Unit 1 Recording 1

E = Esma S = Sakura A = Alvaro

E: Right, so the next item on the agenda is this year's teambuilding away-day. Any thoughts, Sakura? Same as last year's event?

S: Yes, well, in my department, we've been talking about this a lot recently and we've come to the conclusion that it was a bit of a waste of time last year.

E: Really? Why?

S: Well, the organisers didn't assign people to teams, so everyone just worked with people they'd already known for years. Well sure, everyone had fun, but it kind of reinforced existing barriers within the organisation, as they were competing against different departments, which defeated the object of the exercise.

E: That's true. OK, so for this year's event, we have to find a way of making sure people will be in teams with people from other departments, so they won't have met most of them before.

A: So why don't we use that as a criterion to measure the success of our event? For example, we could guarantee that by the end of the day, every employee will have been in a team with people from at least five different departments.

E: That's a great idea, Alvaro. But what about the location? Do we want to go back to the same training centre in the Lake District, like last year?

A: Well, it's a lovely location, but it was a long journey for a lot of people. They were exhausted because they'd been travelling for hours to get there. The last thing they wanted to do was run around in fields looking for snail shells!

E: That's true, but unfortunately a long journey is something we can't avoid, if we want to bring together our employees from all over the region, so we might as well choose somewhere nice, like the Lake District. We certainly don't want to be stuck in our head office!

A: OK. Fair enough. But can I make a suggestion? What about making it a two-day event? Then everybody will be much fresher and more alert for the actual events.

E: Good idea. I'm just thinking aloud now, but I suppose if we make it a two-day event, we'll be able to combine the fun and games with something a bit heavier, like health-and-safety training.

S: Hmmm, I know what you mean, but I think if we try to do everything at once, it'll be exhausting … and we won't achieve any of our goals. We'll just make our people angry for keeping them away from their families for too long. That's what happened at my previous organisation: we spent a week hiking in the mountains, and by the third day we had had enough of each other and just wanted to go home!

Unit 1 Recording 2

E = Esma S = Sakura A = Alvaro

1

S: Yes, well, in my department, we've been talking about this a lot recently and we've come to the conclusion that it was a bit of a waste of time last year.

2

S: Well, the organisers didn't assign people to teams, so everyone just worked with people they'd already known for years.

3

E: OK, so for this year's event, we have to find a way of making sure people will be in teams with people from other departments, so they won't have met most of them before.

4

A: They were exhausted because they'd been travelling for hours to get there.

5

S: That's what happened at my previous organisation: we spent a week hiking in the mountains, and by the third day we had had enough of each other and just wanted to go home!

Unit 1 Recording 3

1 We'd been doing activities all day.

2 By then, they'll have been travelling for two days.

3 We've been taking regular breaks.

Unit 1 Recording 4

1 It seems that you want to leave.

2 It turned out that the solution was simple.

3 It appeared that somebody was watching us.

Unit 1 Recording 5

I = Interviewer D = Debbie K = Kelvin L = Lucy

I: Hello and welcome to today's podcast. Today we're talking to people who have had to deal with situations that made them very angry. Let's start with stories from three of our listeners. First up is Debbie. What's your story, Debbie?

D: Thanks, Antek. I remember once I was using an online forum, and somebody expressed an outrageous opinion. He appeared to be some kind of expert, and he was making fun of the other members of the forum. I took offence because he seemed to be attacking me personally, so I drafted a furious reply, using pretty strong language. But before I could click 'send', my

computer crashed and my reply was lost! I was absolutely livid because I didn't have time to type it out again. Then, when I got back online a few hours later, I noticed that other members of my discussion group had spent the afternoon ripping his arguments to shreds. The poor guy was totally humiliated and I even felt kind of sorry for him. I'm so glad my computer crashed that day and saved me from wading in to the argument. From that day on, I've never posted a reply in anger – I always bite my tongue and try to put things into perspective.

I: OK. Thanks for that, Debbie. Next up is Kelvin. What happened to you, Kelvin?

K: Well, about a year ago, I was driving late at night, when in my mirror I happened to notice this car coming up behind me and trying to overtake me – flashing his lights and honking his horn. It was a narrow road so it wasn't safe to overtake, and anyway, the other car seemed to be going way too fast. So, I decided to teach the driver a lesson. I slowed right down and refused to let him past. In my mirror I could see him yelling and waving his arms, but that just made me less inclined to let him overtake. After about five minutes, I needed to buy some petrol, so I pulled in at the nearest petrol station. To my horror, I saw the car behind pulling in too! I started to panic that the driver would turn out to be some crazy maniac who would beat me up! But when he got out of his car, the evil maniac of my imagination turned out to be one of my lovely neighbours! I felt so embarrassed. I went over to apologise to him for being such an idiot. He apologised too, and we ended up having a good laugh about our 'road rage' incident. But it made me realise how easy it is to forget there's a real person inside the car. Nowadays, I'm a much more easy-going driver!

I: I'm glad to hear it, Kelvin. A good reminder that we all need to take a step back from time to time. Finally, let's hear from Lucy. What's your story, Lucy?

L: Hi Antek. I belong to an online art group, and there's one member who seems to enjoy putting other people down. Whenever you express your opinion, she'll just come out with a one-word response like 'ridiculous' or 'pathetic'. It's horrible because when you're on the receiving end, you use your imagination to work out dozens of reasons why your post appeared to be ridiculous, and you end up feeling ashamed to have posted it. But then, a few months ago I was at a conference and I happened to notice that this woman was giving a talk. I'd always assumed she must have been some kind of expert, so I went along to hear her. And it turned out to be absolute rubbish – she had nothing new to say, and she'd even stolen some of my ideas from the forum! I can't believe I'd allowed her to get under my skin. Since that day, I've learned to ignore her completely – and other people like her. Whenever she comments on my posts, I just blank her. And it works – she's learned to leave me alone too.

I: Good for you, Lucy. OK, so now we've heard some stories, let's speak to an expert on anger management, to find out …

Unit 1 Recording 6

1 It's not a good idea to be brutally honest.

2 She tried her best, to be fair.

3 I'm not keen, to say the least.

Unit 1 Recording 7

A = Ann J = Jordan

A: I was just watching something about kidfluencers. It's crazy what some people will make their kids do, isn't it?

J: I don't know, maybe some of the kids like doing it. What's your problem with kidfluencers?

A: It's not the kids, it's the parents. To begin with, they shove their children into the limelight at a young age, and usually just to make money.

J: Well, are all the parents like that? Maybe some kids choose to do it, and their parents are just being supportive?

A: Or, to put it bluntly, the parents are driven by blind ambition, and do everything they can to monetise their children.

J: That's pretty blunt! Lots of parents push their kids into things though, you know, my parents made me go to tennis lessons till I was twelve.

A: Yes, but that has some value, it's exercise, it's not pushing tacky toys and sugary drinks to other kids.

J: OK, Ann - I think that's a bit over the top, and there are some kids who probably love showing off their new stuff online, but let's agree to disagree on this one.

Unit 1 Recording 8

Martin Luther King's 'I have a dream'; Winston Churchill's 'This was their finest hour'. 'John F Kennedy's 'We choose to go to the moon'. What do these speeches all have in common? They live on in our memories of course, but they also employed techniques considered to be persuasive.

When making a persuasive speech, the first thing we need to consider is what our aim is. The second thing is who our audience is. Once we're clear about those two things, we can get the content of our speech right.

The third consideration is persuasion strategies. We can appeal to people's sense of logic, their emotions or their sense of what's right, or all three – these are what Aristotle referred to as logos, pathos and ethos.

Of course, it's not just what we say that's important. It's also how we say it. And that's my fourth and final consideration – the language we use. Employing certain linguistic techniques can make our speech more masterful, memorable and motivating. Techniques such as KISS, the power of three and repetition are very helpful. KISS means Keep It Short and Simple. The power of three involves listing ideas, reasons or examples in threes as they stick in our minds better, and repetition involves repeating key ideas or words so they stick too. Repetition of sounds is also effective.

Descriptive language is useful in the art of persuasion. Adjectives, metaphors and imagery all give listeners the opportunity to visualise something in a way they hadn't before, and we can use rhetorical questions where we clearly believe the answer is obvious to make our point. No one can argue with us then, can they?

Finally, we can use the right pronouns. Use 'you' rather than 'people' to make the audience feel you're speaking directly to them. Use 'we' to make them feel like you're all in the situation together.

So, whether you're giving a formal civic speech or trying to persuade your boss to give you a pay rise, choose your aim, know your audience, decide whether to appeal to their sense of logic, ethics, or their emotions, and then select the right language to deliver it. That way, you'll produce a persuasive speech that will get you the results you want.

Unit 1 Recording 9

1

Speaker A

Imagine running along the beach with the morning sun on the back of your neck, listening to the sound of the waves. That could be us tomorrow.

Speaker B

We should get up early and go for a run in the morning. The beach isn't all that far from here.

2

Speaker A

People should take care of their community and look after people who need support.

Speaker B

We all – every one of us - has a responsibility to help people in need in our community.

3

Speaker A

How can anyone not like the design of this dress? It's just so delicate.

Speaker B

I like this dress. It's pretty.

4

Speaker A

You'll like Tom. He's nice, he's clever and he's funny too.

Speaker B

Tom seems like a pretty nice guy.

5

Speaker A

If you clean your room now, you'll feel much better later.

Speaker B

Leave that. Clean your room. Then, relax.

6

Speaker A

You can rely on me to make sure that the job is done well.

Speaker B

I'm the best person for the job. I'm a good people manager, a good task manager and a good time manager.

Unit 1 Recording 10

1

Imagine running along the beach with the morning sun on the back of your neck, listening to the sound of the waves. That could be us tomorrow.

2

We all – every one of us - has a responsibility to help people in need in our community.

3

How can anyone not like the design of this dress? It's just so delicate.

4

You'll like Tom. He's nice, he's clever and he's funny too.

5

Leave that. Clean your room. Then, relax.

6

I'm the best person for the job. I'm a good people manager, a good task manager and a good time manager.

Unit 1 Recording 11

1

M = Manager E = Employee

M: So, what can I do for you, Max?

E: Well, as you know I've, er … been here for a year now and I think I've settled into the job well. Over the last twelve months I've project managed several successful projects; built successful relationships with existing clients and successfully attracted several substantial new clients to the firm. All of these say they are very pleased with the service I'm providing them.

M: Yes, and I'm extremely happy with your work here too, Max. You've become a very valuable member of the team.

E: Good, I'm glad you think so. I appreciate that this might not be the right time, but I wanted to look ahead to when you set next year's budget and ask whether there might be the possibility of a pay increase. I recognise that I'm still junior in terms of length of service. However, in terms of effectiveness and efficiency, I do believe that I'm as valuable as the other members of our team, and therefore a pay rise is justified.

M: You're right, I think it's something I should definitely look at, and I'm glad you've come to me about it. I'll take a look at our budgets next month and see what I can do as we move into the new financial year.

E: That's great, thanks. Perhaps we can meet to discuss it again once you've done that.

M: Sounds good. I'll put something in my calendar as a reminder.

2

S = Car salesman C = Customer

S: So, what you've got here is the latest five-door design. It's sleek. It's sporty. It's speedy.

C: It's nice, I like it.

S: There's an electric model, a petrol model and a diesel model. Your choice.

C: Good.

S: Inside you'll find it's stylish but comfortable. The seats are heated. The legroom is spacious. There's a colour touch screen too.

C: What's that for?

S: You've got satnav on there, plus you can play music or make calls via your mobile. There's a rearview camera too.

C: Ah, right, great.

S: It's got a nippy 1.4 supercharged engine – the most efficient to date.

C: Sounds good.

S: The safety tech in this car is second to none. Its sensors will prevent accidents through automatic braking, keeping you in your lane and recognising traffic signs.

C: Things have advanced since I last bought a car!

S: This car is for a smart driver who wants a smooth ride around town, who wants to show people that they're stylish but not flash; sophisticated and sensible; and aware of their impact on the planet.

C: OK, can I take a look inside?

S: Sure…

3

Poverty should not exist in the 21st century, should it? It should be something which was eliminated in the 20th century along with smallpox. There shouldn't be families living below the poverty line today. There shouldn't be thousands of children eating just one meal a day. We should be living in a society where no-one goes hungry; where everyone has enough to eat, to live and to enjoy life. Instead, we live in an unequal society where some have a lot and some have very little. I say no more! No more acceptance. No more apathy. No more inaction. It's time to do something. It's time to tell the government that their acceptance, their apathy and their inaction is causing children to suffer. We don't want to live in a country that damages children's futures and destroys their dreams, do we? No! We want to feed them, nurture them and watch them grow.

Unit 1 Recording 12

J = Jagruti M = Martin T = Tahira

J: Excuse me. I'm really sorry. Do you mind if I join you? There aren't many free tables.

M: No, that's fine. Go ahead. My name's Martin, by the way. I'm a local businessman.

J: Aha. Nice to meet you.

M: I own 'The Sands' Golf Course. It's quite popular. Have you heard of it?

J: Er, no. Sorry. I don't really 'get' golf really. I'm Jagruti, by the way.

M: Right. Nice to meet you. So? Are you enjoying the conference?

J: Not really. I hate events like this – I'm not very good at talking to strangers.

M: Aha. Er … so would you like me to leave you in peace?

J: No, it's fine. Sorry, I'm just a bit stressed. Networking isn't really my forte, to put it mildly. I'm more of a writer than a talker, I guess.

M: Hah, I know what you mean. So what do you do?

J: I'm in marketing.

M: Oh, right. So do you work for one of the big local companies?

J: No. I've got my own marketing consultancy.

