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https://www.100test.com/kao_ti2020/124/2021_2022__E5_86_99_E4_BD_9C_EF_BC_9AG_c86_124040.htm 9 4、The following appeared in a memo from the human resources department of Rifco Computer Company to the company president. "In order to prevent conflicts in the workplace, Rifco Computer Company should require all its employees to attend workshops that teach the technique of active listening, a technique in which people express feelings without assigning blame. This technique has clearly benefited Terland Publishing Company: five years ago, two hundred recently hired Terland employees volunteered to participate in a one-day active-listening workshop. Five years later, only five percent of these employees had filed formal complaints with the human resources department, whereas the company as a whole had a fifteen percent complaint rate during that period." 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com