The New Manager's First Week (B2 · English B2)

Tekst / Transcript

When Leila took over the design department, everyone expected the usual speeches about targets and deadlines. Instead, she spent her first three days simply listening. She sat with the illustrators, the printers and the two interns, asking them what worked and what did not. Her approach was so unusual that some of the older staff were suspicious.

Her predecessor had run the department by fear. He had assumed that people worked hardest when they were nervous, and nobody had dared to tell him otherwise. That assumption turned out to be expensive: three talented designers had left within a single year. Leila had read their resignation letters carefully before her first meeting. She wanted to understand the department from the inside rather than from the reports on her desk.

On Thursday she finally gathered everyone in the small meeting room. She explained that the concept she wanted to build the team around was trust, not surveillance. Several people exchanged glances. One of the interns, Marco, put his hand up and said that the aspect of the job he found most difficult was never knowing whether his work was good enough. Leila thanked him for his honesty. She promised weekly feedback, in writing, for everyone. She also admitted that she was fully conscious of how strange all this must sound after two years of silence from management.

Of course, not everything could change at once. Budgets were tight and the printing costs had risen again. Leila raised one genuine concern with the directors: without new equipment, the team would keep missing deadlines through no fault of their own. She presented figures rather than complaints. The directors promised to give the request serious consideration, though they warned her that a decision might take months. Meanwhile she asked her team to be patient. She was more concerned about the people than about the machines, she told them, and she meant it.

The results appeared slowly. Marco began producing work that was consistently good, week after week, instead of brilliant one day and careless the next. Two designers who had been thinking about leaving quietly withdrew their applications elsewhere. The atmosphere in the studio became noticeably lighter, and clients commented on it during visits. Leila's own habits were remarkably consistent: she arrived at half past eight, walked round the studio once, and never cancelled a promised meeting. Consequently, people began to trust that what she said on Monday would still be true on Friday. A year later, when the new printers finally arrived, nobody was surprised that the department had already become the most productive in the company.

Woordenlijst

??????	??????
approach	
aspect	
assume	
assumption	
concept	
concern	
concerned	
conscious	

consequently
consideration
consistent
consistently
contemporary
distinguish
essentially
even
exceed
existence
extreme
notion
objective
perspective
phenomenon

[illegible] [illegible] [illegible] [illegible] 6 [illegible] [illegible] [illegible] [illegible] [illegible].

استمع إلى هذه الحلقة عبر الإنترنت :
https://course.interactivelessons.nl/local/podcast/episode.php?id=24890

[illegible]: ابدأ هذه الدورةhttps://course.interactivelessons.nl/mod/quiz/view.php?id=1692