M: Wow! So you're a business owner – like me!

J: Not really. The consultancy is basically just me and my laptop. I don't have any employees.

M: OK, I see. So you're just starting out then? I suppose everyone needs to start small. When I started out, my business was just me, but I managed to grow it pretty quickly. It's all thanks to my five-point plan for business success. Do you want to hear it?

J: Er … OK. Oh, hi.

T: Oh, don't mind me. I'm just listening.

J: No, no. Not at all. What brings you here?

T: Well, I'm Tahira, and I'm an interior designer. I've recently quit my job to 'follow my dreams' and become my own boss. I'm here to pick up some tips and meet some like-minded people. I'd love to listen in on your advice, if that's OK.

M: Yes, it's fine. I'm Martin – the owner of 'The Sands' Golf Course.

T: Really? So, I'd love to pick your brains in a moment, Martin – I'm sure 'The Sands' is an amazing golf course. And you are?

J: I'm Jagruti.

T: Jag …? Sorry, I'm not very good with names. Can you say it again?

J: Jagruti. Ja-gru-ti.

T: Jagruti. That's a beautiful name. It's lovely to meet you. So, Jagruti, what brings you to this event?

J: Er … I'm not really sure, to be honest. I was invited by the organisers to give a talk this afternoon about marketing, but, well, I'm not really into the social side of things.

T: OK, fair enough. But if you've been invited by the organisers, you must be some kind of business guru, right?

J: Well, I don't know about that, but I've written a couple of books about marketing, which have been quite successful around the world.

M: Woah! That's impressive! Why didn't you say so?

J: Well … you didn't really give me a chance.

T: So, Martin? We're all ears. Tell us your tips for growing your business.

M: Well, I, er …

Unit 1 Recording 13

Well, I'm Tahira, and I'm an interior designer. I've recently quit my job to 'follow my dreams' and become my own boss. I'm here to pick up some tips and meet some like-minded people. I'd love to listen in on your advice, if that's OK.

Unit 1 Recording 14

J = Jagruti M = Martin T = Tahira

1

M: No, that's fine. Go ahead.

2

J: Aha. Nice to meet you.

3

M: Right. Nice to meet you.

4

M: Hah, I know what you mean.

5

M: Oh, right.

6

J: Er … OK.

7

T: It's lovely to meet you.

8

M: Woah! That's impressive!

Unit 1 Recording 15

I = Interviewer G = Giorgio

I: Good morning. Today we're talking about networking events, and I'm joined by Giorgio Esposito, who coaches people in the skills of socialising. Giorgio, do people really need a coach to teach them how to have conversations with strangers?

G: Absolutely. For a surprisingly large number of people, including plenty of experienced businesspeople and even some super-confident celebrities, networking and socialising are a source of intense anxiety. But the good news is it's something you can learn, with a few simple techniques, and it gets much easier with practice. And that's all it is: techniques and practice. The biggest barrier to successful networking is in your head. It's like there's a little voice telling you that you can't just walk up to people and start a conversation. But you absolutely can. It's a networking event, after all! People expect you to talk to them!

I: OK. So where do we start?

G: Well, if there's a central guiding philosophy to it all, it's probably 'Be curious'. Take an interest in the people around you, and see the event as a genuine opportunity to learn things and establish relationships, rather than an ordeal to be 'survived'.

I: Well, that makes sense. How do you actually get involved in a conversation though?

G: I think it's really important to show sensitivity to the people around you when you're networking. When you join a group, spend a few minutes listening attentively, smiling, nodding your head, making eye contact, and so on, to demonstrate that you're paying attention and showing some respect for the other participants. It's also a good chance to make sure you're not intruding in a personal or confidential conversation. You could say something like 'Do you mind if I join you?', or 'Don't mind me, I'm just listening' when they notice you.

I: OK, I see how that could work. Then how do I get into the chat?

G: Well, you can react. You can respond to whatever the previous person was saying in the conversation: 'Wow! That's a great story' or 'Oh, that's so unlucky', or whatever, with lots of emotion to show you're engaged. You can also relate your own experiences to those of the previous speaker, and say something like 'A similar thing happened to me' or 'I had a rather different experience.'

I: 'That's really interesting!' I was using your technique, Giorgio. OK, so I'm in the conversation, it's my turn to speak, I go blank. What do I do?

G: You could tell a story.

I: OK, can you give us an example of a story you've used at a networking event?

G: Sure. 'I once lost a car in a forest.'

I: What? You lost a car in a forest? How? When? Why? Whose car?

G: Er … well, it was just an example. But it got you asking questions, didn't it? It allows other people to be curious and ask you questions.

I: Should I plan the stories beforehand?

G: Absolutely. The secret to successful communication is preparation and practice. Plan a few great stories before the event – things that you think will work well with that particular audience. And then when you're put on the spot and expected to entertain a circle of strangers, you're ready.

I: OK, I've got a great one about a dolphin in Cancun, I'll tell you later, Giorgio. That's good advice, but what if I'm stuck holding the baby, as it were? What if no one else speaks?

G: It comes back to being curious. Ask another participant a question - 'What brings you here' or 'What are you hoping to get out of the event?' or show sensitivity by returning the conversation to a previous theme. - 'Ah, Donald, you were saying something about the bank crisis before I interrupted.'

I: All good advice I'm sure, Giorgio, thank you so much. But what about the car? Did you ever find it?

G: Oh, well, if you insist. But I warn you, it's a long story.

Unit 2 Recording 1

1 People appear to have been getting the message.

2 The movement seems to have been slowly gaining acceptance.

3 These things seem to have been happening more often these days.

Unit 2 Recording 2

C = Chris E = Elaine

C: Hello! I'm Chris Hinds, and a very special welcome to this weeks' episode of Work Junkie, the podcast all about current and future trends of work. This week I'm joined by Elaine Chorlton, who's Dynamic Communications Orchestrator at one of the world's leading tech firms, based in San Francisco. Welcome, Elaine, can I first ask you – what does your job title actually mean?

E: Well, you know, I often get asked that. It basically means that I help the company with all aspects of communications, whether it be social media, going to the press, internal communications, that kind of thing.

C: Right. So why such a fancy-sounding job title? Aren't people likely to just get confused?

E: Well, let me ask you this, Chris. What did you want to be as an adult when you were eight years old?

C: Well, I really loved animals, and I was certain that I'd be a vet. But as I got older I actually wanted to be a teacher.

E: OK, and now you're a podcaster, right?

C: Yes, that's right.

E: So my point is, when you were eight years old, did you know what a podcaster was?

C: Well no, because they didn't exist back then.

E: Exactly. In the same way, it's highly likely that the jobs our children will do in the future don't exist yet.

C: But aren't a lot of these job titles now just fancy ways of saying the same thing? The other day I saw a job for a 'Knowledge navigator'. I'm sure that a 'Knowledge navigator' is just a teacher.

E: Well, yes and no. On the one hand, many new jobs just didn't exist before, so they need new titles. This is especially true in the tech industry, where I work. You have new technology coming along all the time, which means a demand for new skills, like coding, maintaining a strong social media presence, that kind of thing. So these jobs will need new titles, new ways of describing working practices. In the future, as new innovations come along, we can be certain that this process will continue to evolve and render current ways of working obsolete, too. It's a constant transformation.

C: Right.

E: Also, a lot of companies are finding it increasingly difficult to recruit graduates with the right skill set. It really is an employee's market. So in a bid to attract the right kind of people, they're coming up with increasingly dynamic titles to attract them.

C: Like what?

E: Well, they change all the time, but some of my favourites from the last few years are: ninja, guru, magician and rockstar.

C: Oh no, please! How are they used?

E: OK, so the first one is 'Legal ninja', which was advertised by a company in Palo Alto, California. They were looking for someone to provide legal advice on a range of issues.

C: So, essentially, a lawyer?

E: Well, yes, kind of. More a legal advisor, if you will. Next up is 'Data guru', a position advertised by a company in Michigan. They were looking for someone to 'lead data activities'.

C: Hmm, not quite sure what that means.

E: Me neither, but it sounds fancy, right? For magician, we have 'Full stack magician', from a company in Atlanta. They were looking for someone to write code.

C: Ah, OK. So a programmer then?

E: Pretty much, but the job did involve analysing costs of different coding alternatives. But we can be pretty sure that the job didn't involve any real magic, per se!

C: Ha! So what about rockstar? Company musician?

E: Alas, no. A New York based company advertised for 'Rockstar copywriter', which basically involves writing articles and social media posts discussing the industry, and putting the CEO's name to them.

C: So you're unlikely to need to play the guitar then.

E: Ha, not professionally, no.

C: Well, thanks for joining us today, Elaine. One last thing, before you go, though.

E: Sure.

C: What did you want to be when you were eight years old?

E: Oh that's easy, I wanted to be a chocolate taster.

C: Mmm, nice work if you can get it!

Unit 2 Recording 3

1 They're likely to have been delayed in the traffic.

2 It's highly unlikely that you could have done anything.

3 He's likely to step down after the election.

4 You're unlikely to be promoted.

5 It's unlikely that they'll make it in time.

Unit 2 Recording 4

A = Anya J = Jitesh

A: OK Jitesh, here's the list of suggested changes from Head Office for the new year. We need to get back to them by Friday with our opinions on them. What do you think of the first one?

J: I expect it'll be very popular, and I think almost everyone will go along with it. People are certain to want to spend more time at home.

A: I'm not sure. Of course people like working from home, but a lot of people like the atmosphere at the office, and find it hard to get motivated at home. I think it's likely to come up against some resistance, especially if people are forced to work from home more.

J: Ah yes, I see your point. Maybe we could make it optional?

A: Yes, I think more people are likely to get on board with the idea that way.

J: So, the next item on the list is this idea of closing the canteen. I don't think people would be willing to accept that.

A: Agreed. Let's ditch that idea.

J: OK, that was simple. What's next?

A: Ah, this idea of moving the line managers round. I think it's a great idea. Not only will they gain a lot of useful experience, but the staff get to meet more people in the company and make new connections.

J: Hmm, I can see it getting a lukewarm response, myself. People form relationships with who they work with, and don't want to have that shaken up at regular intervals.

A: Yes, but on the other hand, if you don't get on with your boss you know they'll be moving along soon.

J: That's true. OK, let's implement it for a trial period of say, six months? Then we can reassess it later.

A: Agreed.

Unit 2 Recording 5

1

What does it feel like? Well, it's part of the job, you know. If you're not willing to get knocked out, you're in the wrong job, you know what I mean? But yeah, what does it feel like? Well, when it happened to me, back in the day, it didn't feel like anything much. One minute I was lying there in the ring and y'know, the next… I was waking up and I wasn't too clear what'd happened in between! Kinda like when you have an operation, you know, and you gotta have a general anaesthetic. Ever had that? So, like, the doctor or surgeon or whatever asks you to count down from ten and you get to seven and then nothing. Bam! Nothing! You're out. Getting knocked out in the ring is like that – least it was in my time. And like, actually, getting knocked out, that ain't the problem. It's waking up again, that's the problem. First you don't feel a thing when you come round but slowly you kind of get your senses back and then, then it can sting a bit! The first time it happened to me, I came round and I saw the referee standing over me and I asked him if I'd won! Ha! It wasn't the smartest question but then you can't really blame me for that, can you? I've seen boxers come round and ask when the fight is gonna start, you know! Dear me…

2

It's hard to say, really, there isn't one type that causes all the trouble – it just depends on the person. Sometimes you get problems from the people you'd least expect, like this woman I had a couple of months back with her two little kiddies. She wanted crisps for her little ones but we'd run out, so I explained that to her but she just seemed to take issue with it. She started shouting and then she demanded to talk to my supervisor. Well, I was the senior attendant on the flight! So, of course, you try to keep your cool and say you understand and then explain again why it's not possible … and you expect a bit of pushback sometimes, don't you, you know, people have paid a lot of money, but, well, when someone goes berserk because you haven't got the right kind of snacks, well, then I think they're taking it just a bit too far. I mean, really, all that fuss over a bag of crisps. I think she was just tired and stressed with her two kids, you know, and she just wanted to take it out on someone and I was in the firing line. In the end I had to warn her that, unless she calmed down, I'd have to inform the captain and he would inform the ground crew and she'd be escorted off the plane by the police when we arrived. That shut her up! But I guess that doesn't really answer your question, does it? Listen to me just chattering on …

3

Now! That's a question. Well, I'd have to say: working with my colleagues. They wind me up something rotten, they do! I'll give you an example. I was working the late shift once and the station was closed. It was gone midnight and I was waiting for the lift back up, when the supervisor radioed me to check the platform 'coz he said there was someone still there – he could see them on the CCTV, a woman, he said. Well, I hadn't seen anyone but I thought maybe someone had hidden under the benches 'coz they wanted to spend the night in the station, you know, happens sometimes, they wanna keep warm 'an all. So I went down again and I walked to the end of the platform, not a soul around, and I radioed back to my supervisor and I said 'Well, I can't see anyone' and he said 'What are you talking about, Stan? She's right there standing next to you!' Well, I hotfooted it out of there, I can tell you. I didn't hang around! Didn't bother waiting for the lift! Ran up those steps double-quick time I did, all one hundred and seventy-five of them, and when I got to the control room I was shaking like a leaf. Out of breath and shaking like a leaf! Anyway, there

in the control room was my supervisor and a couple of other colleagues laughing their heads off. It was all a big wind up. They thought it was the funniest thing ever, but I wasn't laughing, I can tell you. Got a very lukewarm response from me, that did. Yeah, so, like I say, working with those colleagues, that's my answer. Enough to send you to an early grave.

