

B. LISTENING COMPREHENSION You will hear (twice – after 2 minutes to read the questions, and with a minute-long gap) part of a TED Talk given by British-American Margaret Heffernan. Answer the questions below on the basis of what you hear:

Mention **two** "unusual" aspects of Alice Stewart.

... and what medical problem did she try to solve?

... and what did her data show?

What was surprising about the reaction to Alice's discovery?

Give a main way in which George was different from Alice

... and what was he working to achieve?

What is *constructive conflict* based on?

The **two** elements that explain organisations' disasters are what?

Explain **in detail** the story that led “Joe” to want to leave his job.

... and how did things turn out when the speaker helped “Joe” report his worries?

... and how did his colleagues end up viewing him?

In summary, what happens when people avoid conflict and when they create it?