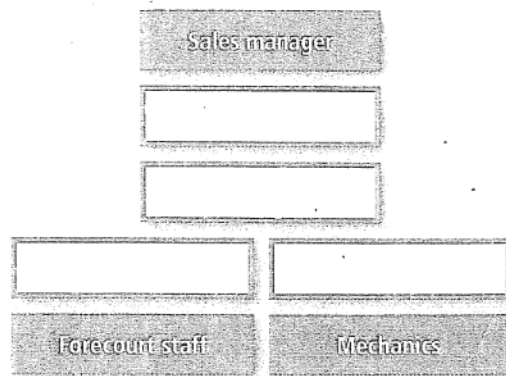


**3** Complete the organizational chart for Trident in East Africa.



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could do with something dealer handle someone with kid gloves mess put up with sort out top up work your fingers to the bone

**Listening**

**4** John Thorpe spoke to three Trident employees on his fact-finding trip. Before you listen, read the notes and add the four names mentioned to the organizational chart.

**5** 1:52-1:64 Listen to extracts from the interviews and complete the notes.

**Abeba,**

Says they are losing (1) \_\_\_\_\_ as a result of bad morale.

Mr Mbuqua sacked some staff in order to hire his (2) \_\_\_\_\_.

Mr Mbuqua is Mr Wambuqu's (3) \_\_\_\_\_.



**Mr Mbugua,**

Would like Abeba to (4) \_\_\_\_\_.

Has not checked whether Mrs Mohamed agrees with his (5) \_\_\_\_\_ policy.

Says that the company gives him no (6) \_\_\_\_\_.



**Mrs Mohamed,**

Mr Wambuqu gives her impossible (7) \_\_\_\_\_ so she has no time to visit dealers.

Mr Mbuqua treats (8) \_\_\_\_\_ employees very badly.

She tried to (9) \_\_\_\_\_ Mr Mbuqua's appointment.

Believes that Mr Wambuqu wants her to (10) \_\_\_\_\_.



**Internet research**

Search for the keywords *managing your manager* to find tips on how to develop a better working relationship with your boss. What advice would you give the Kenyan Trident employees on managing their respective bosses?

**Discussion and roleplay**

**6** John Thorpe has asked for your advice on handling the situation in the Lamu District. In small groups, discuss the problems and brainstorm possible solutions.

**7** 1:65 Listen to a voicemail message from Mr Wambuqu. How does this affect your strategy?

**8** With a partner from another group, roleplay meetings with Abeba, Mr Mbugua and Mr Wambuqu to explain what action you have decided to take and, where appropriate, set new objectives.