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Final Mark: 83/100

Level: C1

Company: Accenture

Vocabulary (10pts total)

Choose the correct word to complete each sentence.

1. The results are _____ dependent on external funding.
a) heavily
b) strongly
c) firmly
2. Her argument was _____ based on outdated assumptions. ☒
a) largely
b) mainly
c) mostly
3. The issue is _____ complex and cannot be resolved quickly.
a) utterly
b) highly
c) absolutely
4. She was _____ unaware of the consequences of her actions. ☒
a) heavily
b) deeply
c) entirely
5. His comments were _____ offensive to many members of the audience.
a) highly
b) seriously
c) strongly
6. The new system is _____ different from the previous version. ☒
a) significantly

- b) highly
c) strongly
7. The new policy is _____ controversial among experts.
a) seriously
b) totally
c) deeply
8. It is now becoming _____ difficult to recruit qualified staff in this sector ✓
a) irretrievably
b) increasingly
c) seriously
9. Her performance was _____ better than expected. ✓
a) considerably
b) absolutely
c) entirely
10. The explanation was _____ clear and left no room for doubt. ✓
a) perfectly
b) highly
c) deeply

Grammar (20pts total)

Rewrite the following sentences in the passive voice.

1. The floods of recent weeks have destroyed hundreds of homes
Hundreds of homes have been destroyed ✓
2. The removal company broke several of our glasses in transit
Several of our glasses were broken in transit ✓
3. Someone had broken the window by 3:00 p.m.
The window had been broken by 3:00 p.m. ✓
4. My manager has told him to arrive earlier.
He has been told to arrive earlier ✓
5. The store will deliver my aunt's new refrigerator to her flat. ✓
My aunt's new refrigerator will be delivered to her flat
6. Someone washed all the windows in Ruth's home. ✓
All the windows were washed in Ruth's home
7. You should cut your hair

Your hair should be cut ☒

8. It's time the authorities did something about this problem. ☒
 Something was done about this problem finally It's time something was done about this problem

9. You must return all books to the library within a week ☒
 Books must be returned to the library within a week

10. They will not make a decision until next week ☒
 The decision won't be taken until next week
 made!!

Rewrite the following sentences in either the second or third conditional.

1. I didn't know it was her birthday, so I didn't buy her a present.
 If I had known it was her birthday, I would have bought her a present ☒
2. You don't always tell him the truth, so he doesn't trust you. ☒
 If you didn't tell him the truth, he would not trust you
3. They don't work hard, so they do badly at school. ☒
 If they didn't work hard, they would do badly at school
4. The old man gave us clear directions, so we found the address.
 If the old man hadn't given us clear directions, we wouldn't have found the address ☒ given
5. You don't get enough sleep, so you feel tired all the time. ☒
 You would feel tired all the time if you didn't get enough sleep
6. You forgot to bring a map, so we got lost. ☒
 If you had forgotten to bring a map, we wouldn't have got lost
7. You didn't water the flowers, so they died. ☒
the Flowers wouldn't have died if you had water them ed
8. She trains hard, so she's a good player. ☒
 If she trained hard, she would be a good player
9. Ms Dawson loves animals, so she has six cats. ☒
 If Ms Dawson loved animals, she would have six cats
10. We didn't see them, so we didn't tell them about it. ☒
 We would have told them about it if we had seen them

Reading (15pts total)

Your manager stops you and says she needs to have a word about your performance in the recent project. You worry about it all weekend, wondering what you might have done wrong. When you step into her office on Monday morning she begins by praising you for the good work you've done on the project, and you wonder if this is the obligatory praise that starts off the typical 'feedback sandwich'. You know how the feedback sandwich goes: say something nice, say what you really want to say, say something nice again.

In an attempt to inject some positivity into their feedback, many managers rely on sandwiching negative feedback between two positive comments. However, when feedback becomes such a routine, employees can start to perceive positive feedback as simply a form of sugarcoating the negatives, thus diminishing its value. Instead, positive feedback should not simply be seen as something to cushion the negative, but should be delivered so as to reinforce and encourage good performance. Below are three tips to help you make positive feedback count.

1. Don't always follow positive feedback with negative feedback

When positive and negative feedback always appear to go hand in hand, the positives can become devalued and ignored. Ensure there are times when positive feedback is given for its own sake and resist the temptation to offer constructive criticism.

2. Cultivate a 'growth mindset'

Psychologist and 'growth mindset' proponent Carol Dweck spoke of the plasticity of the brain and our ability to develop skills and talents that we might not have been good at to start with. Many of us tend to focus our praise on the end result and seemingly innate talents, e.g. 'You really have an eye for details' or 'You have a real talent for organising events'. However, research suggests that by focusing on the process of how things are done – praising effort, experimentation and problem-solving strategies – we can encourage the development of new skills and the continued honing of talents.