Unit 2 Recording 6

I = Interviewer B = Boxer A = Flight attendant T = Train driver

1

I: So, let me ask you, what does it feel like to get knocked out?

B: What does it feel like? Well, it's part of the job, you know. If you're not willing to get knocked out, you're in the wrong job, you know what I mean? But yeah, what does it feel like? Well, when it happened to me, back in the day, it didn't feel like anything much. One minute I was lying there in the ring and y'know, the next… I was waking up and I wasn't too clear what'd happened in between! Kinda like when you have an operation, you know, and you gotta have a general anaesthetic. Ever had that? So, like, the doctor or surgeon or whatever asks you to count down from ten and you get to seven and then nothing. Bam! Nothing! You're out. Getting knocked out in the ring is like that – least it was in my time. And like, actually, getting knocked out, that ain't the problem. It's waking up again, that's the problem. First you don't feel a thing when you come round but slowly you kind of get your senses back and then, then it can sting a bit! The first time it happened to me, I came round and I saw the referee standing over me and I asked him if I'd won! Ha! It wasn't the smartest question but then you can't really blame me for that, can you? I've seen boxers come round and ask when the fight is gonna start, you know! Dear me…

2

I: So, I have a question for you.

A: OK? Go ahead.

I: What kind of passengers are the most annoying?

A: It's hard to say, really, there isn't one type that causes all the trouble – it just depends on the person. Sometimes you get problems from the people you'd least expect, like this woman I had a couple of months back with her two little kiddies. She wanted crisps for her little ones but we'd run out, so I explained that to her but she just seemed to take issue with it. She started shouting and then she demanded to talk to my supervisor. Well, I was the senior attendant on the flight! So, of course, you try to keep your cool and say you understand and then explain again why it's not possible … and you expect a bit of pushback sometimes, don't you, you know, people have paid a lot of money, but, well, when someone goes berserk because you haven't got the right kind of snacks, well, then I think they're taking it just a bit too far. I mean, really, all that fuss over a bag of crisps. I think she was just tired and stressed with her two kids, you know, and she just wanted to take it out on someone and I was in the firing line. In the end I had to warn her that, unless she calmed down, I'd have to inform the captain and he would inform the ground crew and she'd be escorted off the plane by the police when we arrived. That shut her up! But I guess that doesn't really answer your question, does it? Listen to me just chattering on …

3

I: So, let me ask you this question.

T: OK.

I: What's the worst thing about your job?

T: Now! That's a question. Well, I'd have to say: working with my colleagues. They wind me up something rotten, they do! I'll give you an example. I was working the late shift once and the station was closed. It was gone midnight and I was waiting for the lift back up, when the supervisor radioed me to check the platform 'coz he said there was someone still there – he could see them on the CCTV, a woman, he said. Well, I hadn't seen anyone but I thought maybe someone had hidden under the benches 'coz they wanted to spend the night in the station, you know, happens sometimes, they wanna keep warm 'an all. So I went down again and I walked to the end of the platform, not a soul around, and I radioed back to my supervisor and I said 'Well, I can't see anyone' and he said 'What are you talking about, Stan? She's right there standing next to you!' Well, I hotfooted it out of there, I can tell you. I didn't hang around! Didn't bother waiting for the lift! Ran up those steps double-quick time I did, all one hundred and seventy-five of them, and when I got to the control room I was shaking like a leaf. Out of breath and shaking like a leaf! Anyway, there in the control room was my supervisor and a couple of other colleagues laughing their heads off. It was all a big wind up. They thought it was the funniest thing ever, but I wasn't laughing, I can tell you. Got a very lukewarm response from me, that did. Yeah, so, like I say, working with those colleagues, that's my answer. Enough to send you to an early grave.

Unit 2 Recording 7

I = Interviewer Z = Zookeeper J = Judge

1

I: Where do zoos get their animals from?

Z: Now, that's a good question and it kind of depends what sort of zoo you're talking about. Modern, reputable zoos

tend not to buy animals because it's almost impossible to know where they come from. They might have been stolen from the wild, for example. Other zoos, less reputable ones, well, I guess they might have fewer ethical issues with it, so to speak. But for us at least, buying animals when we don't know the source or how they came into the country, well, that's a no-no. Having said that, there is a website that zoos sometimes use – it's kind of like an eBay for zoo animals, but it works more like a trading system, ie no money changes hands. We had a bird recently that wouldn't stop having babies. We ended up with over thirty of them, so it was good to be able to share them with zoos in other places, and we got some animals in return: some otters, an iguana and a Siberian hunting spider, if I recall correctly…

2

I: Do you have to think a lot before deciding on a punishment?

J: Absolutely. If you don't think a lot you're not doing your job right. I often wake up at three in the morning thinking about a case that requires me to decide on a suitable punishment the next day. If I get it right, that person will learn from their mistake and move on. If I get it wrong, that person might commit the same crime again, or something worse. That's not a small responsibility. Of course, there are guidelines and recommendations that we refer to when sentencing people, but still, you get a fair amount of leeway because every case is different and there are always different circumstances behind them. I guess you really should be asking me if I think a lot after sentencing someone, and the answer to that is yes too. Once I let someone walk free with just a penalty fine. A week later he held up a bank. I wasn't pleased and, yes, I felt responsible. But, of course, it's easy to know what's right and what's wrong with the benefit of hindsight.

Unit 2 Recording 8

S = Sajid Meyer E = Elaine Miller

S: It's 8.20, and you're listening to me, Sajid Meyer at breakfast. With me now is city councillor Elaine Miller. Good morning, Elaine.

E: Good morning, Sajid, and thanks for inviting me on the show.

S: So, Elaine, I'd like to start with a text message from one of our listeners, if I may. Robin from Wingate wants to know what the council's going to do about the public transport problem in our city, especially in Wingate, where buses run only once an hour, and they're expensive, especially for young people.

E: Ah yes, well, we looked at this issue earlier in the year, and what we did was to look at ways of making sure any extra investment actually works.

S: How do you mean?

E: Well, it's no good just throwing money at these things. They have to be planned carefully.

S: I'm sorry, but that sounds like an excuse for doing nothing to me. Are you actively working to improve public transport in our city?

E: Of course we are, Sajid. Look, all I'm saying is that we have to invest sensibly and carefully. For example, one thing we're doing is introducing a young person's travel card, which will enable people under 25 to get 25% off all fares. So that's one example.

S: OK, thank you. Now we've had a number of emails and texts about the thorny issue of refuse collection. You recently stated the council's intention to change collections from once a week to once every two weeks. How do you justify this?

E: Sorry, if I could just correct you there, Sajid. It was my colleague who made that statement, Neil Morton.

S: Oh, I do apologise. But it's a penny-pinching measure that the council's introduced here, isn't it?

E: Well, listen Sajid, I love my job as a councillor but it's not always easy. And what I can't stand is having to make cuts when we don't have the money in the budget. And I'm afraid this is one of those times where we have to be economical. We have to look for ways to save money so that we can afford things like improving public transport.

S: But what are people supposed to do with their rubbish? Surely this is an essential service?

E: It is an important service, yes. What I'm saying is that people's rubbish will still be collected, just not quite as frequently.

S: OK, I'm afraid that's all we have time for at the moment….

Unit 2 Recording 9

1 What we did was to look at ways of making sure any extra investment actually works.

2 All I'm saying is that we have to invest sensibly and carefully.

3 It was my colleague that made that statement.

4 What I can't stand is having to make cuts.

Unit 2 Recording 10

1 What I'm saying is that it's not easy.

2 It's the people at the top that matter.

3 What I love about this idea is that it's cheap to implement.

4 All we're saying is that you'll have to wait a bit longer.

5 It's the retail sector that will suffer most.

Unit 2 Recording 11

E = Erica R = Rob S = Steven

1

E: Right, we don't have much time, so let's make this snappy. Basically, we've come in under budget this year by about five thousand pounds and, if we don't spend that money, we won't get it in next year's budget. So, we need to decide what to spend it on, and fast. So, any ideas? Rob?

R: Well, we could do with some more promotion of the Horta range. It's not been doing so well of late.

E: I don't think we have time to launch a whole new campaign, not in just a week.

R: Yeah, but I was thinking of something small.

S: How do you mean?

R: Maybe a leaflet drop? We've already got the design done so we could just run a few thousand off at the printers.

E: OK, maybe. Getting back to our ideas, what else have we got? Steven?

S: Well, our computers are getting a bit slow. At the very least the operating system needs updating. I reckon we'd be looking at around five thousand for all of us.

E: OK, that sounds doable. So far we've got the advertising idea and the computers. Anything else?

S: Well, this is going to sound a bit silly.

E: How so?

S: Well, we don't have a decent coffee machine here.

E: Really, Steven? You can do better than that.

S: Wait, hear me out. Think of how much time it would save without the need for coffee runs down to the café, for a start.

E: OK ...

R: But –

S: And – let me finish - think of how good a morale boost it would be for everyone.

E: OK, I see what you're saying….

2

Y = Yvette M = Malcolm

Y: So she comes in, sits down next to me, and doesn't even say a word!

M: How rude!

Y: I know, Malcolm! You'd think she'd want to apologise or something.

M: Also, do you remember that time she refused to admit she'd borrowed that money off me?

M: Oh, hang on. That might be ... oh, it's nothing. Where was I?

Y: That time she borrowed money off you.

M: Yep, so as I was saying, she said she just needed it for cab fares until the end of the week when she got paid, but then when I asked her for it back the week after, you know, she just denied that it ever happened.

Y: The cheek of it! Anyway, it's the weekend. Let's not talk shop.

M: Yeah, fair enough. So, did you read that ...

3

E = Ella A = Abi C = Carla

E: Hi, you're Nikki's sister, aren't you?

A: I am indeed. I'm Abi. Nice to meet you.

E: You too. I'm Ella.

A: So, how do you know my sister?

E: Well, it's a bit of a funny story.

A: Go on.

E: Well, I was in the supermarket, and …

C: Abi! You made it!

A: Hey Carla! Yeah, I managed to get off work a bit early so I could come.

C: But I thought your boss was a nightmare, how did you wangle that?

A: It wasn't that difficult really, I've had a good week.

C: Sorry, I was interrupting.

E: No, not at all. I was just telling Abi how I met Nikki.

C: Oh, do tell!

A: Yes, carry on, Ella.

E: So as I was saying, I was in the supermarket, …

A: Right.

E: Pushing my trolley along, when she comes up and touches me on the arm and very politely says, 'I think you've got my trolley'. So I looked down and I didn't understand, at first, because it really looked like mine.

A: So what was going on?

E: Well, like I said, it looked just like my trolley, but when she pointed out mine behind me, I realised I'd taken hers by mistake. But the funny thing was, we'd bought almost exactly the same things!

C: No way!

A: Really?

E: So yes, so then we got talking and found out we've got loads in common, and she invited me here tonight.

C: That's hilarious! I first met Nikki in …

E: But hang on, there's more…

Unit 2 Recording 12

E = Erica R = Rob S = Steven

1

E: … Great, thanks both of you. I think that wraps things up nicely, I've got lots to be working with there – I'll have a think and let you know what I decide.

R: OK.

S: Yeah, no worries.

E: I'll let you get back to work.

S: Right, see you later.

R: Yep, bye.

2

Y = Yvette M = Malcolm

Y: Anyway, it's getting late. I'd best be off.

M: Yeah, me too. See you at work tomorrow.

Y: See you tomorrow, Malcolm.

3

E: And she said the funniest thing. So we were talking about the time when we were at school and …

C: Oh hey, sorry Ella, but I've just seen someone I need to talk to. It was lovely to meet you.

A: Yeah, well it's getting late. I might have to make a move, too.

Unit 3 Recording 1

P = Presenter K = Professor Kaleb Stein

P: Good morning, and welcome to *Concepts*, the programme which looks at new ideas in business. I'm Billie Porter, and with me today is Professor Kaleb Stein from the University of Norfolk. Good afternoon, Professor Stein.

K: Good afternoon, and thanks for inviting me on the show today.

P: You're very welcome. Now, professor, you're going to talk to us about brainstorming today, aren't you?

K: Yes, that's right.

P: Isn't brainstorming basically just people thinking of ideas together?

K: Well yes, in its most basic form, but there's more to it than that. For example, it's an important foundation of any brainstorming technique that no criticism of ideas is involved. It's – if you like – a free-for-all. But there are also many different types of brainstorming techniques, suitable for different types of situations and challenges.

P: Like what?

K: Well, let's start with a fun one which we call 'Role Storming.'

P: Sorry, you call it what?

K: 'Role Storming'. Say you want to think about your best customers, what exactly is it that makes them so loyal, etc. You can think of your own ideas, of course, and that's great, but what you can also do is imagine you are different people and think about what they would say. What would your biggest competitor say about it? What would someone from a different country say? It helps you generate more ideas by imagining different perspectives than your own.

P: I see, well, that sounds fun.

K: Another technique – one of my favourites, actually, is 'reverse brainstorming'.

P: 'Reverse brainstorming'? What's that?

K: So, instead of thinking of ways to solve a problem, you present a problem and ask people to think of ways it might come about. Let's say, for example, you're looking at ways to improve communication within your team. You start by flipping the issue, so imagine you're looking at ways to make communication worse. Then you brainstorm the ways in which those situations might come about.

P: Right, so you mean you ask people to think of how to cause problems?

K: Exactly. Then you can look at ways of avoiding those problems in the future.

P: Curious indeed! What about if we've got a group where only a few people contribute and everyone else sits in stony silence?

K: Aha. Well, you can do 'Round Robin' brainstorming. Basically, you go round the group and get one idea from each person, and then you keep circling round till everyone has run out of ideas. This puts more pressure on the people in the session, but encourages wider participation.

