**交际用语（单选题）**

1、**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?**

**- She is a data analyst in a software company.  
【参考选项】What is your aunt?  
2、- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_identify the problems that have been occurring?**

**- Well, as you know, the problems we had with Gary caused a lot of friction among the team.  
【参考选项】Are you able to  
3、- Can I get you a cup of tea?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】That's very nice of you  
4、- Could I borrow your iPad for a few hours?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Enjoy your time.  
【参考选项】Sure, here you are  
5、- Could you give us a speech on management functions some day this week?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】I'd love to, but I'm busy this week  
6、- Do you know where I can repair my motorcar?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Around the street corner  
7、- Do you mind if I use vouchers to spend in a restaurant?**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Not at all. Go ahead  
8、- Don't worry, Mum. The doctor said it was only a common cold.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_! I'll tell Dad there's nothing serious.  
【参考选项】What a relief  
9、- Haven't seen you for ages. What are you busy doing now?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】I am working part time in a bookstore  
10、- How can you explain the latest situation?**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, I know it is all my fault.  
【参考选项】Sorry  
11、- How did your meeting go yesterday?**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. It was really frustrating actually.  
【参考选项】Not so good  
12、- How was your job interview last Monday?**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. She seemed interested in my working experience, but she didn't ask for references.  
【参考选项】I'm not sure  
13、- I am sorry for what I have said to you.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Never mind  
14、- I have at least half an hour exercise in speaking English every day.**

**- Terrific! \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_！  
【参考选项】Keep it up  
15、- I think I have made a great mistake.**

**- I don't think so. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】It's not your fault  
16、- I think things have been a bit difficult for us the last couple of months.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. We've been working hard, but still getting behind.  
【参考选项】You're right  
17、- I think we'll have to talk later. I've got to go now. Great seeing you.        - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Nice meeting you  
18、- I wanted to talk to you about how to motivate our staff in the business intelligence team.**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】That's also what I am concerned about  
19、- I'd like a wake-up call at 7:00 a.m., please!**

**- Ok, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】I'll make sure you get one  
20、- I'm going to Beijing for a few days.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】I really envy you  
21、- I'm just going to have to wake up an hour earlier.**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Sounds like a good plan  
22、- If you can't say what you've come to say at the meeting, what's the point?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, but I think you might need to change your approach somewhat.  
【参考选项】I can see that  
23、- Is it possible for you to work out the plan tonight?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Yes, I think so  
24、- It's about a successful businessman's management experience, isn't it?**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_!  
【参考选项】That's right  
25、- Jack, how do you compare their company and ours?**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Well, it's hard to do that  
26、- Over-the-top? You mean...**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Well, sometimes your co-workers feel that you are too loud  
27、- Scott, I'd like to have your opinions about my written report.**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.ButI have one suggestion.  
【参考选项】It looks fine to me  
28、- Sorry for being late. I should have called you earlier.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I've just arrived.  
【参考选项】That's all right  
29、- The Auto Show in the City Stadium has been canceled?**

**- Oh, no！\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_!  
【参考选项】What a pity  
30、- The trip ought not to take more than an hour.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. It is at least two hours.  
【参考选项】You must be joking  
31、- This is a really lively party. There is a great atmosphere, isn't there?          - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The hosts know how to host a party.  
【参考选项】Yes, indeed  
32、- This mathematical problem is too difficult for me to solve on time. Could you please help me?**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Sure, I'll give you a hand  
33、- Will you go on a picnic with us tomorrow？**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Sorry, I have an appointment with Dr. Brown  
34、- Will you help me arrange a meeting with Mr. Brown, please?**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I have to finish my project right now.  
【参考选项】Sorry, I can't  
35、- Wow! This is a fantastic project! I've never known you're so creative.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Thanks for your compliments  
36-You have to believe in yourself. No one else will, if you don't.        - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Confidence is really important.  
【参考选项】I couldn't agree more  
37、- You'd better not push yourself too hard. You can ask the team and listen.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】You are right  
38、- Your shoes go well with your dress.**

**- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】Thanks for your compliment  
39、-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_？**

**- I'd like to have this film developed.  
【参考选项】May I help you  
40、-This project is too big for me to finish on time.**