3. Create a culture of offering positive feedback

Make giving positive feedback part of your team/department/company culture. Don't just wait for special moments like appraisals to give feedback.

Offer informal positive feedback when making small talk or when walking down a corridor. Feedback doesn't have to only come from the higher ranks either. Encourage peer feedback among team members and colleagues and actively ask them for positive comments on each other's performances on tasks.

It might take time to counter the effects of an environment where there is a cynical view of positive feedback, but in the long run, by embracing positive feedback, you can not only enhance working performance but also enrich the quality of life in the workplace.

Answer the questions:

1. What does the 'feedback sandwich' involve?

- a. Giving positive feedback by accompanying it with negative feedback
- b. Giving negative feedback by accompanying it with positive feedback
- c. Creating a feedback culture in an organisation
- d. Devaluing positive feedback



2. The writer believes that the 'feedback sandwich' ...

- a. can encourage good performance.
- b. makes negative feedback more painful.
- c. makes employees fearful of feedback.
- d. is too predictable to be effective.

3. The 'growth mindset' idea is that ...

- a. we can become good at things that we might initially not seem to have a talent for.
- b. we should focus on honing the talents that we are born with.
- c. the end result is more important than the process.



d. we must not tell people that they are good at certain things.

4. How can we create a culture of positive feedback?

a. By offering feedback only during informal occasions such as when walking down a corridor

b. By making sure that only positive and not negative feedback is given

c. By asking your employees to offer positive feedback to their colleagues



d. By not conducting appraisals for employees

5. A cynical view of positive feedback ...

a. is irreversible.

b. can make the quality of working life richer.

c. can be healthy.

d. can be changed gradually.

6. What might be a good title for this article?

a. The power of a growth mindset

b. The power of positive feedback



c. The power of positive thinking

d. The power of the feedback sandwich

1. Listening (15pts total)

2. This podcast focuses on some of the downsides of innovation. **F**



3. If they do not innovate, businesses will not survive. **T**



4. There are three main types of innovation. **F**



5. Incremental innovation involves a series of small changes. **T**



6. Disruptive innovation involves introducing a change that has an impact on the existing market. **T**



7. Architectural innovation relates to the complete restructuring of the market. **F** ✓
8. Dyson's move from vacuum cleaners to hairdryers is an example of **radical** innovation. **F** ✓
9. Radical innovation can lead to the death of existing markets **T** ✓
10. The speaker suggests that you test your idea **before** you try to get support for it. **F** ✓
11. The evaluation stage is when you think about exactly how to implement your ideas. **F** ✓

Writing (20pts total) 18/20

The company you work for is considering introducing a training programme focused on improving employees' digital skills. Your line manager has asked you to write a report evaluating how this initiative could affect your department.

Write a report for your manager. Discuss the potential advantages and disadvantages of introducing a digital skills training programme, and make recommendations.

Here are some points you may wish to consider in your report:

- the possible benefits for efficiency and overall performance
- how employees with different levels of digital competence might react
- the time and resources required to implement the programme

You can also include your own ideas.

This report assesses the case for a digital skills training programme within our department and sets out a recommendation for management. ✓

Stronger digital competence across the team would reduce the time spent on routine tasks and lower the error rate on work that depends on shared systems. Staff who are confident with current tools tend to complete ^{Reports}reporting, data entry, and document preparation more quickly than those who are not, and they make fewer mistakes that require downstream correction. Confidence with shared platforms also supports collaboration, since employees who hesitate to use a tool tend to avoid the work that depends on it.

additionally, The programme would also prepare the department for changes that are already underway. The systems we use today will not be the systems we use in three years, and building capability now is less costly than recovering it under pressure later.

The principal risk is to our people. Employees with lower digital proficiency, particularly long-tenured staff who built their working practices around earlier systems, may experience the programme as disruptive or critical of their existing contribution.

The programme also carries a direct cost. External trainers, the working hours diverted to training, and the temporary reduction in operational output during the transition period must all be accounted for in the business case. These costs are recoverable, and they should be presented to management openly.

In conclusion, The department should proceed with the programme. The longer-term gains in productivity, collaboration, and resilience outweigh the short-term costs, provided the implementation is structured with care.

Handled with a planification and a contingency plan attached, the programme can raise the department's digital capability without compromising the cohesion of the team that delivers its work.

excellent use of vocab, structure could be improved.

Speaking (20pts total)

What do you think constitutes good marketing? Can you think of any brands that capture you with their marketing strategy? Why?