

Listen to the video and answer the following questions. You may need to use your own words.

1) Who is the speaker and what 'authority' does he have to give his talk on – The Secret to Building a Healthy & happy Workplace - ? Give as many details as you can about him as you can. You will find information throughout the recording.

- a) _____

- b) _____

- c) _____

- d) _____

2) Smit applied for a 'best employer' survey to assess the company's quality at work. What were the results, and what happened?

- a. _____
- b. _____

3) What is the Douglas McGregor theory?

- i. _____

4) How did Smit & his company go about creating such a pleasant work climate? Give the details.

- a. _____
 - i. _____

 - ii. _____

 - iii. _____
 - _____

5) What was the conclusion that Smit and his team drew from this experience?

- a. _____

- b. _____

6) What outside observations were made about the work environment and what was Smit & his co-workers response?

- a. _____

- b. _____

7) Smit goes over the key points. What are they?

- a. _____
- b. _____

8) Smit 'tones down' the dichotomy – X type & Y type. What does he say? And what is Smit's argument?

- a. _____

 - b. _____

i. _____
 - _____?
 - _____? - ii. _____
 - iii. _____

- c. What does Smit say that the team leader should do when she observes that an employee is clearly not enjoying the job?
 - i. _____

9) What message is Smit conveying?

- a. _____

10) What advice does Smit give workers if they cannot find satisfaction at work, if they are not 'having fun'?

_____.

11) What advice does Smit give to people?
