

Unit 4: Work, work, work

1 Listening: Changes in the world of work

Listen to the lecture about changes in the world of work from exercise 2, page 47 again. While listening, complete the questions (1–6) using a maximum of four words. Write your answers in the spaces provided. The first one (0) has been done for you.

0	When did the Industrial Revolution start?	late 18 <sup>th</sup> century
1	What has been made possible by new means of communication and improved transport infrastructure?	
2	How many hours a week did workers typically work in the industrial age?	
3	What have the trade unions achieved?	
4	What led to fewer jobs and therefore higher unemployment rates in the second half of the 20 <sup>th</sup> century? <i>Give one answer.</i>	
5	What is <u>one</u> major characteristic of the knowledge society?	
6	Covid has made us aware of what types of jobs are most important for basic needs. What kind of work?	

2 Language: transferable skills

Add the twelve skills to the correct columns, depending on whether they follow *be*, *have* or *be able to*.

be	have	be able to

- 1 the ability to compromise
- 2 a good sense of balance
- 3 well-organised
- 4 think logically
- 5 good eyesight
- 6 a good listener
- 7 delegate
- 8 quick reflexes
- 9 focused
- 10 physically fit
- 11 manage groups
- 12 a lot of self-discipline

3 Cover exercise 2 and complete these job descriptions.

**Roofer** For this job, you need to be p\_\_\_\_\_ f\_\_\_\_\_ and have q\_\_\_\_\_. r\_\_\_\_\_ and g\_\_\_\_\_ e\_\_\_\_\_. You also need to have a very good s\_\_\_\_\_ of b\_\_\_\_\_.

**Market analyst** For this position, you must be able to t\_\_\_\_\_. l\_\_\_\_\_. You need to be f\_\_\_\_\_ and w\_\_\_\_\_. o\_\_\_\_\_ at all times. You have to have a lot of s\_\_\_\_\_. d\_\_\_\_\_ to handle a career in this field.

**Counsellor** You should be able to m\_\_\_\_\_. g\_\_\_\_\_ and also d\_\_\_\_\_ responsibilities when necessary. You need to be a g\_\_\_\_l\_\_\_\_\_ and have the a\_\_\_\_\_ to c\_\_\_\_\_.

**Reading: a job advert**

**a Read the job advert in a local newspaper. What kind of person is the editor looking for?**

**POSITION available: Staff journalist.** We are looking for enthusiastic writers with a passion for local news. You must possess excellent writing and communication skills.  
**Apply: Marcus Singh, Editor – msingh@riverndalenews.com**

**b Read parts of three interviews Marcus does. Find expressions that mean:**

- |  |                                |
|--|--------------------------------|
| 1 showing great interest in something                | <u>'m enthusiastic (about)</u> |
| 2 brave, not nervous                                 | _____                          |
| 3 feel similar to people and understand them         | _____                          |
| 4 encourage people to do or feel something           | _____                          |
| 5 talk and do things with people                     | _____                          |
| 6 able to make decisions quickly and easily          | _____                          |
| 7 have new, imaginative ideas                        | _____                          |
| 8 accepting the facts of a situation                 | _____                          |
| 9 willing to help or do what people ask              | _____                          |
| 10 continue to do something even when it's difficult | _____                          |

**Marcus:** Why do you think you're suitable for this job, Kristina?

**Kristina:** Well, I have a BA in English so I have very good writing skills. I also have good communication skills because I'm able to **identify with people** and **interact well with people**. I'm quite **decisive** and independent, yet I'm also **cooperative** and enjoy working as part of a team.

**Marcus:** You've got very good writing and communication skills, Masoud, but do you think you could handle the pressures of daily reporting?

**Masoud:** Yes, I'm quite **realistic** about the pressures of the job. I **have steady nerves** and can handle stress well. In fact, I **have** a lot of **determination** and would do this job with total energy and enthusiasm.