P: I see. These approaches sound really useful, but what if the participants, for whatever reason, find it hard to come up with ideas? I wonder if you could tell our listeners what they should do in that situation?

K: Well, there are a number of reasons why this might happen, and one might just be the fear of sounding silly, especially in front of superiors. So, that's when a 'quiet brainstorming' technique might be useful.

P: And what does that involve?

K: So, all of the participants write their thoughts down at the beginning of the brainstorming session, to give them time to think before suggesting their ideas. It's quite common these days to have a quiet brainstorming period before the main phase of a brainstorming session.

P: Very interesting, professor. Well, I'm afraid that's all we've got time for today, but thank you very much for coming to speak to us.

K: Thank you.

Unit 3 Recording 2

1 We do it how many times?

2 You've been here for how long?

3 We need to leave at what time?

Unit 3 Recording 3

baffle

befuddle

grapple

Unit 3 Recording 4

1

Z = Zoe C = Carl

Z: And next on the line we have Carl from Brentford. How can I help you, Carl?

C: Oh hi, Zoe, thanks for taking my call. I have the most dreadful insomnia. I just can't seem to get to sleep at night. Then I end up feeling really tired during the day. It's so frustrating.

Z: Oh dear, Carl. I'm sorry to hear that. Have you tried reading?

C: I've tried everything, Zoe. Reading, having a bath and a cup of warm milk before bed, but none of it works.

Z: Well, what do you think is stopping you from sleeping? Are you worried about anything?

C: Nothing especially, but when I try to go to sleep I start thinking about things at work, in my life, and so on, and that makes me feel awake.

Z: OK, here's what I suggest. Seeing as none of the things you've tried seem to work, next time you're lying there thinking about things and can't sleep, I want you to get up.

C: Get up? But why?

Z: Well, my thinking is that you're getting too caught up in your thoughts. Get up and do something. Maybe go for a short walk, pay a bill or something. It's a distraction technique, doing something else will take your mind off the fact you can't sleep.

C: OK, thanks Zoe. I'll give it a try.

2

R = Ryan J = Javier F = Fatima

R: I can't understand it, the warehouse dispatched that order last Tuesday, so they'll definitely have received it by last Friday, as promised.

J: Yes, well they should have, but they haven't. It's now Monday and we've got no idea where it is. I've had our main client on the phone this morning and they're not happy. Since this isn't the first time this has happened, I think we need to seriously consider changing distributor. Especially as we've got that big order coming up in a couple of weeks.

F: The problem is, though, we get a really good deal with that distributor, in that they give us an extra 10% off orders over 50,000.

J: Yes, but at the risk of stating the obvious – it doesn't matter how cheap they are if they don't deliver the product. I don't think we should stick with a bad supplier for fear of losing a few quid in the short term.

F: Well, what exactly would the costs be if we switched supplier? We need to know all the facts here.

R: Ah, always with the facts, Fatima!

F: Ha, indeed.

R: Well I couldn't say off the top of my head, but I can get Marsha to run up some figures.

J: That sounds like a good idea to me. Fatima's right. As we don't know all the facts yet, let's wait until we do before we make the final decision.

R: Agreed.

F: Good idea.

3

R = Rob V = Vicki

R: I've just realised that I've now sent out nearly fifty job applications.

V: Really? Any luck?

R: Not a sausage. I just don't know what I'm doing wrong.

V: Well, maybe nothing. These things just take time.

R: Well I sent most of them out weeks ago, so I'd expect to have heard something by now. Why do you think I'm not hearing anything?

V: Well, maybe it's not the right area for you. Maybe you just need to look at the bigger picture. Take stock and think about whether this is what you really want to do. I mean, why do you want to work in retail?

R: Because it's what I've always done. I guess I haven't tried anything new for fear of failing at that, too. I mean, I don't love retail…

V: So why not try something else? Think about what it is you really want to do, then think about going back to college, retraining or something. What if you end up doing something you really enjoy? Got to be better than going round in circles like this.

R: Hmm, maybe you're right. I'll give it some thought.

Unit 3 Recording 5

1 People are perfectly capable of working it out themselves.

2 They're deeply sorry for the distress they've caused you.

3 They were pretty annoyed with the press coverage.

4 It's utterly ridiculous, how could people believe it?

5 I'm fairly sure this is a fake.

Unit 3 Recording 6

T = Trina M = Matt

T: I see you posted that story about the nursing home that was closed down on social media, Matt.

M: Yes, that's right. It's absolutely disgusting! Can you believe that they served dog food to old people in their care?

T: Hmm, to be perfectly honest, I don't think I can.

M: I know, horrible wasn't it?

T: No, I mean I don't think I can believe it. I think that's a fake story.

M: What do you mean? It seems perfectly credible to me. It's from a big news website.

T: Well, my first impression was that it sounded just too ridiculous, you know? It's good that you looked at the source, though.

M: Well, how else can you fact-check a story like that?

T: There are a few different things you can try. Firstly, look at the picture. It looks like it's from a stock photo site. And if you do a reverse image search, it takes you to one.

M: Yes, but that doesn't mean it's false.

T: No, you're totally right. But try searching the title plus the word 'fake'.

M: OK, let me try on my phone ... Oh, I see. All of these results report on it being a fake story.

T: You see?

M: Ah, my bad. I'd better delete my post then.

Unit 3 Recording 7

1

Sanjay: I'd like to tell you about an exchange I recently had online. A contact of mine shared some audio via social media. It was radio communication between the captain of a military ship from a large country and what seems to be the captain of a ship from a smaller country, each demanding the other move to avoid a collision. The captain from the larger country describes the extensive military power he has at his disposal with the sole purpose of intimidation, only finally agreeing to move his ship when the captain of the smaller ship reveals he is actually the keeper of a lighthouse. It's a perfect case of the underdog winning against an arrogant opponent. However, something about this exchange seemed illogical to me, as surely the lighthouse keeper would have stated who he was at the start of the exchange. So, I fact checked it and discovered that it was fake. Not only was it fake, but there are numerous versions online and the story has been told as far back as the 1930s. I was aware that, by sharing the fact that the news story was fake, I'd hamper my contact's enjoyment of it, but I felt unable to allow him and others to continue to believe it to be true. So, I left a comment revealing the truth. His reply was unexpected to say the least. 'The audio might be fake,' he wrote. 'But no doubt it has happened at some point in history.' And this is a classic example of how fake news works in practice.

2

Sanjay: Someone I know posted this audio recording the other day of a conversation between two ship captains trying to force the other to move so they didn't crash into each other. You know, each one refusing to budge. One of them, the one from the bigger country, was throwing his weight around and showing off about how much military power he had behind him. He eventually backs down when the captain from the smaller country reveals he's actually a lighthouse keeper. It was one of those moments where you couldn't help but cheer for the little man! Thing was, it was obviously fake. I mean, in reality the lighthouse keeper would have said who he was as soon as he made contact. Anyway, I did a bit of digging and found it was actually fake – been around for decades apparently - the story not the audio, obviously. So, anyway, I told the person who posted it. I knew it wouldn't make me popular but, you know…. His reply? 'This video might be fake but no doubt it has happened at some point in history.' I mean, come on, really? Classic example of fake news in action.

Unit 3 Recording 8

1 The first explanation is our tendency to believe the people we trust. When they share news with us, we're much more likely to accept it without question.

2 Confirmation bias describes the way people seek out information to confirm what they already believe, ignoring any information which might contradict that.

3: Exactly that kinda thing, yeah. It's very frustrating.

4 I mean, some of the news stories that fly around social media, well, they're there to be funny, but people don't get the ironic humour and think they're true.

5 Once it's in there, getting a fake story out of our brains is tricky.

6: It's less harmful to our self-belief to maintain our existing views than to consider the alternatives.

7 Anyone with an alternative viewpoint is someone we immediately believe has different ideals to us and, therefore, we suspect they're biased and have a reason for presenting us with opposing information.

8 It seems like fake news is causing us to simply trust no-one at all. I guess it's just the age we're living in.

Unit 3 Recording 9

1

Sanjay: To fully understand why fake news is so successful, we need to look to psychology, because fake news very much relies on our psychological make-up as humans to work.

The first explanation is our tendency to believe the people we trust. When they share news with us, we're much more likely to accept it without question. Those we trust are usually people we perceive as having the same kinds of beliefs, values and attitudes to life as we do. In the past, we may have known just a handful of people that met these criteria. Today, it can be hundreds or … or even thousands of people who all socialise within the same online circles as us, all sharing news and information.

The second explanation for the success of fake news is what's called confirmation bias. Confirmation bias

describes the way people seek out information to confirm what they already believe, ignoring any information which might contradict that. It makes fake news easier to believe because it reinforces what we already think, so it must be true. One thing which may well be a catalyst for confirmation bias is the so-called echo chamber. This describes a space online – like a social media group – where everyone has the same beliefs. It's called an echo chamber because people express opinions which are then echoed back to them. Their beliefs are never challenged, and their bias is reinforced. Fake news is less likely to be identified in such spaces.

The final explanation is that, once we believe something to be true, eliminating it from our minds is hard to achieve. Essentially, we tend to have high confidence in facts and, as a result, once we assimilate a 'fact' into our knowledge system, we're reluctant to accept that it's wrong. This may be due to the fact that admitting our mistake is to admit a failure. Admitting a failure can harm our self-worth. Another reason is that we tend to reject correct information staring at us in the face simply because we don't trust the person who is presenting it to us. We often think that anyone with an alternative viewpoint is someone that has different ideals to us and, therefore we suspect they're biased and have a reason for presenting us with opposing information. We don't trust their reasons.

2

S = Sanjay A = Alice

A: So, how is what your friend said an example of how fake news works?

S: Well, my friend was told it was fake – presented with the evidence it was fake, that the story is much older than he is – but he still chose to believe that it had happened at some point in the past

A: Really...

S: Despite there being no evidence to support that whatsoever.

A: Because what, there's no smoke without fire?

S: Exactly that kinda thing, yeah. It's very frustrating.

A: What do you think we can do about it?

S: Well, not much. I mean, until we all learn to judge information accurately, we'll always be easily-led when it comes to fake news.

A: Why are we? Easily-led by it, I mean.

S: A few different reasons. I mean, some of the news stories that fly around social media, well, they're there to be funny, but people don't get the ironic humour and think they're true.

A: Yes, been there, done that.

S: I mean there's nothing malicious in those stories, it's just that they're misinterpreted. It's the fake news that's designed to manipulate that's bad.

A: Yeah, clicks to websites for advertising, that kinda thing?

S: Yeah or information designed to make you believe in a particular cause. Once someone's seen something like that and believed it, it's hard to change that.

A: Why?

S: It's hard for us to admit we're wrong, even if someone gives us the scientific facts, for example.

A: Because it makes us feel bad about ourselves.

S: Yep, we trust what we know is right and when we find out it's not, well yes, it damages the way we see ourselves.

A: Our self-confidence, you mean.

S: Yeah, something like that. It's less painful to stick with what we think than to change it. There's another side to this, though, which is interesting.

A: What's that?

S: The fact that it's making us more sceptical.

A: What do you mean? I thought you just said we believe everything we see or hear.

S: Not exactly. If it comes from someone who's similar to us in beliefs or values – yes, but when it comes to information from other sources, well, that's a different story.

A: How?

S: I was reading a survey report the other day that said less than half of people in various countries around the world trust their news sources. It seems like fake news is causing us to simply trust no-one at all. I guess it's just the age we're living in.

Unit 3 Recording 10

1

So finally, on a lighter note, I'd like to summarise a recent experiment I read about, which I think you might find of interest. This research was carried out by researchers at Bern University of Arts. They wanted to find out if exposing cheese to different types of music would help enhance its flavour.

I know, strange, isn't it? But interesting, nonetheless. Basically, what they did was set up two main groups of cheeses. The first was exposed to different types of music, and the second was left in peace and quiet. Now, the problem they had while conducting the experiment was this: how to test the flavour of the cheese? Well, that's simple: they had a jury of cheese tasters who tasted each cheese at the end of the experiment. The result? Well, what they found was that the former group had an enhanced flavour, whereas the latter didn't. Not only that, but all jury members agreed that the cheese exposed to hip hop had exceptional results. The hip hop cheese

topped the list in terms of smell, taste, texture and appearance. And they repeated the experiment with much the same results. So, in a nutshell, hip hop makes your cheese taste better!

2

C = Clara J = Jake

C: Where were you this morning, Jake? You missed something interesting in the lecture.

J: Yeah, I had a doctor's appointment so I couldn't make it. I couldn't have a look at your notes, could I?

C: Sure, here you go.

J: What's this ... cheese experiment?

C: Ha, yeah. It's a study Professor Hughes told us about.

J: Your notes are really good, Clara.

C: Yeah, it's a technique I use, where I have the main points here, and the supporting details here.

J: So what's this experiment about then?

C: Well, it's all about the effect of music on cheese.

J: Interesting!

C: So, the gist of it is some researchers at Bern wanted to see if exposing cheese to music has an effect on its taste. What they did was expose different cheeses to different types of music.

J: I see. And on the right of your notes are the types of music, right?

C: That's right. Basically they found that the cheese exposed to hip hop tasted best.

J: And here is how they measured it?

C: That's right, with a jury of tasters.

3

E = Ester P = Phil

E: What are you reading, Phil?

P: Oh, it's quite an interesting article, actually. It's about the effect of music on cheese.

E: The what?

P: Ha, yes. It's an experiment they carried out at a university in Bern. Bern's in Switzerland, I think. Not sure what language they speak there, do you know?

