

IELTS Listening Lesson 15

Setting:

A manager is meeting with a new employee to give feedback after their first month on the job.

Questions 1–6: Choose the correct letter, A, B, or C.

1. What is the main reason for the meeting between the manager and the employee?
 - A. To introduce a new project
 - B. To conduct a monthly performance review
 - C. To discuss a team restructuring
2. What does the manager say about the employee's written reports?
 - A. They lacked key data
 - B. They were poorly organized
 - C. They were carefully prepared
3. What is the employee advised to improve in terms of work habits?
 - A. Communication style
 - B. Time management
 - C. Technical skills
4. How does the employee feel about being assertive in communication?
 - A. Confident and experienced
 - B. Nervous about overstepping
 - C. Uninterested in changing
5. What positive feedback does the manager give about the employee's teamwork?
 - A. The employee has led several meetings

B. Colleagues have found the employee approachable

C. The employee has improved the team's efficiency

6. What support will the manager arrange to help with project management software?

A. A written manual

B. A formal certification course

C. A training video and one-on-one help

Questions 7–10: Complete the sentences below. Write NO MORE THAN TWO WORDS AND/OR A NUMBER.

7. The employee has been working in the company for about _____.

8. The employee finds the _____ more demanding than expected.

9. The manager plans to check on the employee's progress in _____ weeks.

10. The manager will send a _____ summarizing the discussion.

Script

Manager: Thanks for meeting with me today. I wanted to sit down for a quick performance review. You've been here for about a month now, so this is a good time to reflect on how things are going and talk about next steps.

Employee: Yes, I've been looking forward to this actually. I'm really eager to hear what you think and learn how I can improve.

Manager: That's great to hear. Overall, I've been impressed with how you've adjusted. You've picked up the basic tasks quickly, and your attention to detail is definitely one of your strengths. The reports you submitted last week were particularly well-organized.

Employee: Thank you! I've been trying to make sure I follow the formatting guidelines and check everything before submitting.

Manager: That effort definitely shows. One area I'd like you to work on, though, is time management. I've noticed a few instances where tasks were completed a bit later than we expected, especially when working with the design team.

Employee: Yes, I've been struggling a bit with balancing multiple tasks at once. Sometimes I get too focused on one thing and lose track of the others.

Manager: That's completely normal at this stage. It's all part of learning the rhythm of the role. One strategy I'd recommend is setting small deadlines for yourself within a project, so you can monitor your progress more effectively. We can also look at some tools to help you manage your workflow.

Employee: I'd really appreciate that. I've never used a task management app before, but I'm open to learning.

Manager: Great. I'll ask our operations assistant to help you set one up. Now, let's talk about communication. You've been polite and respectful in your emails, which is excellent. I'd encourage you to be a bit more assertive when you're making requests or clarifying things. For example, if you're waiting on a response, it's okay to follow up after a day or two.

Employee: I see. I was worried about being too pushy, especially since I'm new. But I guess it's important to stay on top of things.

Manager: Exactly. It's all about finding the right tone. You can still be courteous while being direct. If you want, we can look at a few sample messages together next week.

Employee: That would be really helpful. I want to make sure I'm doing it right.

Manager: You're already on the right path by asking. One more thing I'd like to mention is your collaboration with colleagues. I've heard good things about how you've been working with the support team. You're approachable and people feel comfortable asking for your input.

Employee: That's good to hear. I've really enjoyed getting to know the team. They've been incredibly welcoming.

Manager: That's one of our values—building strong working relationships. As you take on more complex tasks, that collaboration will become even more important. Are there any areas where you feel unsure or would like more support?

Employee: I think I'm still getting used to the project management software. I understand the basics, but I'm not sure I'm using all the features efficiently.

Manager: Thanks for letting me know. We have a short training video on that, and I can also schedule a quick session with our IT trainer. You'll feel more confident once you've gone through those.

Employee: Perfect. I'd definitely like to improve there.

Manager: One final point before we talk about goals. I wanted to ask how you're finding the workload so far. Has it been manageable?

Employee: It's a bit more than I expected, to be honest, but I'm adjusting. I think with better organization, I'll be able to handle it more effectively.

Manager: I'm glad you mentioned that. It's normal for the first month to feel intense. Once your routines are in place, things usually start to smooth out. Now, looking ahead, let's set one or two short-term goals. What's something you'd like to focus on in the next four weeks?

Employee: I'd say time management is my top priority. And maybe getting more comfortable using the software tools.

Manager: That's a solid plan. I'll support you with both. I'll check in with you in two weeks to see how things are going, and we'll make adjustments if needed.

Employee: Thank you. That sounds great.

Manager: You're doing well so far, and it's clear you're invested in improving. Keep asking questions and don't hesitate to reach out if anything's unclear.

Employee: I really appreciate the feedback. It's been a lot to take in, but I'm excited to keep learning.

Manager: That's the spirit. I'll send you a summary of what we talked about, and let's schedule a follow-up for next month.

Employee: Sounds good. Thanks again!

Answer Key

1. B

2. C

3. B

4. B

5. B

6. C

7. a month

8. workload

9. two

10. summary