

Complete the gaps with the words or phrases in the boxes.

work on / improve / practice / develop / communication skills / presentation skills / measure / computer skills

She wants to _____ her English before the next conference.

Our company plans to _____ a new product this year.

He needs to _____ his report before the meeting next week.

Every morning, I _____ speaking English before I start work.

The manager will _____ how happy customers are after the new service starts.

Good _____ help you talk clearly with clients and work well in a team.

He needs good _____ to speak clearly to clients at the conference.

Many office jobs need good _____ to write emails and make reports.

Listen to the dialogue and answer the questions below by choosing the correct alternative.

1. According to the dialogue, which skill is considered essential for a social media specialist?

- () Being a good leader.
- () Being a team player.
- () Being creative.

2. Why does Anne mention soft skills?

- () Because they are easy to learn.
- () Because they make a difference at work, even though they are not technical.
- () Because they are more important than hard skills.

3. What is Anne's opinion about teaching soft skills in school?

- () She thinks they should be taught.
- () She thinks they can only be learned at work.
- () She doesn't think it's necessary.

4. Which word in the dialogue means "time to finish something" or "due date"?

- () Campaign
- () Deadlines
- () Content

5. What was Peter thinking of doing?

- () Changing jobs.
- () Applying for a position.
- () Taking a course.

Answer key

improve

develop

work on

practise

measure

communication skills

presentation skills

computer skills

Anne: Hi, Peter! How's it going?

Peter: I'm good, Ana. I was thinking about that social media specialist position opening in our company.

Anne: Oh, right! Are you thinking of applying?

Peter: Maybe. But I'm not sure which skills are most important for that role.

Anne: Well, for a social media specialist, I'd say **being creative** is essential because you need to create engaging content. Also, **communication skills** are very important to interact with the audience.

Peter: I see. What else?

Anne: I think **project management** is useful too, because you'll plan campaigns and deadlines. But you know, many people forget that **soft skills** are just as important as **hard skills**.

Peter: What do you mean?

Anne: For example, **being a good leader** or **being a team player** are skills you don't learn in a technical course, but they make a big difference at work.

Peter: True. Do you think these **soft skills** should be taught in school?

Anne: Definitely! They're essential for any career, but we often only develop them in practice, in daily life.

Peter: Interesting. Thanks for the tips!

Anne: No problem! Good luck!