E: Yes, they speak three different languages. But what was the experiment?

P: Yeah, right, so they got some cheese or something and played different songs to it. There were different types of music or something. One was … er … by a hip hop group. I think it's A Tribe Called Quest. Do you like them?

E: Yes, but what happened?

P: Yeah, they played it to the cheese, I'm not sure exactly how. It might have been through headphones, or speakers, or something like that. What's the best way to play music to cheese, do you think?

E: What other music did they play?

P: Well, there was some classical music. Beethoven? No, Mozart. I think they played it to another cheese, or the same cheese? No, a different cheese. I can't remember how long for.

E: Phil?

P: Yep?

E: Can I just read it myself?

P: Ha, yes, of course.

Unit 3 Recording 11

So finally, on a lighter note, I'd like to summarise a recent experiment I read about, which I think you might find of interest. This research was carried out by researchers at Bern University of Arts. They wanted to find out if exposing cheese to different types of music would help enhance its flavour.

I know, strange, isn't it? But interesting, nonetheless. Basically, what they did was set up two main groups of cheeses. The first was exposed to different types of music, and the second was left in peace and quiet. Now the problem they had while conducting the experiment was this: how to test the flavour of the cheese? Well, that's simple: they had a jury of cheese tasters who tasted each cheese at the end of the experiment. The result? Well, what they found was that the former group had an enhanced flavour, whereas the latter didn't. Not only that, but all jury members agreed that the cheese exposed to hip hop had exceptional results. The hip hop cheese topped the list in terms of smell, taste, texture and appearance. And they repeated the experiment with much the same results. So, in a nutshell, hip hop makes your cheese taste better!

Unit 4 Recording 1

S = Steve U = Ula R = Rickie

S: Ladies and gentlemen, welcome to karaoke night! I'm looking for brave volunteers to get the ball rolling. Anybody? Come on, you know you want to.

U: What do you think, Rickie? Shall we go for it?

R: You must be joking! I could never sing in front of a crowd of strangers! I'd be a bag of nerves!

U: Well, it's not exactly a crowd – there are only a handful of people. And they'll probably all be having the same conversation as us right now, over whether to sing or not! Are you worried about singing out of tune?

R: No. I'm actually quite a good singer. When I'm alone in the car, I'll happily sing along to the radio. But the thought of performing in public makes me go all hot and cold.

U: Well, there's a trick you can use. I use it all the time. Whenever I'm feeling anxious, I'll say to myself, again and again, 'I'm excited.'

R: And that works? I'll have to try that. So is there nothing you're afraid of?

U: Er … well, there is one thing, but it's a bit embarrassing. You'll probably have wondered why I always wear t-shirts and pullovers. It's because I hate buttons.

R: Buttons? Why?

U: Well, I remember when I was a small child, my parents would freak out every time I touched a button because they were worried about me choking. You know how protective parents can be – they will panic, won't they? I must have learned to associate the objects with the panic, because now I won't wear any clothes with buttons – I won't even touch them.

R: Wow! So I guess you're not keen on the jacket I'm wearing, then, with all these buttons on the front? It's my favourite, too!

U: I don't like it at all! And you will keep wearing it whenever we meet! But it's OK as long as you keep those buttons a safe distance from me.

R: Sure. But it's quite an unusual phobia, though, isn't it?

U: Well, it's not as rare as you might think. There's a theory that Steve Jobs, the founder of Apple, suffered from a fear of buttons. You'll remember, I'm sure, that he always wore pullovers, just like me. That might explain why he was obsessed with removing buttons from his gadgets, from computer mouses to iPhones. Apparently, near the beginning his career, he wouldn't even touch the multi-button computer mouse that his engineers had designed – and sent them back to design a button-free version!

R: And the rest is history!

U: Exactly.

S: Come on, ladies and gentlemen, who's going to be first?

R: OK, I'm going to go for it.

U: Wow! Good for you! How are you feeling?

R: Terrified … I mean, excited. I'm really excited. Wish me luck!

Unit 4 Recording 2

1 I WON'T do it!

2 I won't do it.

Unit 4 Recording 3

P = Presenter A = Artur

P: Welcome back after the break. I'm still speaking with the renowned journalist Artur Palmeira, about his life and background. Artur, I understand you have an unusual phobia. Can you tell us about it?

A: Yes, well, please don't laugh, but I suffer from asymmetriphobia, which is a fear of asymmetrical things. I think it comes from my childhood, when I would spend hours and hours tidying my room or drawing perfectly symmetrical patterns. It just seemed to put my mind at rest, for some reason – symmetry seems to create a sense of order and balance in my mind. But my older brother, Tomas, would often come along later and mess up all my things just to annoy me, which was really upsetting.

P: Oh no. Your parents won't have been happy about that, I bet!

A: No, absolutely not.

P: What about nowadays? I guess your phobia will cause all sorts of problems for you, right?

A: Well, obviously there are lots of things in the world that aren't symmetrical, like trees and lakes, which don't freak me out. The problem for me is things that should be symmetrical but aren't, for whatever reason. So for example, let's say I'm cooking dinner and arranging it on a plate, or I'm arranging the objects on my desk, then I'll spend ages making sure everything is arranged symmetrically. And if I'm unable to achieve perfect symmetry, for whatever reason, then I'm likely to get a panic attack – my heart will race, I'll go weak at the knees and I'll find it hard to breathe. The worst thing is that my colleagues at work will often move my things around just to annoy me – for example, they'll move my computer a few centimetres to the left – and then they'll laugh at me when I get stressed about it. So it's not exactly debilitating, but it does have a negative impact on my life.

P: I'm sure. OK, so how did that affect…

Unit 4 Recording 4

A = Alison R = Roger K = Kamaria

A: Ah, good. You're here. It's Kamaria, right?

K: Yes, that's right. Nice to meet you in the flesh. And thanks for finding the time to see me about sponsoring our project.

A: No problem. If you'd like to come in and sit down, we can start when you're ready. My name's Alison, and this is my colleague Roger. Now, we've read your application, and we were very impressed, weren't we, Roger?

R: Yes, absolutely. So, if you'd like to tell us more about your project …

K: Well, as I wrote in our application, we work with retired people who are living alone and isolated from society, and young unemployed people, many of whom have low self-esteem. And we bring them together to work on infrastructural and environmental projects. But of course, while those issues are noble causes in their own right, our real aim is to create a bond between the two groups. You see, when people work together, they talk and listen to each other, which builds mutual respect.

A: OK. That sounds like a very noble cause. I'm just wondering about the older people you mentioned. If you could say a few words about why they're so isolated from society …

K: Sure. Well, a few decades ago, people tended to live in very close-knit families, so most older people had grown-up children who could look after them. And if they didn't have children, then at least they had a network of friends and relatives living nearby. But in the modern world, that's just not true anymore. So, one of our main aims is to help those people to reintegrate into society.

R: OK, and tell us a little about the issues for young people.

K: Well, most employers want people with experience – they won't even give you an interview if you've never had a job before. So, our project helps young people by giving them work experience and skills. But much more importantly, we also work on giving people a more positive mindset, so they get used to having responsibility, making and sticking to their commitments, and taking pride in their work, which really improves their self-esteem.

A It all sounds great. But one thing concerns me. If you're putting young people together with vulnerable old people, mightn't they be tempted to take advantage of them?

K: Yes, well, it's something we need to monitor carefully. Basically, each participant is assigned a mentor, who keeps a very close eye out for any signs of danger. But the problem is, there are only three of us mentors, and we're all unpaid volunteers. That's why we're hoping to employ ten more full-time mentors, in order to monitor more effectively and greatly expand the project.

A: Well, we'd like to help you, but we certainly wouldn't be able to stretch to ten salaries.

K: Er, we wouldn't be asking for the full amount from you. We've got a meeting with the Chamber of Commerce tomorrow, and we're hopeful that they'll offer us 50% of the money we need. But it'll really help our negotiations if we've already got 50% from you.

A: OK, if it'll help your negotiations, we'd be happy to put up the 50%.

K: Oh great. Yes, it'll definitely help. Thank you. But what if the Chamber of Commerce refuse to provide the other 50%, would you be willing to put in the other half?

A: No, I'm afraid if they won't help you, you'll have to find another partner that will. Does that make sense?

K: Yes, absolutely. I'm sure we'll find the other 50% somewhere.

A: Great. Let's hope we can make this work. We'll draw up a letter of intent now, outlining our provisional offer, which you can show to potential partners. If you'll just bear with me a moment, …

Unit 4 Recording 5

1 So, if you'd like to tell us more about your project …

2 If you could say a few words about why they're so isolated from society …

3 If you'll just bear with me a moment, …

Unit 4 Recording 6

1

A: OK, Jenny, so we're going to do a guided visualisation, OK?

B: Erm, OK…

A: So - it's a bright sunny day, and you enter a forest. What can you see?

B: Well, lots of trees, obviously!

A: And what can you smell?

B: Hmmm, kind of like an old smell …

A: An old smell?

B: Yes, of things that have been there for a long time, that kind of thing.

A: And can you hear anything?

B: No, it's quiet. Too quiet.

A: And how do you feel?

B: A little afraid. It's pretty cold, and like I said, quiet.

A: OK, so you start to move through the forest. What happens?

B: OK, I start to move through the trees, and I can make out a building in the distance.

A: What kind of building?

B: It resembles a castle. Although it might be a cave….

2

A: OK, Marge, so it's a bright sunny day, and you enter a forest. What can you see?

C: So, I see trees.

A: And what can you smell?

C: I can smell the trees, and plants.

A: And can you hear anything?

C: Yes, I can hear some birds... er, in the trees.

A: And how do you feel?

C: I feel OK. It's relaxing.

A: OK, so you start to move through the forest. What happens?

C: OK, I walk through the forest, and I see a bridge.

A: What kind of bridge?

C: Just a regular stone bridge.

Unit 4 Recording 7

A: OK, Jenny, so we're going to do a guided visualisation, OK?

B: Erm, OK…

A: So - it's a bright sunny day, and you enter a forest. What can you see?

B: Well, lots of trees, obviously!

A: And what can you smell?

B: Hmmm, kind of like an old smell …

A: An old smell?

B: Yes, of things that have been there for a long time, that kind of thing.

A: And can you hear anything?

B: No, it's quiet. Too quiet.

A: And how do you feel?

B: A little afraid. It's pretty cold, and like I said, quiet.

A: OK, so you start to move through the forest. What happens?

B: OK, I start to move through the trees, and I can make out a building in the distance.

A: What kind of building?

B: It resembles a castle. Although it might be a cave….

Unit 4 Recording 8

yellowish

blueish

lowish

longish

highish

greyish

Unit 4 Recording 9

M1 = Man 1 W1 = Woman 1 W2 = Woman 2

W1: Thanks again, guys, for having me over. That's the second time I've blown all the fuses this year. It sure makes you realise how much you rely on electricity.

M1: Well, accidents will happen! Talking of darkness, I read the other day that someone spent a whole month in complete darkness …

W1: Complete darkness?

M1: Yeah …

W2: Where? In a cave?

M1: In a bathroom.

W1: A bathroom? You're joking.

M1: No, she spent most of a month in a pitch black bathroom.

W1: Why? Sounds like an odd holiday destination ...

M1: Well, it was like a challenge.

W1: A challenge?

M1: Yeah, I think someone challenged her to do it …

W1: But why would she want to...

W2: … She probably wanted a book deal and a TV series out of it!

M1: … I was about to say that!

W2: Hehe, great minds!

W1: Anyway, what happened? I mean, how did she cope?

M1: Well, it's quite interesting, actually, because they created this set of rules that she had to abide by during the challenge …

W2: They?

M1: Yeah, the woman and whoever challenged her to do it.

W2: What sort of rules?

M1: Well, for example, she wasn't allowed any contact from outside whatsoever. The bathroom was completely soundproofed so she couldn't hear anything from outside and completely dark so she couldn't see anything and, of course, no phone, no torch, no TV or anything like that. She had to be in complete darkness for the whole time.

W1: Wow.

M1: But there were positives. Like, all her food was brought to her from a local restaurant …

W2: Every cloud, I guess, at least she didn't have to cook.

M1: … but the meals were delivered at odd times so she couldn't use that to guess the time of day…

W2: Why not?

M1: Well, one of the important rules was that she couldn't know what time of day it was … or how long she'd been in there.

W1: Unbelievable. I don't think I could handle that. Total darkness and not knowing how long till you got out. Did she stick it out for a month?

M1: Well, that's the thing because, after 20 days … no, actually, I'm jumping ahead of myself here. Let me go back to how she got through it …

W2: Yeah, OK.

M1: So what she did, this woman, I've forgotten her name, what she did is she made a routine for herself. She decided that, as much as possible, she'd follow the same routine inside the bathroom as she had on the outside.

W1: Hmm, easier said...

M1: Indeed! when she woke up in the morning, at least she thought it was morning, she couldn't be sure, but when she woke up she had a bath, combed her hair, got dressed, ate something ... Then she did yoga and meditation and she used this routine to keep herself as calm and happy as possible.

W2: And did it work?

M1: Up to a point, yeah. She said there were a couple of times when her mind started to play tricks. One was when she started hallucinating, you know …

W2: Hallucinating?

M1: Yeah, she started to see little white balls floating around the room.

W1: Why?

M1: I'm not sure exactly but, after a while in total darkness, your mind starts to see things that aren't there, I guess.

W1: That would freak me out.

M1: And a couple of times she started to get into a negative thought cycle where she started thinking 'What if I never get out?', 'What if I go crazy in here?', that kind of thing.

W1: I'm not remotely surprised.