**-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
【参考选项】I'll give you a hand**

**词汇与结构（单选题）**

1、**\_\_\_\_\_\_ with English, Chinese is generally believed to be more difficult to learn.  
【参考选项】Compared  
2、An employee may express their different understanding and, at the same time, a willingness to \_\_\_\_\_\_\_\_ any constructive suggestions.  
【参考选项】comply with  
3、\_\_\_\_\_\_ his anger the employees called him Mr. Thunder, but they loved him.  
【参考选项】Due to  
4、\_\_\_\_\_\_ managers spend most of their time in face-to-face contact with others, but they spend much of it obtaining and sharing information.  
【参考选项】Not only do  
5、\_\_\_\_\_\_ on the hilltop, you could enjoy the scenery of the city bathed in the sun.  
【参考选项】Standing  
6、\_\_\_\_\_\_ the inverse happens, there will be a surplus of stocks and overstaffing.  
【参考选项】If  
7、\_\_\_\_\_\_ the job, employers don't want to hire people who are difficult to get along with.  
【参考选项】Regardless of  
8、\_\_\_\_\_\_\_ you don't complete tasks, you won't get promoted.  
【参考选项】If  
9、\_\_\_\_\_\_\_\_ foster a creative culture, it is important to find the right employees during the recruitment process and bring them into the company.  
【参考选项】In order to  
10、\_\_\_\_\_\_\_\_ the day, if his employees have to be forced to use the app, how can he expect consumers to want to willingly pay to use it?  
【参考选项】At the end of  
11、\_\_\_\_\_\_\_\_\_\_ he was exhausted, he kept on working.  
【参考选项】Although  
12、A facility enabling participants in distant locations to \_\_\_\_\_ a conference electronically.  
【参考选项】take part in  
13、After days of investigation, the police were \_\_\_\_ reality.  
【参考选项】approaching  
14、All \_\_\_\_\_ glitters are not gold.  
【参考选项】that  
15、All of the tables and chairs \_\_\_\_\_\_\_\_\_\_\_\_ away.  
【参考选项】had been stored  
16、All the \_\_\_\_\_ guests are seated in the front row.  
【参考选项】distinguished  
17、Along the dusty road \_\_\_\_\_\_ a group of tourists.  
【参考选项】came  
18、Although we can't compete in terms of size, I \_\_\_\_\_ believe we hold an advantage in terms of dedication to customer service.  
【参考选项】do  
19、An agreement was reached on the \_\_\_\_\_ of mutual respect and mutual interest.  
【参考选项】basis  
20、An appreciated gift and the gesture of providing it will \_\_\_\_\_\_ your coworker's day.  
【参考选项】light up  
21、An effective leader sets the tone for the team, encourages a positive workplace culture, and is able to \_\_\_\_\_\_\_\_ cultural change.  
【参考选项】bring about  
22、As I see it, you should manage—coordinate—the project and \_\_\_\_\_\_ the teams needed to complete it successfully.  
【参考选项】bring together  
23、At a rough \_\_\_\_\_\_\_\_, we will take another four weeks to finish this plan.  
【参考选项】estimate  
24、AT&T found that employees with better planning and decision-making skills were \_\_\_\_\_\_ to be promoted into management jobs.  
【参考选项】more likely  
25、By the end of the year, the sales plan for the next year\_\_\_\_\_\_.  
【参考选项】will have been made  
26、Companies offer promotions without having an adequate plan in place for \_\_\_\_ with volume.  
【参考选项】dealing  
27、Concentrate on being \_\_\_\_\_\_\_ and real.  
【参考选项】distinct  
28、Controlling involves \_\_\_\_\_\_ achievement against established objectives and goals.  
【参考选项】measuring  
29、Don't be intimidated by the bad performance review and want to quit the job; \_\_\_\_\_\_, learn from it.  
【参考选项】instead  
30、Each employee, \_\_\_\_\_\_\_\_\_\_ his/her spot on the totem pole, has an influence on how Google performs.  
【参考选项】regardless of  
31、Employees have \_\_\_\_\_\_\_\_ to all company information, adding a sense of trust, and employees and leaders work together to solve problems.  
【参考选项】access  
32、Every employee at Google has the opportunity to \_\_\_\_\_\_\_\_\_ 20% of his or her working time on a project they choose.  
【参考选项】spend  
33、Every time I tried to say something, he would \_\_\_\_\_\_ to something else.  
【参考选项】move on  
34、Good work \_\_\_\_\_\_\_\_ good pay.  
【参考选项】deserves  
35、Google does just that by hosting employee forums every Friday, \_\_\_\_\_\_\_\_ they discuss the 20 most-asked questions.  
【参考选项】where  
36、Great changes \_\_\_\_\_\_\_\_ in companies in the U.S. and abroad because of globalization.  
【参考选项】have taken place  
37、Greater employee satisfaction \_\_\_\_\_\_\_\_ higher performance.  
