Put yourself to the test!

This test is based on our special skills series in the previous ten issues of Business Spotlight. Each article contained ten top tips for a key area of business communication — and a training plan to help you to structure your learning:

- Part One: Listening (2/2014)
- Part Two: Speaking (3/2014)
- Part Three: Writing (4/2014)
- Part Four: Telephoning (5/2014)
- Part Five: Meetings (6/2014)
- Part Six: Business contacts (1/2015)
- Part Seven: Negotiating (2/2015)
- Part Eight: Teamwork (3/2015)
- Part Nine: Presentations (4/2015)
- Part Ten: Solving problems (5/2015)

If you missed one of the parts, you can order these issues for €13.90 each plus postage by contacting us via email at leserservice@spotlight-verlag.de or telephone +49 (0)89/85681-16.

Listening (5 points)

Good listening skills are often the key to effective communication. Decide whether the following statements about listening are true or false.

a) Hearing and listening are the same thing.

b) We should always doubt whether we have understood others correctly.

c) The main reason for listening is to get information.

d) Speaking is a key part of good listening.

e) Listening is about more than understanding words.
2. **Speaking** (5 points)

How clearly can you express yourself at work? Rearrange the words to create sentences that you can use when talking to colleagues and business partners.

- **a) Talking about your experience**
  I / similar / Pia / on / worked / have / with / a / project.

- **b) Offering help**
  If / help, / come / to / you / and / need / talk / any / me / time.

- **c) Structuring your message**
  This / me / my / to / main / brings / point.

- **d) Using idiomatic language**
  There's / the / end / the / at / of / light / tunnel.

- **e) Asking others for their views**
  How / the / you / do / see / situation?

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3. **Writing** (5 points)

Email is one of the most important channels of business communication. Complete the email below using the correct form of the verbs in the box.

Dear Mark

How are you doing?

As I (a) _____________ at the last planning meeting, I am writing to (b) _____________ you on the progress we have made with our new staff training programme.

We have (c) _____________ two training organizations that I believe would be suitable for (d) _____________ this programme.

Could you let me know your views, so that we can (e) _____________ the chosen organization as soon as possible?

All the best

Jacqui