M1: She just had to stop herself going down that mental path, you know, she just started meditating or doing yoga or anything to break the thought pattern, really. But we're getting off topic. Let me finish my story. So actually this woman came out after 20 days …

W2: Only 20 days?

W1: That's not such a bad effort.

M1: The guy who had challenged her said that he realised she was going to win the challenge, so he admitted defeat and said that she may as well come out.

W2: Well, well done her. Hey, maybe my boss will go and hide in a darkened bathroom for a month...

W1: Heh, don't count your chickens! Actually, Patrick should be here soon. He's into caving and crawling around in the dark, he might be into it.

M1: And, speak of the devil...

Unit 4 Recording 10

M1 = Man 1 W1 = Woman 1 W2 = Woman 2

1

M1: But there were positives. Like, all her food was brought to her from a local restaurant …

W2: Every cloud, I guess, at least she didn't have to cook.

2

M1 She decided that as much as possible she'd follow the same routine inside the bathroom as she had on the outside.

W1: Hmm, easier said ...

3

W1: Well, well done her. Hey, maybe my boss will go and hide in a darkened bathroom for a month...

W2: Heh, don't count your chickens!

4

W2: Actually, Patrick should be here soon. He's into caving and crawling around in the dark, he might be into it.

M1: And, speak of the devil..

Unit 4 Recording 11

T = Toby M = Mrs Ricardo

T: Ah, Mrs Ricardo. Er … is everything OK?

M: Not really, Toby. We need to talk about your … Just a moment, can you turn off that music? I can't hear myself think.

T: Sorry? What was that? Just a sec … I'll turn the music off. Sorry about that. What can I do for you, Mrs R?

M: Well, for a start, can you tell me when you're planning to pay this month's rent? In case you're not aware, today is the 12th, and our contract clearly states that 'Payment must be made by the 3rd of each month.

Failure to pay on time may result in immediate termination of this agreement.'

T: I know and … I'm really sorry. I'll try to sort it out as soon as I can. You see, I'm having a few problems with one of my clients, and …

M: I'm not really interested in your problems with your clients. You have an obligation to pay me for this flat, by the 3rd of each month. Do you understand?

T: Yes. It's just that I'm waiting for my client to pay me for a big project, and, well, it's been held up. There's nothing I can do about it.

M: Sorry, Toby, but that's of no interest to me. Pay the money you owe me tomorrow or you'll have to find somewhere else to live. If you won't stick to your side of the agreement, I'll find somebody else who will. Is that clear?

T: Yes, Mrs Ricardo. Was there anything else?

M: Actually, yes. I hear you had a party here last week. I've had complaints from the neighbours.

T: Really? But it wasn't a party. I just invited a handful of friends round for a meal and a chat. You need to be a little more reasonable, Mrs Ricardo.

M: I am being reasonable, Toby. But I won't have you spoiling my good relations with my neighbours. Do I make myself clear?

T: OK. I'll be a model tenant from now on – believe me.

M: I wish I could believe you, Toby, but we've had this conversation before about paying your rent on time, and you've broken your promises every time. I mean, you were supposed to keep everything spotlessly clean, but last week, after your party, it looked like a bomb had hit it.

T: Sorry, but what were you doing here last week without my knowledge or permission? It makes me feel really uncomfortable to know you've been in my flat when I'm out.

M: In your flat? I'll have you know, Toby, that this is still my flat, and I'm entitled to come and inspect it whenever I so please.

T: Well, no, not really. According to our rental agreement, you have to give me 24 hours' notice before visiting the flat for an inspection. I'm paying a lot of rent for this flat, so I'm entitled to a bit of privacy.

M: Oh, you're paying rent, are you? I hadn't noticed! I'll tell you what: I'll start respecting your privacy as soon as you start respecting my right to receive rent.

T: I'll pay you as soon as I can, Mrs R. I promise.

M: Tomorrow, Toby. I'll be here to pick it up this time tomorrow. Any more excuses and it's over.

Unit 4 Recording 12

1 Pay the money you owe me tomorrow or you'll have to find somewhere else to live.

2 If you won't stick to your side of the agreement, I'll find somebody else who will.

3 I won't have you spoiling my good relations with my neighbours.

4 I'll have you know, Toby, that this is still my flat.

5 Any more excuses and it's over.

Unit 4 Recording 13

T = Toby M = Mrs Ricardo

T: Ah, Mrs Ricardo. I've been expecting you. Come in. Would you like a cup of tea?

M: Er … no thanks. I won't stay long. Toby, there's still no sign of the rent money. That means that, as per yesterday's discussion, …

T: … I'm out on the streets. Yes, I know. I'm all packed and ready to go, if that's what you really want.

M: Er … yes, I suppose so. And I see you've been cleaning too.

T: Yes. I've tried to make it look nice. I never noticed how beautiful these chairs are. Are they antiques?

M: Well, I'm not sure about antiques, but they're quite old. They belonged to my parents. This was their flat, you see, before they died. So, all this furniture is their old stuff. There are a lot of memories here.

T: Oh, wow. I had no idea. So, it must have been quite upsetting to see everything in a mess before. I'm so sorry.

M: It's OK. They're just things. Maybe it's time to move on.

T: Hmmm, I'm not so sure. I think it's important to keep things like that … but maybe not in a flat you're renting to a nightmare tenant like me!

M: Er, yes, sorry. I may have lost my temper a little yesterday.

T: It's fine. It's completely understandable. So, how come you decided to rent out this flat, then, if it has so many precious memories for you? If you don't mind me asking, of course.

M: Well, I didn't want to rent it out at first. But then, well, I lost my job, and I needed some extra income.

T: Oh no. So I can see why you're so desperate for me to pay the rent on time. I'm really sorry about the situation with this month's rent. This situation with my client is driving me crazy – I hate being late with my payments.

M: So, what exactly is the problem?

T: Basically, they tried to pay me for a big job about two months ago. Unfortunately, due to a stupid mix-up, they ended up paying it into somebody else's bank account. They're in the process of recovering it and transferring it to my own account, but it's ridiculously bureaucratic, and everything is taking weeks and weeks. I can show you all the emails, if you like, to prove that I'm not making it up. It was the payment for about six months' work, you see, so you can imagine I'm pretty desperate for it by now.

M: Yes. I can imagine. That can't be easy for you! So are you saying you expect to have the rent in the next couple of weeks?

T: The next couple of days, hopefully. Once the money arrives in my account, I'll be able to pay you for the next two months' rent upfront, if you need it – to apologise for all the trouble. Er … unless you've kicked me out on the street by then.

M: Well, perhaps I was a little harsh with you yesterday. Maybe we can try and work something out. I suppose I might be able to wait a few more days for this month's rent.

T: That would be amazing. I love living here. I'd hate to have to leave.

M: Well, I'm sure it won't come to that. It's more a matter of long-term stability for me – I need to ensure I have a steady income, month in, month out.

T: Yes. I completely understand.

M: But yes, I'd like to see that email, if you don't mind. It's not that I don't trust you, of course, but, well, I have been taken advantage of by previous tenants in the past, so you can't be too careful these days.

T: Yes, of course.

Unit 4 Recording 14

1

a It must have been quite upsetting to see everything in a mess.

b It must have been quite upsetting to see everything in a mess.

2

a I may have lost my temper a little yesterday.

b I may have lost my temper a little yesterday.

3

a I can see why you're so desperate for me to pay the rent on time.

b I can see why you're so desperate for me to pay the rent on time.

4

a That can't be easy for you!

b That can't be easy for you!

5

a Maybe we can try and work something out.

b Maybe we can try and work something out.

6

a Well, I'm sure it won't come to that.

b Well, I'm sure it won't come to that.

Unit 5 Recording 1

1 Given our previous problems, what should we do?

2 I finished third in the race. Granted, there were only four people in the race, but …

3 The meeting was a disaster, inasmuch as we couldn't make any decisions.

4 He didn't even notice me, let alone thank me.

5 His stories may seem like works of fiction, but they're nonetheless true.

6 She suffered discrimination on many occasions. Nonetheless, she refused to give up.

7 It's expensive and dangerous, not to mention illegal.

8 Now that you're here, we can start, provided everyone else is ready.

9 Everyone is welcome regardless of age.

Unit 5 Recording 2

P = Paolo R = Rebekah

P: OK, so five unsung heroes. Well, street cleaners, for sure.

R: Yes, agreed. No argument there.

P: Bus drivers?

R: Bus drivers?

P: Yes, it's a hard job driving all day, not to mention the abuse you get from customers.

R: Granted it's a hard job, but they're sat in a comfy chair all day, so it's not as hard as being a street cleaner.

P: Supposing they went on strike tomorrow? How would you get here?

R: I'd cycle.

P: Well, who do you suggest then?

R: Social workers. Not a glamorous profession, but they do so much good for vulnerable people in society. I'd say they're pretty indispensable.

P: OK, pop them on the list... Right, what about …

Unit 5 Recording 3

1

James: So, I met a sporting hero of mine; a footballer who'd helped our local team to win the league. He's not world famous or anything but, in our local area, he's a big deal. Anyway, one day I got in the lift at the hotel where I work and there he was in front of me. I think I just stared for a few seconds, all wide-eyed! I dunno. I always thought I'd be really chilled in situations like that, but I wasn't at all. I opened my mouth to speak, to say something like 'Thanks for helping us win the cup last year', but I ended up blurting out 'I love you!' in a voice that was, let's just say, significantly higher than my normal voice! It was awful! Anyway, the guy in question took it all in his stride – I guess he's used to that kind of reaction. I started to say more but then he got a message on his phone. It was clearly bad news because he took one look at it and he, er … his face just dropped. He looked gutted. That's when it suddenly dawned on me. This guy in front of me wasn't some kind of god after all. He was just a normal bloke. He might have more money than me but he still has problems and worries like the rest of us. So, that completely got rid of my nerves. I told him how much the win had meant to me and congratulated him and then got out at my floor.

2

Isobel: I was on holiday in New York and, as I passed by this clothes shop, I had a look in the window. And there in the shop was none other than actress Cara Ronson. I couldn't believe it. I mean, I've been a humungous fan since I saw her in 'The Big Deep' a few years ago, so I walked straight into the shop and headed directly towards her. The bodyguard with her tried to put a stop to me getting too close but, when she saw me, she told him to let me through. I asked her if I could take a selfie and she said she didn't mind at all as long as I waited to post it. I thought that was fair enough. I mean, she didn't want every Tom, Dick and Harry turning up. Anyway, we had a bit of a chat about her latest film. She asked me what I liked about it and I fangirled big time for about a minute before she left. It was probably the most epic minute of my life, to be honest! I certainly can't think of a better one. She surpassed all my expectations.

3

Lewis: Well, let's just say, I wish I'd never met my 'hero'. I'm talking about a male singer who I think shall remain nameless. I'd actually paid for a VIP pass at one of his concerts which included some limited-edition merchandise, plus a meet and greet with the band after the gig. It cost me an arm and a leg but I decided life was short and it was worth the money. Except it wasn't. The gig was amazing but the meet and greet completely ruined all respect I had for the guy. First off, he was much shorter than I was expecting. I know, I know it shouldn't matter, but looking down at your idol is just plain wrong, somehow. It was a group meet and greet so there were five other fans with me. Let's just say, I held no interest for the guy whatsoever. When he asked us, 'Hey y'all, how ya doin'?', he did not include me in that. I tried to ask him questions but he blanked me each time, focusing on some of the other 'cooler' guys instead. There was even a moment where I could have sworn he rolled his eyes at me. I basically paid £600 to be ignored and made fun of. And oh boy, is he self-absorbed. He managed to talk about himself for the entire 15 minutes. It wasn't even as if he had anything intelligent to say. Quite the opposite, in fact. The

guy I thought was clever and creative? Well, he turned out to be very average indeed.

Unit 5 Recording 4

1 I started to say more but then he got a message on his phone. It was clearly bad news because he took one look at it and he, er … his face just dropped. He looked gutted.

2 That's when it suddenly dawned on me. This guy in front of me wasn't some kind of god after all. He was just a normal bloke.

3 Anyway, we had a bit of a chat about her latest film. She was so lovely! She asked me what I liked about it and I fangirled big time for about a minute before she left.

4 It was probably the most epic minute of my life, to be honest! I certainly can't think of a better one.

5 I tried to ask him questions but he blanked me each time, focusing on some of the other 'cooler' guys instead.

6 It wasn't even as if he had anything intelligent to say. Quite the opposite, in fact. The guy I thought was clever and creative? Well, he turned out to be very average indeed.

Unit 5 Recording 5

P = Presenter J = James L = Lewis I = Isobel

P: OK, thanks guys, for sharing your experiences of meeting your idols. Lewis, your experience was clearly negative and earlier, James, you mentioned realising that your hero was actually just an ordinary guy. Do you both think that we idolise celebrities too much these days?

J: I think it depends who they are. It's okay to idolise people who are talented and who do things which are special – like the footballer I mentioned - but these days a lot of the people we idolise don't really fit into that category at all. I mean, so many of these celebrities today just muck around online making stupid videos. At least my guy trained hard and won something.

L: I kinda agree actually, but then again, I met a talented and hardworking musician and he was still a real letdown. I reckon it's good to admire people for their work but we shouldn't get too hung up on them. As James said, they're just normal people.

I: Can I just say that it drives me up the wall when I hear people idolising reality TV stars. They basically do nothing at all to deserve this admiration – there's no talent there to admire – these people just wanna be famous, that's all. I can't stand it! So, I totally agree with what the guys just said.

P: What is it about famous people that you think attracts us to them?

I: It's the lifestyle. It all looks so glamorous and I think we want a piece of it, or if we meet someone famous that this glamour will rub off on us a bit.