【参考选项】contributes to  
38、He refuses to \_\_\_\_\_\_\_\_ his defeat.  
【参考选项】acknowledge  
39、How do we expect to compete with a company that has such a huge\_\_\_\_\_\_ and huge resources?  
【参考选项】reputation  
40、How do you get your members to \_\_\_\_\_\_ as a team?  
【参考选项】pull together  
41、I have been very lucky to have had \_\_\_\_\_\_ managers during my career so far.  
【参考选项】terrific  
42、I have no idea \_\_\_\_\_\_ you mean.  
【参考选项】what  
43、I like to think \_\_\_\_\_\_. I am always the one finding new ways to a situation or challenge.  
【参考选项】outside of the box  
44、I think a big part of it is \_\_\_\_\_\_ we know how to have fun on the job.  
【参考选项】that  
45、I think the primary \_\_\_\_\_\_\_\_factor is there's been so much absence lately.  
【参考选项】contributing  
46、I would recommend that you \_\_\_\_\_\_\_\_ on following through with projects.  
【参考选项】work  
47、I'd like to know \_\_\_\_\_ the forces for change come from.  
【参考选项】where  
48、If it \_\_\_\_\_\_up to me, I'd love for everyone to come in at noon.  
【参考选项】were  
49、If there is friction between team members, examine the work processes they mutually own.         Which of the following words can replace the above underlined word?  
【参考选项】jointly  
50、If you could have an \_\_\_\_\_ supply of any food, what would you like to have?  
【参考选项】endless  
51、In competitive markets, leaders are under increased \_\_\_\_\_\_\_\_ to maintain a positive work culture.  
【参考选项】pressure  
52、In high school, I am equally comfortable \_\_\_\_\_\_ as a member of a team and independently.  
【参考选项】working  
53、Ineffective communication can be \_\_\_\_\_\_.  
【参考选项】disastrous  
54、It is through enthusiasm and quiet intensity \_\_\_\_\_\_ we transform creativity and vision into the technologies.  
【参考选项】that  
55、It's about a successful businessman's management experience, \_\_\_\_\_\_?  
【参考选项】isn't it  
56、It's about my new role as project coordinator that I'm \_\_\_\_\_\_.  
【参考选项】taking on  
57、Keep a \_\_\_\_\_ attitude and don't let yourself drown in uncertainty.  
【参考选项】positive  
58、Leaders, Welch suggested, are \_\_\_\_\_ those who achieve results \_\_\_\_\_ those who share the values of the company.  
【参考选项】not only, but also  
59、Learning new things has always been a great \_\_\_\_\_\_ for me.  
【参考选项】motivator  
60、Linda walked at the head, \_\_\_\_\_\_\_\_ by her colleagues.  
【参考选项】followed  
61、Make the picture as \_\_\_\_\_ as you can.  
【参考选项】clear  
62、Men and women in the team are interested in different things, we should avoid \_\_\_\_\_\_\_\_ them something they don't want.  
【参考选项】giving  
63、Middle managers directly \_\_\_\_\_\_ top management.  
【参考选项】lied to  
64、My leather shoes cost me \_\_\_\_\_\_\_\_ the last pairs I bought.  
【参考选项】three times as much as  
65、PayPal CEO David Marcus wrote a critical letter to his employees \_\_\_\_\_\_ them for not using PayPal products.  
【参考选项】blaming  
66、Please \_\_\_\_\_\_ your hand if you have any question at all.  
【参考选项】raise  
67、Please ask the solicitor what his \_\_\_\_\_\_\_\_ would be to take the case to court.  
【参考选项】fee  
68、Provide training in systematic methods so the team \_\_\_\_\_\_ its energy \_\_\_\_\_\_ the project.  
【参考选项】expend…on  
69、Redundancy happens when employees need to \_\_\_\_\_ their workforce. And as a result, someone gets dismissed from work.  
【参考选项】reduce  
70、Regular and concrete feedback is important when \_\_\_\_\_\_ with a worker who is not performing up to her potential.  
【参考选项】dealing  
71、Say what you mean in \_\_\_\_ few words \_\_\_\_ possible.  
【参考选项】as…as…  
72、Self-esteem needs might include the \_\_\_\_\_\_ from a workplace.  
【参考选项】rewards  
73、She is very adaptive and soon \_\_\_\_\_\_ to the campus life.  
【参考选项】adapted  
74、Some employees are putting up resistance for fear of a reduction in benefits or being \_\_\_\_\_.  
【参考选项】laid off  
75、Sometimes, members of teams \_\_\_\_\_ obstacles by focusing on solely their own pursuits and goals.  
【参考选项】create  
76、Team members are \_\_\_\_\_\_ as unique people with irreplaceable experiences, points of view, and knowledge to contribute.  
【参考选项】viewed  
77、The demands and requirements placed on the CEO of Sony are different from \_\_\_\_\_\_ on the manager of your local Wendy's restaurant.  
【参考选项】those  
78、The director says to me, “\_\_\_\_ argue with customers.”  
