

# listening bank

## What bosses say makes a great boss

You are going to listen to five company directors and managers talking about what they think makes a great boss, and how a boss can motivate their workforce. Listen to the recording as many times as you need to and answer the questions below. The recording is on the MultiROM at the back of this Student's Book.

- Before you listen, look at the quotes (a-e) and decide which view most closely reflects your own.
  - 'A really good boss should lead by example.'
  - '... one who works as hard as possible.'
  - '... interested in the team as people.'
  - '... knows how to listen.'
  - '... more an overseer than an organizer.'
- Which of the following sentences best describes each speaker's opinion?
  - A good boss should be aware of how their staff are feeling and be tough when necessary.
  - A good boss should be a good motivator but also be consistent, supportive, and honest.
  - A good boss should be a good motivator and open to ideas from their staff.
  - A good boss should be a good listener and a good example to employees.
  - A good boss should be a good listener, motivator, and know how to delegate.
- Mark the sentences true (T) or false (F).
  - Jan implies that if the boss is out of the office the staff will work hard.
  - Jan says that bosses should admit their mistakes.
  - Tung believes that motivation can be achieved through rewards.
  - Tung suggests bosses should not be frightened of debating ideas.
  - Anna states that being a tough boss doesn't work.



- Anne implies that bosses should know their staff on a level of more than just workers.
- Lars states that space is important for the boss.
- Lars implies that a boss should never know what is going on in all the company.
- Anna thinks bosses should change their opinion regularly.
- Anna says bosses should adhere to the same rules as their employees.

### Over to you

- Do you disagree with anything any of the bosses said? How is your viewpoint different?
- Can you remember any specific episodes or events which have taught you to be a better boss, or to deal with responsibility better?