J: I also think celebrities have all these ups and downs in their lives which make us feel better about ourselves. It makes us feel that we're not the only ones, or perhaps that we're better than them because we don't have such big ups and downs ourselves.

L: With social media in particular, there's an element of feeling like we know these people. They – or maybe the media – share lots of things about their lives with us so we feel personally invested in their lives. Then, if we see them, we can't help but think they're our buddies. It's like we know them.

Unit 5 Recording 6

L = Leo H = Hannah

L: Ladies and gentlemen, before we continue with the awards ceremony, I'd like to introduce our keynote speaker, Hannah Nishikawa, one of the most successful businesspeople in the country. We've invited Hannah to present some of her tips for success, which hopefully will inspire you all to emulate her spectacular achievements. So without further ado, please welcome Hannah Nishikawa.

H: Thank you, Leo, and thank you to the awards committee for inviting me. I know you'd like me to talk about success, but I decided it might be more useful for you if I talked about some of the biggest failures of my life, and what I learned from them. And, believe me, I've experienced many failures over the years.

For a start, I once got fired from my job for being incompetent and disorganised, which was pretty devastating, as you can imagine. In fact, it had such a huge and lasting impact on me that I can honestly say, if I hadn't lost the job all those years ago, I don't think I'd be where I am now. Let me explain.

It was a weekend job in a really fashionable clothes shop, back when I was still a student. Now I was really excited about landing that job – in those days, if you had a job in a clothes shop, you were the coolest of the cool, so all my friends were really jealous. On my first day, I was told to look after the menswear section – which basically meant folding up the clothes, hanging things up after customers had tried them on and replacing any stock that was getting low. And, well, I got into the folding side of things and spent the whole morning folding a huge display of jumpers. Unfortunately, customers kept coming along and rummaging through them, making them messy again, so it was a never-ending battle to keep the display looking perfect. I

remember thinking that shop work would be so much easier if it weren't for all the customers!

You see, I've always been a bit of a perfectionist, which is usually a good thing. After all, if I weren't such a perfectionist, I wouldn't have done so well in my career over the years. But what I learned from that experience is the importance of keeping the big picture in mind. Doing the task you've been set, but not at the expense of everything else.

Anyway, after about three hours, my manager called me over for a 'quiet chat'. Apparently, I'd been focusing so much on the jumper display that I'd neglected the rest of my department, which was in a terrible state, with empty shelves and boxes everywhere. In fact, I think I would have been fired on the spot if my colleagues hadn't pleaded with the manager to give me another chance.

As it was, I managed to hang on for a month, but things didn't get any better. Finally, my manager called me into his office to tell me that I'd reached the end of my four-week trial period, and that they'd decided not to offer me a permanent position. I hadn't even known it was a trial period! I'd just kind of assumed I'd have the job for as long as I wanted it.

I was absolutely devastated at the time to be told I wasn't good enough! But, from that point on, I've never taken anything for granted. I started believing that I'd be fired again from every other job, and that motivated me to work my socks off to avoid a repeat of that first experience. I mean, if I were to lose another job, I'd be absolutely mortified. So looking back, it was actually the most important experience of my life. It taught me the importance of keeping my eye on the bigger picture.

And now, as I say, I've had a fair amount of success in business. But it's all thanks to being the world's worst shop assistant all those years ago. Who knows: if I hadn't been so terrible, I wouldn't have been sacked and I might still be working there today! The point I'm making is that failure isn't necessarily the end; it's often an opportunity to try something new.

Unit 5 Recording 7

1 If I hadn't lost the job all those years ago, I don't think I'd be where I am now.

2 In those days, if you had a job in a clothes shop, you were the coolest of the cool.

3: Shop work would be so much easier if it weren't for all the customers!

4 If I weren't such a perfectionist, I wouldn't have done so well in my career over the years.

5 I would have been fired on the spot if my colleagues hadn't pleaded with the manager..

6 If I hadn't been so terrible, I wouldn't have been sacked, and I might still be working there today!

Unit 5 Recording 8

1 If you hadn't been wearing a helmet, you could have been seriously injured.

2 You might have made faster progress if you'd taken a few more risks.

3 If I'd known how he felt, I'd have done something about it.

Unit 5 Recording 9

J = Jack K = Kira

K: Hi Jack.

J: Ah, you're back, Kira. How was your run?

K: Great, thanks. But I couldn't believe how much rubbish there was on the beach. It was disgusting.

J: Yeah, I know. That's why I stopped running there. I wish they'd sort it out. It just gets worse and worse every year.

K: What do you mean by 'they'? Who needs to sort it out?

J: I don't know. The local authority? Whoever is responsible for cleaning things up. Why?

K: Well, I think that's the problem. Everyone would rather someone else cleaned it up, but I think it's about time people started taking responsibility for the local environment – including you and me.

J: Er … yeah, maybe. But what could we do? I mean, there's just the two of us.

K: Well, I managed to clear up quite a lot during my run today, all by myself. There was loads of rubbish on the beach, including a couple of plastic bags, which I managed to fill up with plastic bottles, cans... it was disgusting!

J: Wow! That's quite impressive. But it's still just a drop in the ocean. I mean, there must be tons of junk on the beach.

K: True, but imagine if every jogger on the beach were to do the same as me every time they went for a run. All the litter would disappear within a week.

J: Hmmm. Well, I wish it were that simple. But how are you going to persuade any other joggers to pick up litter while jogging? I mean, it's not exactly hygienic, is it?

K: Er, no. I wish I'd been wearing rubber gloves but … then I guess I'd have got too hot and sweaty.

J: Well, you should have taken a litter picker - you know, one of those grabby things for picking up rubbish.

K: Yeah, I know! I wish I'd thought of that before my run! And hand sanitiser would have been useful too. OK, so I'll take those next time I go running.

J: Cool. But you've got me thinking now. I wish we could do a bit more – you know, organise some kind of event where hundreds of people worked together to spruce up the beach. It'd have to be something fun, so people would treat it as though it were some kind of competition. I mean, I'd like to do something, but I can't think what.

K: Yeah, me neither. Anyway, I've got to go and have a shower. Let's talk more about it later, shall we?

J: Yeah, sure.

Unit 5 Recording 10

1 I wish they'd sort it out.

2 Everyone would rather someone else cleaned it up, but I think it's about time people started taking responsibility.

3 Imagine if every jogger on the beach were to do the same as me. All the litter would disappear within a week.

4 I wish it were that simple.

5 I wish I'd thought of that before my run! And hand sanitiser would have been useful too.

6 I wish we could do a bit more.

7 People would treat it as though it were some kind of competition.

Unit 5 Recording 11

I wish you'd tried to help.

I wish you'd try to help.

Unit 5 Recording 12

S = Suzie D = Daniel

S: Er, excuse me. It's Daniel, isn't it?

D: Er … yes, that's right. Have we met before?

S: No, I don't think so. I've just started work upstairs in the IT department. I'm Suzie, by the way.

D: Oh, right. Nice to meet you, Suzie.

S: So, er, do you mind if I ask you a small favour?

D: Er, no. Go ahead. What is it?

S: Well, you see, I'm moving into a new apartment this weekend and I've got dozens of heavy boxes that need moving. I don't suppose you'd be able to help me, would you?

D: Er, well, I'm not sure. Why me?

S: Well, I work with Louisa, who says she knows you. She suggested I ask you.

D: Oh, right. And is Louisa going to help too?

S: Hopefully, yes. I've asked a few other people too, but I'm not sure if they'll come. So, it really would make a huge difference if you could help out.

D: I mean... OK. But don't you have any friends or family who could help you?

S: No, unfortunately. I'm new in this city and, well, I don't really know anybody. So, what do you think? Is there any chance you could help me? I realise it's a lot to ask.

D: Er, possibly. I need to think about it. Er, where are the boxes now?

S: They're in a short-term rental apartment in the city centre where I've been staying for the past two weeks. But they need to be moved to my new apartment, which is out in the suburbs.

D: Right, and will they all fit in your car in one go? Or will it take several trips?

S: Well, that's the next problem. I don't have a car. So, I have another small request for you. Do you think we might be able to use your car?

D: My car?

S: Yeah, I know it's a big ask. I don't want to put any pressure on you, but it really would mean a lot to me. I'd be extremely grateful.

D: I'm not sure. Did you say you've asked some other people too?

S: Yes. Hopefully there'll be a good crowd of us, so it won't take too long. The more the merrier, as they say!

D: Er, well, I'll see what I can do.

S: Really? Oh, thank you so much. That would be amazing.

D: Well, I'm not promising anything. But I'll do my best.

S: That's all I can I ask! I really appreciate it. So, I'll send you all the details – where to be and when, my contact details and so on – by email. Just one last thing: would you be able to message me when you're on your way?

D: OK. I mean, I wouldn't just turn up unannounced.

S: Brilliant. So, see you on Saturday morning, then.

D: Yeah, well, we'll see.

Unit 5 Recording 13

1 Do you mind if I ask you a small favour?

2 I don't suppose you'd be able to help me, would you?

3 It really would make a huge difference if you could help out.

4 Is there any chance you could help me?

5 I realise it's a lot to ask.

6 I have another small request for you.

7 Do you think we might be able to use your car?

8 I know it's a big ask.

9 I don't want to put any pressure on you.

10 It really would mean a lot to me.

Unit 5 Recording 14

S = Suzie D = Daniel

S: Ah, Daniel. Is everything OK?

D: Er, yes. Why?

S: Because I was expecting you to come and help me move those boxes on Saturday morning. You kind of promised.

D: Well, no, not really. I said I'd do my best, and I did. But … in the end it wasn't possible.

S: And you couldn't have called me to let me know? I was waiting all morning for you. You said you'd call.

D: Actually, I just said I wouldn't turn up unannounced, and I didn't.

S: Hmmm. Well, it wasn't the end of the world, I suppose. In the end a few other people came and helped. It was good fun, actually. But it would have been nice if you'd come too.

D: Yeah, I'm really sorry. I was trying to build a website and, well, it took a lot longer than I expected. I've never made one before, you see.

S: A website? You should have asked me. I make them all the time. It's a hobby of mine.

D: Really? Well, in that case, I don't suppose you could help me with my website, could you?

S: Yeah, possibly. What's it for?

D: It's for a club I belong to. I volunteered to make a website, but then I got in a terrible mess. So, it'd really make a big difference if you could give me a hand with it. Do you think you might be able to help me?

S: Well, I suppose so. How soon do you need it?

D: Well, that's the problem. We're trying to promote an event that's happening this weekend. So is there any chance that you could take a look at it this evening?

S: Today? No, I'm afraid that's not going to be possible. I really need to unpack all those boxes when I get home tonight, so unfortunately it's out of the question.

D: Really? Is there no way you could even spare half an hour to look at it now? I'd be really grateful if you could just point me in the right direction.

S: No, I'm sorry. It's simply not possible today. I'm totally snowed under at work at the moment, chasing impossible deadlines. I could spare half an hour for you tomorrow evening, if that helps.

D: Yeah, that would be amazing. Thanks!

S: OK. No worries. But no more than half an hour, OK?

D: Sure. That'd be perfect. And I really appreciate your help, especially after I, er, let you down at the weekend. Sorry again about that.

S: No problem...

Unit 5 Recording 15

1 I'd love to help.

2 I'd love to help...

Unit 5 Recording 16

1

a Yeah, possibly. That sounds completely fine.

b: Yeah, possibly. It's hard to say.

2

a I'll see what I can do. Leave it to me.

b I'll see what I can do, but I can't promise anything.

3

a I'm not sure, but I reckon it'll be fine.

b I'm not sure. I'm a bit snowed under.

4

a I'll do my best. You can count on me!

b I'll do my best, but it's going to be difficult.

Unit 6 Recording 1

B = Bryony Mason D = Davion Morrow

B: Welcome to *The Culture Show*. With me today is Davion Morrow, who's here to talk about his new book *Silver Screen Dystopias*. Welcome to the show, Davion.

D: Thank you, it's a pleasure to be here.

B: So, why dystopias, Davion?

D: As you well know, Bryony, there's a strong dystopian tradition in both literature and movies, so it's an interesting theme to explore.

B: Why do you think dystopias are so popular?

D: I think there are two main reasons for their popularity. The first of these is the way that they often predict the future in stunningly accurate ways.

B: For example?

D: Well, an early dystopian novel was *The Machine Stops* by E.M Forster, which was first published in 1909. It describes a future where humanity has lost the ability to live outside and so the population lives in isolation from each other underground. Communication with each other is carried out by a kind of instant messaging system and video conferencing. These messages are sent to people via 'The Machine', which monitors all communication.

D: Wow, and this was back in 1909?

B: Exactly. People have often been shocked by the remarkable accuracy of this prediction. A more recent example is the TV show *Black Mirror*, which includes an episode called *Nosedive* where people live within a kind of social credit system, where people earn points for good social behaviour. So for example, if you need to get anything done at work or at home, you need to have enough points. We're already seeing this type of system in use in some parts of the world. In fact this brings me on to the second reason why I think dramas set in dystopias are so popular and that's the fact that they usually tap into current social concerns.

D: Concerns about technology, for example?

B: Yes, but not just that. While a lot has been written about technology, totalitarian governments and impenetrable bureaucracy such as in Orwell's *1984* or Franz Kafka's *The Trial*, are also popular themes. This is often combined with the idea of constant surveillance and lack of privacy, a theme in Yevgeny Zamyatin's 1921 novel *We*, where people live in a world where all buildings are made of glass. These themes in turn are often combined with the idea of class inequality, as illustrated in the 2013 movie *Elysium*, where the rich live in luxury in space and the poor are forced to remain on the polluted Earth. In fact, this movie ties into many contemporary social issues such as immigration, overpopulation, health care, and so on.