【参考选项】Don't  
79、The Human Resource Managing Department at Honda is \_\_\_\_ specific instructions on how to employ the best possible workers.  
【参考选项】given  
80、The key to successful implementation is clearly \_\_\_\_\_ the strategy to the whole company.  
【参考选项】communicating  
81、The leader \_\_\_\_\_\_ at creating opportunities to provide rewards, recognition and thanks to his or her staff.  
【参考选项】excels  
82、The majority of these team challenges \_\_\_\_\_\_ anywhere.  
【参考选项】can be delivered  
83、The meaning of “communication” goes a lot \_\_\_\_\_ than people often think.  
【参考选项】deeper  
84、The most important thing is to clarify \_\_\_\_\_ you want to say.  
【参考选项】what  
85、The reason \_\_\_\_\_ he was absent from class yesterday was that he was ill and hospitalized.  
【参考选项】why  
86、The responsibilities in handbook \_\_\_\_\_\_ that managers have to be concerned with efficiency and effectiveness in the work process.  
【参考选项】indicate  
87、The scientists are still \_\_\_\_\_ inventing new methods of reaching outer space.  
【参考选项】working on  
88、The team creates an environment \_\_\_\_\_\_ people are comfortable in communicating, advocating positions, and taking action.  
【参考选项】in which  
89、The total budget has been\_\_\_\_\_\_ for this project.  
【参考选项】allocated  
90、The workmen want to \_\_\_\_\_\_\_\_ the number of working hours and to increase pay.  
【参考选项】decrease  
91、The world largest search engine company provides a free search service \_\_\_\_\_\_\_\_ users can get relevant results in an instant.  
【参考选项】with which  
92、Their economy is export \_\_\_\_\_\_.  
【参考选项】oriented  
93、There is no denying the fact \_\_\_\_\_ he is the best student in the class.  
【参考选项】that  
94、They depend on each other to survive. In other words, they are \_\_\_\_\_ for survival.  
【参考选项】interdependent  
95、They depend on each other to survive. In other words, they are \_\_\_\_\_\_\_\_for survival.  
【参考选项】interdependent  
96、They have come to the conclusion \_\_\_\_\_\_\_\_ this winter will be even colder than before.  
【参考选项】that  
97、This is the man \_\_\_\_\_\_ I saw last night.  
【参考选项】whom  
98、To be\_\_\_\_\_\_\_\_, a performance appraisal needs to have a set of agreed criteria that will be the basis of feedback as well as of setting future goals.  
【参考选项】effective  
99、To build the reservoir（水库），thousands of people have to be\_\_\_\_\_\_\_ .  
【参考选项】relocated  
100、To reduce the \_\_\_\_\_ loss during the change, we must make sure we have the necessary skills.  
【参考选项】productivity  
101、Until a strategic plan is \_\_\_\_\_\_\_\_\_\_\_, it has no real value.  
【参考选项】put into effect  
102、We \_\_\_\_\_\_\_\_ with achievement.  
【参考选项】are obsessed  
103、We need \_\_\_\_\_\_\_\_ communication skills: listen carefully, think before you speak and manage conflicts diplomatically.  
【参考选项】outstanding  
104、We've asked the stand designers we used before to \_\_\_\_ up with some designs for us.  
【参考选项】come  
105、What can we \_\_\_\_\_ him?  
【参考选项】expect from  
106、What you need to do is to keep things short and sweet, just the \_\_\_\_\_\_.  
【参考选项】highlights  
107、When a strategy is not understood or embraced, it usually \_\_\_\_\_\_\_ misunderstanding and uneven commitments to implementation.  
【参考选项】results in  
108、When people are surrounded by \_\_\_\_\_\_ communication and encouragement, they can find the courage to try, fail, redo, and try again.  
【参考选项】constant  
109、When the message finally reached the Command Center, it \_\_\_\_\_\_\_\_\_\_ “mutated” to become —“Send three and four-pence, we're going to a dance.”  
【参考选项】had  
110、While modest fear might be healthy for motivation, \_\_\_\_\_\_ it can be like overusing a drug, which risks generating harmful side effects.  
【参考选项】abusing  
111、With the \_\_\_\_\_ of China's economic reforms, there is greater cooperation and interdependence between the private and the public sector.  
【参考选项】deepening  
112、Without his assistance, I \_\_\_\_\_\_\_\_ the research last month.  
【参考选项】would not have completed  
113、You \_\_\_\_\_ build teamwork by “retreating” as a group for a couple of days each year, instead you need to think of team building as something you do every single day.  
【参考选项】will not  
114、You \_\_\_\_\_\_\_\_\_\_\_\_\_ an idea for the fun day out activities, and I'll look into the pay rewards.  
【参考选项】come up with**

