consider outsourcing IT?
6 How should we evaluate Saul Finlay's performance, and what action is needed, if any?