**Marcus:** I'm impressed with your skills. Now, how do you feel about reporting on local news stories?

**Alan:** I'm very **enthusiastic** about it. I grew up in this town and am aware of the issues that concern people. I know the facts behind many stories but I'm also able to **think creatively**. Actually, I'd like to be able to **inspire people** to see the issues in new ways and make better and more informed choices.

**c Add the ten expressions from exercise 3b to the correct columns in exercise 2.**

**5 Reading: Do you believe in IQ tests?**

Read the text below, then complete the sentences (1–6) using a maximum of four words. Write your answers in the spaces provided. The first one (0) has been done for you.

**Do you believe in IQ tests?**

Although IQ tests have been used for quite some time to determine the intelligence of the people taking them, the question remains whether you can really judge somebody’s mental capabilities by letting them answer questions concerning language patterns or mathematical operations. In order for an IQ test to be considered reliable, it has to examine more than one cognitive skill and has to be conducted by a professional, for example a psychiatrist. This ensures that the test taker’s intelligence is measured correctly and the results are interpreted in a meaningful way.

Most of us are interested in what kind of result they would receive, but what keeps most people from taking such a test is the insecurity about what they will learn about themselves. The relatively high costs are only a minor obstacle for most of us. Even though we do not think of ourselves as less intelligent as the people around us, being given a number that is below average might change the way we perceive ourselves forever. In addition, we are aware of the fact that the chance that we are geniuses and simply did not know about it is very small. Thus, it seems safer to live without knowing the details.

In recent years another point of discussion concerning this issue has been raised. Many people have difficulties believing that answering a couple of questions is enough to provide valid information about their cognitive skills, especially since one of the most important aspects of a human being, their emotional intelligence, is not addressed in an IQ test at all. This fact is even more crucial since the way

we socially interact with others has a huge impact on our job performance and can also influence our success in personal life. After all, we respond much more to how a person talks to us than to the actual content of their words.

But does the result of such a test come as a surprise to most people having taken it? Well, it must be said that although there are occasional exceptions, the majority of test takers have a quite precise idea of how they performed. Apart from the fact that they should be able to pass a certain judgment on how they were doing throughout the test, namely whether they had trouble answering questions or not, most people compare their skills and abilities to those around them their entire lives. They usually know if they are having trouble learning and understanding and do not need a test telling them exactly that. It might even make matters worse for them if they receive a rating below average. A person’s self-esteem could be seriously damaged or even vanish entirely if they do not perform well due to having a bad day. Following such a blow to their self-image, they might suffer from family or job problems.

So, should we abandon IQ tests as a whole? Of course, this is not the best way of dealing with this matter. We simply need to realise that the result we get is only a number and it does not by far give anyone an idea of who we are and what we can do. We might even see it as a challenge to prove to ourselves that this number cannot possibly be right since we can do and achieve so much more.

0	An IQ test measures _____ .	(a person's) intelligence / mental capability
1	In order to be valid an IQ test has to test _____ .	
2	Most people do not take an IQ test to avoid _____ .	
3	Our perception of our intelligence might suffer from _____ .	
4	Emotional intelligence affects the way we _____ .	
5	Most test takers _____ by their rating.	
6	If their fears are confirmed, they might lose _____ .	

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Listening: Happiness at work

Go to <https://www.youtube.com/watch?v=PYJ22-YYNW8> and watch the talk by Michael C. Bush to share his insights into what makes employees happy and how companies can improve their bottom line by fostering happiness and job satisfaction. While watching, answer the questions below.

- 1 How many percent of people are not happy at work?
- 2 What are some effects of having happy employees?
- 3 Contrary to what many people might expect, what plays a minor role in job satisfaction?
- 4 How can we create happy employees? Explain the keywords with the help of an example.
- 5 According to the speaker, what defines the work experience?

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Language: Volunteer work

Read the text about volunteer work. In most lines of the text there is a word that should not be there. Write that word in the space provided after each line. Six to eight lines are correct. Indicate these lines with a tick (✓). There are two examples at the beginning.

