

12.1_D

Sentence	Purpose	Quote or paraphrase?	Sentence rewritten as quotation or paraphrase
When a company is planning to make major changes, employees often react in negative ways.			
... employees should be involved in workplace decisions.			
... managers must place value on the contributions of staff at all levels, from the boardroom to the shop floor.			
As Albert Humphrey ... asserts: managers must '... stop thinking that the company is composed of ... a layer-on-layer authority structure' ...			