**阅读理解（单选题）  
A team of about 35 employees had come together for a team-building event. They were a young, bright and enthusiastic team. However, one of their chief problems was the fact that they wouldn't share in省略...  
1、About how many team members were out of the second round of the activity?  
【参考选项】5.  
2、What was the event going to teach these employees?  
【参考选项】Cooperating with other members is more efficient when they are working together.  
3、What was the purpose of holding this team-building event?  
【参考选项】Making the team members know how to cooperate with each other.  
4、Where was the event held?  
【参考选项】In a restaurant.  
5、Which statement below is correct about the event?  
【参考选项】In the third round, everybody had their own balloon within 2 minutes.  
  
Five Basic Functions that Make up the Management Process        In 1916, a French coal mine director named Henri Fayol wrote a book entitled**Administration Industrielle et Generale**. Today, ma省略...  
1、What does Controlling in management mean?  
【参考选项】Controlling process.  
2、What does Leading require managers to do?  
【参考选项】Influence employees.  
3、Which of the following choice is involved in Planning?  
【参考选项】Formulating objectives for a company and deciding steps to reach objectives.  
4、Which of the following is the feature of the Staffing function?  
【参考选项】It is a continuous activity and it requires efficiency.  
5、Which of the following statements explains organizing in management process?  
【参考选项】Bringing resources together to achieve objectives.  
  
How to Adapt to Change in the Workplace If there's one word that captures the essence of what is occurring in the world today, it's “change.” Downsizing, reorganizing, and cutting costs, are no省略...  
1、How many suggestions does the author put forward?  
【参考选项】6.  
2、What could we know about Robin Sharma from the passage?  
【参考选项】He is an expert on leadership and personal success.  
3、What does the phrase “No industry is exempt” mean in Paragraph 1?  
【参考选项】No industry is an exception.  
4、What's the purpose when enterprises carry out downsizing, reorganizing, and cutting costs?  
【参考选项】To survive.  
5、Which of the following questions are often discussed among scholars?  
【参考选项】What can workers do to get through change?  
  
