

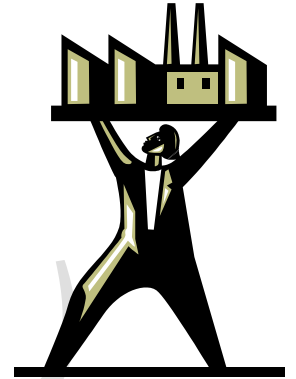
Authentic Listening

Listen to a talk titled

Good Manager: Empowerment, Fun and Random Thoughts.

Give **EXTENDED** answers to the following questions:

1. What has recently changed in the life of the presenter?
2. What can you say about the presenter's educational background and his work experience?
(the answers can be found throughout the recording)
3. Which thing has struck the presenter most about his new managers and supervisors?
4. What does the presenter mean when he talks about empowering employees and delegation of duties? Would it be common to other companies?



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5. According to the presenter, what are the benefits of healthy competition between different outlets/locations?

6. What was the message the upper-management communicated to the presenter that really impressed him? Why was he so impressed?

7. Does the presenter believe being a good manager is more of a skill or talent?