When I was younger, I never considered myself to be a person who does	✓	0
volunteer work. My parents kept telling <del>to</del> me that it was a really	to	00
rewarding experience and that I would see the advantages gained from	_____	1
volunteering later on in the life, but I just never took the step.	_____	2
Both of them always did volunteer work as far as I could remember. My	_____	3
mum helped out at a food kitchen on a regular basis and on the most	_____	4
public holidays, while my dad spent at least two weeks of his yearly	_____	5
vacation in building homes for the poor. Even though I was impressed by	_____	6
their actions, I did not think that it was to the right decision for me.	_____	7
However, next after a really bad break-up with my first girlfriend I did	_____	8
not know what to do with myself for the summer. Thus, I have decided to	_____	9
volunteer as a coach at a summer camp for the handicapped children.	_____	10
Right before going I doubted the wisdom of my decision, because after it	_____	11
all I would not be paid and I would spend my entire summer taking care of	_____	12
children I had never been met before. I figured this could not turn out to	_____	13
be great fun. Imagine my surprise when after the first few days I realised	_____	14
as I was having the best time. There was so much to learn from children	_____	15
who had been living with handicaps of all their lives. Most of them were	_____	16
so positive and happy personalities that I felt ashamed of the way I had	_____	17
been thinking on about my own life, which had turned out really well. Back	_____	18
at the home I found out that my voluntary summer job had not only	_____	19
been proved to be beneficial for my personal development, but also	_____	20
helped me get into better colleges.	_____	21

## Key

### exercise 1, Listening: Changes in the world of work

- |                                    |  |
|------------------------------------|--|
| 1 mass production and distribution | 4 automation / offshoring / shift to tertiary/service sector |
| 2 more than sixty hours            | 5 human capital / technological innovation                   |
| 3 reforms and improvements         | 6 manual and care work                                       |

### exercise 2

- be:** 3, 6, 9, 10  
**have:** 1, 2, 5, 8, 12  
**be able to:** 4, 7, 11

### exercise 3

- Roofer:** physically fit, quick reflexes, good eyesight, sense (of) balance  
**Market analyst:** think logically, focused, well-organised, self-discipline  
**Counsellor:** manage groups, delegate, good listener, ability (to) compromise

### exercise 4

- a** He's looking for enthusiastic writers with a passion for local news, who have excellent writing and communication skills.  
**b, c 2** have steady nerves (**have**) **3** identify with people (**be able to**) **4** inspire people (**be able to**)  
**5** interact well with people (**be able to**) **6** am decisive (**be**) **7** think creatively (**be able to**)  
**8** am realistic (about) (**be**) **9** am cooperative (**be**) **10** have determination (**have**)

### exercise 5

- |                                     |                     |
|-------------------------------------|---------------------|
| 1 more than one skill               | 4 interact socially |
| 2 getting bad results               | 5 are not surprised |
| 3 low results/results below average | 6 their self-esteem |

### exercise 6, Listening : Happiness at work

1	How many percent of people are not happy at work?	60%
2	What are some effects of having happy employees?	Three times more revenue growth Outperform the stock market by a factor of three Half of employee turnover
3	Contrary to what many people might expect, what plays a minor role in job satisfaction?	Perks like ping-pong tables, massages and pet walking
4	How can we create happy employees? Explain the keywords with the help of an example.	Trust and respect ( e.g. employees are told: "Do whatever you think is right when servicing a customer.", hand that trust to the employee makes the him/her feel great and deliver outstanding service) Fairness (e.g. closing the payment gap between men and women) Listening (e.g. active listening and considering employees' ideas in the decision-making process)
5	According to the speaker, what defines the work experience?	The way you behave, the way you treat others, the way you respond, the way you support

### exercise 7

- 1 ✓, 2 the, 3 could, 4 the, 5 ✓, 6 in, 7 to, 8 next, 9 have, 10 the, 11 it, 12 ✓, 13 been, 14 ✓, 15 as, 16 of, 17 ✓, 18 on, 19 the, 20 been, 21 ✓