How to Handle a Bad Performance Review Getting a bad performance review can make you feel angry, unappreciated, defeated, and hopeless. But it's not the end of the world. Remember that the way 省略...  
1、How do you improve a bad performance review?  
【参考选项】Understand the established performance standards.  
2、What should you do after you are given a bad performance review?  
【参考选项】Learn from the review.  
3、What should you do if you disagree with the bad performance review?  
【参考选项】Make a written statement on your own behalf if it is allowed.  
4、What should you do when you are given a bad performance review?  
【参考选项】Stay calm and listen carefully.  
5、Why should we understand the cause of a bad performance review?  
【参考选项】Because it encourages and motivates the worker to do better.  
  
Organizational Culture and Its Functions Just as individuals have personalities, so, too, do organizations. Individuals have relatively enduring and stable traits that help us predict their att省略...  
1、How many characteristics does an organization's culture primarily contain?  
【参考选项】7.  
2、How many functions does the culture perform within an organization?  
【参考选项】5.  
3、What does the word “fit” in the last paragraph mean?  
【参考选项】Match.  
4、What is the first function of organizational culture?  
【参考选项】To distinguish one organization from another.  
5、What is the third function of organizational culture?  
【参考选项】To help make employees more committed to the organization.  
  
The meaning of “communication” goes a lot deeper than people often think. Communication is about conceiving, sending, receiving, and interpreting messages as well as confirming reception of these mess省略...  
1、According to the last paragraph, what result will be caused by human failure?  
【参考选项】Inadequate communication between departments.  
2、In the famous British Army Commander story, which step probably was right in the communication chain?  
【参考选项】Conceiving.  
3、What does the phrase “confirming reception of the sent messages” mean in Paragraph 1?  
【参考选项】To make sure that the messages are correctly understood by the right receivers.  
4、What is Chinese whispers?  
【参考选项】A game to pass messages around in a whisper.  
5、When does “allocative success” happen?  
【参考选项】The right information goes to the right place.  
  
Working for Google is a dream of many, not just because of what this company has achieved in the last 15 years, but because of its enviable work culture. With about 37,000 employees in 40 countries, y省略...  
1、How would you describe Google?  
【参考选项】Large global enterprises.  
2、What can we learn from this passage?  
【参考选项】Google employees have the chance to get away from mundane errands.  
3、What is Google's secret to success?  
【参考选项】Valuing the happiness of its employees as well as innovating good products.  
4、Which of the following belongs to the methods that Google motivates its employees?  
【参考选项】Offering entertaining equipment in the workplace.  
5、Who founded Google?  
【参考选项】Larry Page and Sergey Brin.**

**阅读理解（判断题）**

**A strategic plan is not the end goal of the strategic planning process – it is the framework for successfully implementing a strategy. Until a strategic plan is put into effect, it has no real value. 省略...  
1、The final goal of the strategic planning process is a strategic plan.  
【参考选项】F  
2、A good strategy is likely to fall apart without the input and feedback of the people responsible for executing the strategy.  
【参考选项】T  
3、A strategic plan is valuable if it is executed.  
【参考选项】T  
4、Leadership's idea determines all.  
【参考选项】F  
5、There are four keys to successful implementation.  
【参考选项】F  
  
Communication Failure Communication is about conceiving, sending, receiving, and interpreting messages as well as confirming reception of these messages. A failure at any point in this chain ca省略...  
1、Communication chain does not involve confirmation of receiving messages.  
【参考选项】F  
2、Human failure happens when two departments do not communicate effectively.  
【参考选项】T  
3、If demand is decreasing, allocative communication failure will result in overstocking and understaffing.  
【参考选项】F  
4、Increasing customer complaints is one of the symptoms of executive failure.  
【参考选项】T  
5、The communication chain is completely different in daily life as in a business.  
【参考选项】F  
  
