

READING COMPREHENSION

1. Develop Effective Work Relationships

You can submarine your career and work relationships by the actions you take and the behaviors you exhibit at work. No matter your education, your experience, or your title, if you can't play well with others, you will never accomplish your work mission.

How important are effective work relationships? Effective work relationships form the basis for promotion, pay increases, goal accomplishment, and job satisfaction.

The Gallup organization studied indicators of work satisfaction. They found that whether you have a best friend at work was one of the twelve key questions that predicted job satisfaction.

A supervisor in a several hundred person company quickly earned a reputation for not playing well with others.

He collected data and used the data to find fault, place blame, and make other employees look bad. He enjoyed identifying problems but rarely suggested solutions.

He bugged his supervisor weekly for a bigger title and more money so he could tell other employees what to do. When he announced he was job hunting, not a single employee suggested that the company take action to convince him to stay. He had burned his bridges.

These are the top seven ways you can play well with others at work. They form the basis for effective work relationships.

Bring suggested solutions with the problems to the meeting table. Some employees spend an inordinate amount of time identifying problems. In my opinion, that's the easy part. Thoughtful solutions are the challenge that will earn respect and admiration from coworkers and bosses.

Don't ever play the blame game. You alienate coworkers, supervisors, and reporting staff. Yes, you may need to identify who was involved in a problem. You may even ask the Deming question: what about the work system caused the employee to fail? But, not my fault and publicly identifying and blaming others for failures will earn enemies. These enemies will, in turn, help you to fail. You do need allies at work.

Your verbal and nonverbal communication matters. If you talk down to another employee, use sarcasm, or sound nasty, the other employee hears you. We are all radar machines that constantly scope out our environment.

Never blind side a coworker, boss, or reporting staff person. If the first time a coworker hears about a problem is in a staff meeting or from an email sent to his supervisor, you have blind sided the coworker. Always discuss problems, first, with the people directly involved who "own" the work system. Also called lynching or ambushing your coworkers, you will never build effective work alliances unless your coworkers trust you. And, without alliances, you never accomplish the most important goals.

Keep your commitments. In an organization, work is interconnected. If you fail to meet deadlines and commitments, you affect the work of other employees. Always keep commitments, and if you can't, make sure all affected employees know what happened. Provide a new due date and make every possible effort to honor the new deadline.

Share credit for accomplishments, ideas, and contributions. How often do you accomplish a goal or complete a project with no help from others? If you are a manager, how many of the great ideas you promote were contributed by staff members? Take the time, and expend the energy, to thank, reward, recognize and specify contributions of the people who help you succeed. This is a no-fail approach to building effective work relationships.

Help other employees find their greatness. Every employee in your organization has talents, skills, and experience. If you can help fellow employees harness their best abilities, you benefit the organization immeasurably. The growth of individual employees benefits the whole. Compliment, recognize, praise, and notice contributions. You don't have to be a manager to help create a positive, motivating environment for employees. In this environment, employees do find and contribute their greatness.

If you regularly carry out these seven actions, you will play well with others and develop effective work relationships. Coworkers will value you as a colleague. Bosses will believe you play on the right team. You'll accomplish your work goals, and you may even experience fun, recognition, and personal motivation. Work can't get any better than that.

Task 1

Read the text and complete the table with your notes based on the text with no more than 6 words, according to the example (0).

BEHAVIOUR AT WORK	CONSEQUENCE	MARKING BOX	
		1.	2.
<i>Suggest solutions</i>	<i>0.You will earn respect and admiration</i>	✓	✓
Blaming others	1.		
	2.		
Give credit for contributions	3.		
Discussing problems first	4.		
Deadlines not met	5.		
Help others to discover their strength	6.		
SCORE			

Task 2

Read the text again and use it to decide if the statements are true (T) or false (F). Write your answers in the table below according to the example (0). Please note that if all your answers are marked as true or as false, your answers will be disqualified.

STATEMENTS	TRUE OR FALSE	MARKING BOX	
		1.	2.
<i>0. If you keep all the advice given in the article, you will be a valuable team member.</i>	<i>T</i>	✓	✓
7. Your education or title does not matter if you intend to develop work relationships.			
8. Effective work relationships influence your job satisfaction.			
9. Effective work relationships can be developed if you reward people.			
10. The supervisor was dismissed because he did not play well with others.			
11. The supervisor did not have a boss.			
12. If your coworkers trust you, you will be able to accomplish your goals.			
13. If you identify who was involved in a problem you will earn enemies.			
14. Only the managers can motivate the employees.			
15. Having a best friend at work influences job satisfaction.			
SCORE			

2. Airline Pollution: The Sky Has Its Limits

0.*The Federal Aviation Agency has defined noise pollution.*

It is loud enough to disturb a family's television watching. But the problem, as defined, contains its own remedy. Aeroplanes too loud above your house? Well, then: TURN UP THE VOLUME ON THE TELEVISION SET.

There are less bizarre ways to solve the problem of aeroplane noise, an annoyance rapidly evolving into a menace. But do not look to the FAA or the aviation industry to help. Quality of life is not their department. Not for people in the air, and certainly not for those on the ground.

1.

Crowded airports, crowded and overbooked planes, delayed flights, lousy service, awful food. Terrible. But most articles are talking about people in the air or in the airports, and not about the vastly greater numbers on the ground who are brutalised as the planes pass overhead. The solution to squalid air travel that experts propose is analogous to the fix (turn up the volume) when loud planes interrupt your television watching. All will be well if you build more runways, more airports, if you schedule more flights, and fling more profit-making, noise-making metal into the air.

