Listening

1 You are going to listen to an interview with a manager about troubleshooting on large projects.

Before you listen, work in pairs and predict possible answers to the interviewer's questions.

1 Why do you think troubleshooting, or solving problems, is so important in business?

2 Are there any particular areas which are typical trouble spots?

3 Do you think that everyone has a role in troubleshooting and anticipating problems, or do you see it as only a managerial skill?

4 Do you have any tips for solving problems?

5 What's the one most important strategy to avoid problems?

2 ▭ 4.5 Now listen to the interview and complete the manager's answers. Some gaps need more than one word.

1 Business is competitive in terms of _____ and _____.

2 Problems can _____ money and _____ time.

3 At the beginning of a project often people don't _____.

4 Planning helps to make sure that everybody _____.

5 In a project everybody should make sure that they _____ and anticipate problems.

6 It's important that a project team _____ well.

7 You should try to have a _____ spirit in a project.

8 In order to avoid problems you should be _____ about the number of people working on the project, the _____ and the _____ of the project.

9 When you put pressure on a project you _____.

3 Are the manager's answers similar to yours?