Create a Positive Workplace Culture In competitive markets, leaders are under increased pressure to maintain a positive work culture. A positive work culture cultivates greater employee satisfa省略...  
1、A positive work culture will give workers more satisfaction.  
【参考选项】T  
2、In competitive markets, leaders are under more and more pressure to keep a positive work culture.  
【参考选项】T  
3、Positive cultures have a lot to do with leadership vision and values.  
【参考选项】T  
4、Positive work culture can be built in a short period of time.  
【参考选项】F  
5、The direction and actions of the business must differ from the core values of the employees, so that workplace culture can be positive.  
【参考选项】F  
  
It's important for a CEO to be passionate and enthusiastic, but there's a line of professionalism that must always be maintained.According to a report from the technology website Ventu省略...  
1、“A one-sided note” refers to the root of PayPal's problem.  
【参考选项】F  
2、A CEO only needs to be passionate and enthusiastic.  
【参考选项】F  
3、Good executives need to give feedback immediately when they are listening to the staff.  
【参考选项】F  
4、It is not professional that PayPal CEO blames his employees for not using PayPal or forgetting PayPal passwords.  
【参考选项】T  
5、When faced with internal problems, good executives find the root of a problem in their executive team first.  
【参考选项】T  
  
It's no secret that good leaders are also good communicators. Indeed, communication and leadership are inextricably tied. How can you galvanize, inspire or guide others if you don't communicate in a c省略...  
1、Communicating sincerely is always the best.  
【参考选项】√  
2、Communication and leadership don't always go hand in hand.  
【参考选项】×  
3、Observation is as important as communication when you want to know what people really think.  
【参考选项】√  
4、The say-do gap happens when people misunderstand their leader's intention.  
【参考选项】×  
5、Using technical jargon makes a leader convincing.  
【参考选项】×  
  
Jack Welch Leading Organizational Change at GE When Jack Welch, the Chairman and CEO at General Electric (GE) retired in 2001, he could look back at a very successful career. He became CEO in 省略...  
1、Jack Welch retired at the age of 65.  
【参考选项】√  
2、If the business could not meet Welch's change requirements, its manager had 3 choices.  
【参考选项】√  
3、Jack Welch insisted that each of the businesses should be at least top 5 in their respective area.  
【参考选项】×  
4、The restructuring went before changing the organizational culture and the managerial styles of GE's managers.  
【参考选项】√  
5、The Work Out lasted a week.  
【参考选项】×  
  
Nokia executives attempted to explain its fall from the top of the smartphone pyramid with three factors: 1) that Nokia was technically inferior to Apple, 2) that the company was complacent and 3) tha省略...  
1、Middle managers in Nokia delivered results more than they promised earlier.  
【参考选项】F  
2、Nokia lost the smartphone battle because its technology is not as good as that of Apple.  
【参考选项】F  
3、Nokia's middle managers were frank to tell the truth, but the top ones didn't listen to them.  
【参考选项】F  
4、Nokia's top managers should have had better conversation techniques to encourage internal coordination and truth.  
【参考选项】T  
5、Nokia's top managers were too moody to hear anything unpleasant.  
【参考选项】T  
  
Performance Management and Performance Appraisal Performance management aims to acknowledge employee achievements, support their personal and professional development, and motivate and empower 省略...  
1、Performance management is a very important part of any quality human resource system.  
【参考选项】T  
2、“Performance management” is also called “performance appraisal”.  
【参考选项】F  
3、An enterprise can be better placed to meet competitive challenges by providing the education, training, and feedback required by employees, for example.  
【参考选项】T  
4、Every enterprise can expect high performance from each employee.  
【参考选项】F  
5、The aim of performance management is to punish unqualified employees.  
【参考选项】F  
  
When you think of team building, do you immediately picture your group off at a resort playing games or hanging from ropes? Traditionally, many organizations approach team building in this way but, th省略...  
1、“Retreat” in the first paragraph means withdrawal of troops after a defeat.  
【参考选项】F  
2、A good teamwork culture enables individuals to make more efforts together.  
【参考选项】T  
3、Ice breaking motivates team members to compete with each other.  
【参考选项】F  
4、Team building event is traditionally related to playing games at the resort.  
【参考选项】T  
5、The author claims that playing games together is as important as forming teams to solve real work issues and improve real work processes for team building.  
【参考选项】F**