2.

We are the people who fly, who use Federal Express and all the other businesses that need planes and airports in order to do their work. Millions of jobs depend on aviation. The general public requires the convenience of air travel (though it is often inconvenient), and we are still, for the most part, passive and stoical about the price paid by everyone in noise and other forms of pollution. Most people regard noise - plane noise, truck noise, city noise, siren noise, car alarm noise, and so on - as a fact of life, at least until it becomes continuous and intolerable, which, for many people, it already has. Or until it dawns on people, those living around airports, that they are paying an unacceptable price in stress, lost sleep, impaired hearing, inability to concentrate, in their children's ability to learn and in the generally degraded quality of life that results when the mind is tormented by these intrusions.

3.

The expansionist logic of airlines and airports assumes that the air around and above us has an infinitely absorptive capacity and can tolerate any pollution. We used to think that about rivers. It isn't true, in either case. Industries that pollute rivers have been forced to change, to clean up. The people who worry about pollution from planes (noise pollution, trails of fuel waste raining down) are no longer Luddite crackpots.

4.

The lone eagle, soaring without boundaries in the purity of the upper air, symbolising absolute freedom.

The aviation industry, with a sort of corrupt nostalgia, still uses rhetoric about "the freedom to fly." But Lindbergh ultimately became profoundly disgusted with the industry that he had pioneered. He ended life regarding air travel as mere squalor and aviation in general as one of the world's serious environmental problems.

5.

Not long ago, a "noise consultant" named Mark Johnson, working for Landrum & Brown, addressed a planning meeting for the expansion of the Albany, N.Y., airport. He wagged his eyebrows and declared: "We're not saying that people who complain about noise are out of their minds. Let's just say it's a sociological problem." As more and more people are driven out of their minds by noise, Johnson will find that it has become a political problem as well,

and therefore an industry problem. Eventually, the FAA will be forced to abandon its disgracefully intimate collusion with the aviation industry.

Task 1

Read the article and match the sentences with the correct paragraphs. Write your answers in the table according to the example (0). There is one extra heading you don't need to use.

0	1	2	3	4	5
A					
MARKING BOX					
1.✓					
2.✓					
SCORE					

- A. *The Federal Aviation Agency has defined noise pollution*
- B. Aviation's pioneer, Lindbergh, embodied the romantic attraction of flight.
- C. Most forums see only one side of the problem.
- D. Only a great culture could present its people with a dilemma like that.
- E. The industry is there to cater to our needs.
- F. The problems posed by flying are still being overlooked, but will manifest themselves in following years.
- G. Environmentalists say the concept of how the atmosphere is viewed is wrong.

Task 2

Read the text again and complete the sentences based on the text using no more than 5 words, according to the example (0).

	NOTES	MARKING BOX	
		1.	2.
<i>Charles Lindbergh finally regarded aviation as ...</i>	0. <i>a serious environmental problem</i>	✓	✓
Air traffic has become inconvenient for	6.		
	7.		
	8.		
Some consider the atmosphere to be like water, because	9.		
	10.		
SCORE			

WRITING SKILLS

Task 1

Study the table, and describe it in 150-200 words, according to the example (0). The description should include tendencies and comparisons. The description should end with a conclusion or prediction.

Consumption of the main dairy products in the BRICS countries in 2014

	population	liquid milk	butter	cheese
	(million)	(kg/inhabitant)		
Brasil	199	59.9	0.4	3,6
India	1260	41.3	3.6	0
Russia	143	37.3	2.8	6.6
South Africa	52	23.8	0.3	1.5
China	1350	19.9	0.1	0.1

0. This is a table displaying the consumption of the main dairy products in the BRICS countries in 2014.

Task 2

You work for the PR Department of an international company based in Hungary.

You have to write a report in 180-200 words for the English manager of the department, Anthony Turner, about the London Trade Fair in which the company took part as an exhibitor last week. Your name in this role: Koós Beáta/Béla.

In your report write about

- facilities in the fair (location, stalls, equipment, decoration)
- organisation (booking, hostesses, signposting)
- results of participation / recommendations

LISTENING COMPREHENSION

Text 1

Listen to two news items about environment protection. Based on the text, decide if the statements are true (T) or false (F). Write your answers in the table below, according to the example (0). *Please note that if all your answers are marked as true or as false, your test will be disqualified.*

STATEMENTS		TRUE OR FALSE	MARKING BOX	
			1.	2.
First news item				
0.	Example: conveyor belts carry the trash for sorting in Brooklyn’s recycling depot.	T	✓	✓
1.	Aluminum preserves its quality during recycling.			
2.	It is economically feasible to recycle metals.			
3.	Recycling plastics currently makes business sense because it is cheaper than producing new.			
4.	The EPA suggests that instead of recycling, the US should take more than 8 million cars off the road.			
Second news item				
5.	Last year, figures for both coal production and coal imports shrank.			
6.	Reduced demand for coal is due to faster economic growth.			
7.	China is the world’s second biggest polluter, after the US.			
8.	Both the US and China see a decline in coal consumption.			
SCORE				

MARKING BOX												
0	1	2	3	4	5	6	7	8	9	10	11	12
1.✓												
2.✓												
SCORE												