O Vocab Review

Answer Key: 1. in the pipeline 2. word of mouth 3. interact 4. adapt 5. irresistible 6. intangible

O WORDS IN CONTEXT

Answer Key:

Many organizations consider their staff to be their most valuable (<u>asset</u>) and (<u>set up</u>) a (<u>mentoring</u>) program for new employees. The (<u>mentor</u>) is usually an experienced manager or employee and should be someone whom the new employee can (<u>look up to</u>). The person being (<u>mentored</u>) can ask questions about what to do in their new job or role. Usually the conversations between mentor and (<u>mentee</u>) are (<u>confidential</u>). Mentoring focuses on a specific need or situation and is often (<u>carried out</u>) by the line manager. The line manager is the person at work who is in charge of your department, group or project. For example, at a performance (<u>appraisal</u>) the person being (<u>appraised</u>) may say that they have a day-to-day problem, perhaps a difficulty communicating (<u>effectively</u>) with a customer. The line manager will then agree to help them with this problem and work (<u>one-to-one</u>) with them over the next four weeks to solve the problem. In this way, the line manager helps them to (<u>stay on track</u>) and to (<u>facilitate</u>) the development of their staff.

A-4; B-14; C-12; D-1; E-15; F-13; G-10; H-3; I-2; J-8; K-6; L-5; M-9; N-7; O-11

O Part 5 exercise

Answer Key: 1-past participle D; 2-adj B; 3-C

Gap-filling Exercise

Answer Key: 1. effectively 2. appraisals 3. mentor 4. facilitate 5. asset