D: Interesting. Are there any other social issues that are commonly mirrored in dystopias?

B: Well, yes. Two common issues are that of the environment, such as in Philip K. Dick's 1968 novel *Do Androids dream of Electric Sheep*? which takes place against the backdrop of an Earth ravaged by nuclear war. This was later loosely adapted into the hugely successful film *Blade Runner*, of course.

D: And the other issue?

B: That of robots and automation. An early example of this was *Player Piano*, Kurt Vonnegut's first novel published in 1952, which describes a society which is completely mechanised, again creating class conflicts between the upper class and engineers, and the lower class, who have had their jobs taken from them by the machines. Again, this echoes many concerns of the day then and today.

D: Fascinating, thank you Davion. Talking of films, we'll finally see the release of your first feature film next year, after only ten years in the making - what's taken you so long?

B: It just couldn't have been made any quicker, and I'll tell you why...

Unit 6 Recording 2

1 Governments are often portrayed as dictatorships.

2 The underlying themes are meant to echo modern concerns.

3 People are made to live in ways they don't want to.

4 People are always under surveillance.

5 Children are abandoned by their parents at an early age.

6 They are given two choices: conform or leave.

Unit 6 Recording 3

A = Andy Bell K = Keira Scott

A: And now it's that time of the show where we tackle your questions and concerns. Here with me today is Keira Scott, our very own consumer affairs specialist. Welcome, Keira.

K: Thanks Andy, it's good to be here.

A: So, first up is a question by email from Melissa in Liverpool, who says she's concerned at how much money she seems to be spending online. She says she's worried as she feels like she's becoming addicted to online shopping, and has deliveries arriving almost every day.

K: Yes, unfortunately this is an all-too-common problem, and it's one that's getting worse. But don't worry, there are some practical steps she can take to deal with her

spending. She might find it difficult at first, but it's really down to her to show a bit of determination. Firstly, I suggest she block the websites she buys most from. She can always unblock them later, but it's essential she remove that easy initial access to them, making them that bit harder to get to. The harder it is to spend, the less she'll do it.

A: Right.

K: My other advice here is that she remove all her credit card information stored on websites and on her computer. She should also turn off 'one-click' ordering. It's all about making it that bit more difficult to spend, since many websites employ tricks to encourage impulse buying.

A: Like what?

K: Well, for example, free delivery minimums, which require the customer to spend a certain amount in order to qualify for free delivery of the items purchased. It's that little bit of encouragement you might need to spend more than you normally would.

A: Are there any calls for regulation of these practices?

K: Indeed, some leading consumer groups are demanding that the government do more to protect people from this kind of thing.

A: How might that work?

K: Well, for example, one group has come up with a proposal that this minimum only be applied to higher-end products with a value of over three hundred pounds, so as not to affect day-to-day purchases and some of the poorest in society. And as I said earlier, online shopping addiction is becoming far too widespread at the moment. It's high time the government stepped in to take a look at this, as there definitely needs to be more regulation.

A: Interesting. OK, the next email comes from Dave in Nottingham, who asks ...

Unit 6 Recording 4

1 I demand the minister explain how he got those figures.

2 It's essential that these practices be regulated.

3 It's absolutely crucial you remove temptations to buy more.

Unit 6 Recording 5

1 You should have been here much earlier on

2 Your idea is one of the best I've heard for ages.

3 Your jokes are nowhere near as awful as his, don't worry.

Unit 6 Recording 6

E = Eva P = Paulo

E: OK, so these guys want a catchy name for their shop. What have we got?

P: Well, there's this, 'Emma Tal's Cheese Parlour'. It's like Emmental cheese, Emma Tal? I think it's fairly unremarkable, don't you?

E: Wait, that's not the owner's name, is it, Emma Tal?

P: No, no. Otherwise that would be very fitting.

E: Yeah, it's hardly captivating, is it? Plus it doesn't really work, does it? People are way more likely to say 'Emma Tall' as in 'not short' when they see it. Let's ditch that straight away. I like this one, though.

P: What, 'Cheese dreams? It's quite surreal, isn't it?

E: Well, I'd say quirky. Everyone likes quirky.

P: I don't. This one? 'Cheese the day'? I don't get it.

E: Like 'seize the day'? Carpe Diem? Carpe Cheezum, haha.

P: Well, it's novel, I'll say that for it. Maybe too obscure?

E: Well, at least it's not your run of the mill 'Gina's cheese shop', but you might be right, not everyone will get it.

P: Oh, here's our winner: 'Don't worry, Brie happy!'

E: Corny..

P: Witty.

E: Corny. Lunch? I'm hungry and …

Unit 6 Recording 7

J = Justin S = Sally T = Tony H = Helena
P = Presenter

Part 1

J: Do you feel that warm sun? Isn't it just the best feeling in the world?

S: Yes, it's amazing. I love sunbathing, although it's strange to be sunbathing in the middle of winter.

T: Yes, that is very odd. I've never sunbathed in the middle of winter before. But you know what - I think it's suddenly getting darker. Do you see that too?

J: Yes, I do. That's really odd. Look there's a big black shadow moving across the sun and blocking out the light. All of a sudden we're sunbathing in the dark!

S: Yes, that's really freaky. I think it's a solar eclipse.

T: Yes, it could be a solar eclipse or … it could be a gigantic alien spaceship blocking out the light …

J: Yes, I think you're right! It's definitely a spaceship. And it looks like it's coming down to land!

P: I'm here at the Lumley Institute for the Performing Arts and I'm witnessing something really very special. It's an improv workshop, and it's led by professional actor,

comedian and improvisor Helena Wakira-Thompson. Helena, what is improv?

H: Yes, good question. Improv is a form of theatre or comedy where nothing is scripted beforehand and everything that happens is made up on the spot.

P: So it's a kind of theatre, a kind of comedy?

H: Traditionally, yes, that's what it's been but this is an improv workshop for ordinary people, for introverts so to speak …

P: People like me?

H: Possibly people like you, yes! Are you an introvert?

P: Well the thought of getting up on stage to perform an improvisation absolutely terrifies me.

H: Oh, well, then this course is definitely the course for you, yes.

…

P: So, this is Justin and he's a participant on this improv course. Justin, what on earth inspired you to take part in this course? I mean, don't you find it terrifying?

J: Oh, yeah, totally terrifying. You know, I'm an introvert at heart and I hate people looking at me and I hate it even more when I have to perform so, yeah, this is my own personal nightmare really?

P: I see! So why did you decide to take part?

J: Umm, well, I wanted to sort of break out of my comfort zone, if you like.

P: Oh, really?

J: Yeah, I was feeling kind of like … stuck in a rut, you know, stuck in a rut in my life and, how can I put it, unable to really feel good about myself.

P: So, you were depressed?

J: Well, in a manner of speaking. I guess I just felt that I'd kind of lost the spark in my life, if you see what I mean.

P: And what about you, Tony. Why did you decide to join the course?

T: Well, I wanted to challenge myself, you know, find a way to be more … playful, if you like.

P: And has it worked?

T: Well, we're about half-way through the course now and it's been a revelation really.

P: In what way?

T: It's just really helped me to … how can I put it … to break out of myself and to … to find a sense of fun and adventure.

P: Adventure?

T: Yes. It's totally changed the way I interact with people in everyday life.

P: Wow! So it's had a big impact on you …

Unit 6 Recording 8

J = Justin S = Sally T = Tony H = Helena
P = Presenter

Part 2

P: So Helena, what are the things you learn on an improv course?

H: Well, we break it down into the principles of improvisation, if I can put it that way, sounds a bit grand, but yeah, there are certain principles that will help you improvise on stage.

P: OK, so what are those principles?

H: Well, I call them the 'do's and don'ts' of improv; so the first 'don't' is don't try to be funny. That's not the aim. And you're not trying to be clever or quick either …

P: No? I thought that was the point of improvisation, to be funny and clever and quick.

H: That's a by-product of doing improv well, but it's not what you try to do. What you try to do is to make your improvisation partners look like geniuses.

P: Oh!

H: And following on from that is the first 'do' of improv. Do say 'Yes, and …'.

P: Yes, and … ?

H: That's right. To everything your partner says you say 'Yes, and' – I mean you don't have to use those exact words but the, how can I put it … the spirit of those words is what you're looking for. And that means that you accept everything your partner says, you react enthusiastically to it and you try to build upon it.

…

J: Have you noticed anything strange about that house plant that we bought last week?

S: Yes, I have actually. Every morning I come down and the house plant has grown. A lot.

T: Yes, I've noticed that too. It's about the size of a small tree now. And have you noticed that it seems to have a mouth?

J: Yes, I did notice that, now you mention it. A small dark mouth with tiny teeth.

S: Yes, that's right. And this morning when I came downstairs those tiny teeth had hairs on them. I think they were animal hairs.

T: Yes, I noticed that too. And by the way, have you seen Fluffy today?

P: OK, before I get nightmares, let me just stop you there. So, Sally, that scene was totally improvised?

S: Yeah, that's right.

P: So, you had no idea what you were going to say?

S: That's right and I think it's really important that you don't have a preconceived plan, so to speak, a ready-made

story, because then you can't respond creatively to what the other person says. You need to let go of your story and just respond in the moment.

P: With 'Yes, and…'?

S: Exactly. You accept what the other person said and build on it.

P: OK. What are the other principles of improvisation?

S: Well, there are a few, really, but the one I like is that you have to actively listen in order to connect with your fellow improvisers.

P: OK.

S: So, normally we listen to each other with minimal attention, if you see what I mean, just enough to know how to respond.

P: You mean we don't really listen.

S: That's right. We don't actively listen because we're thinking about what we're going to say next.

P: Yes, I can certainly identify with that.

S: Well, with improv you have to actively listen and engage and then usually you just, how can I put it, spontaneously find you have something to add.

P: I see.

S: And that really allows you to trust your fellow improvisers, trust that they've got your back.

H: I think it's time you joined in and gave it a go.

P: Me?

H: Yes, you. Don't be afraid to fail. You're among friends. What's the worst that can happen?

Unit 6 Recording 9

H = Host G = Gayle Torres B = Brynn Bagnold C = Carrie Verne

H: Thanks for attending this panel discussion everyone. As you know, we're lucky enough today to be joined by three leading specialists in the fields of higher education and business: Gayle Torres, Brynn Bagnold and Carrie Verne. So without further delay, Gayle, if I could direct the question to you first. Is it worth getting a degree?

G: Absolutely. It's an excellent preparation for life and teaches you the skills you need to become an expert in a subject you love.

H: So, what you're saying is that it's essential if you want to do something you enjoy?

G: That's right.

H: Brynn?

B: It's interesting that you mention skills, Gayle. We're constantly seeing companies up in arms about this, saying that graduates are applying for jobs with great subject knowledge, but clearly lacking employability skills, such as communication and teamwork skills.

H: Do you mean to say that people are graduating – for want of a better word – 'unskilled'?

B: In that sense, yes.

H: Carrie?

C: Well, as Brynn mentioned, we're finding that yes, this is a problem. And many people are finding they've spent three years – and a lot of money – with their sights set on a particular job, only to find they're completely unprepared for it.

G: Sorry, but going back to the idea of being well prepared for a job, a lot of degrees, such as those in engineering, computer science and medicine, really do exactly that.

H: You mean they teach the right skills?

G: Indeed. And a lot of students have summer jobs, where they learn valuable life and work skills.

H: So, correct me if I'm wrong, but what you're actually implying is that these essential skills aren't lacking across the board, but only in certain areas. Is that right?

G: Precisely.

C: If I could build on what Gayle said about life skills there. Living away from home, having to manage a budget, meeting new people with new ideas … these are all important life skills that you learn at university.

B: OK, I take your point. But going back to the original question – is it worth getting a degree – aren't we avoiding the most obvious point here? Carrie touched on an important point earlier, in that it's expensive to get a degree. Graduates finish college with a huge debt and they find they're fighting a losing battle over many years trying to pay it back. All this time they could have been working, saving for a house and family, debt-free. It really is a double-edged sword.

C: Perhaps, yes. But the fact remains that graduates are generally higher earners overall.

Unit 6 Recording 10

1 That's simply not true.

2 Is that really the case?

3 They've spent three years and a lot of money.

4 Graduates finish with a huge debt.

Unit 7 Recording 1

1 … covering a great distance under your own steam and overcoming any challenges you face.

2 … and to help you to overcome virtually any challenge.

Unit 7 Recording 2

1 You can't simply take any car off the beaten track – it needs to be adapted for rough terrain.

2 Make sure to buy any medical supplies you'll need before you set off.

3 You don't need to stay in a hotel – any field where you can pitch your tent will do.

Unit 7 Recording 3

T = Trevor C = Chloe

T: Oh, hi, Chloe. How was your weekend?

C: Great, thanks, Trevor. We went to Greymarsh. It's a small village about forty kilometres from here, as the crow flies.

T: Greymarsh? Why did you go there?

C: Because we'd never been there before. We often do that – we spread a big map on the floor and drop a coin on it. Wherever the coin lands, that's where we have to go – although we steer clear of anywhere we've been before. We call it the coin-drop challenge.

T: That's crazy! Don't you end up in some weird places?

C: Yeah, of course. But it's a great way of getting away from it all and exploring the local area. And it beats following the herd to overcrowded tourist attractions.

T: Right. So what can you do in Greymarsh?

C: Well, it's on the edge of a huge marsh, as the name suggests, so it's a haven for wildlife. We did some bird watching and later we climbed to the top of a big hill to admire the views. The trick is to go with your gut and do whatever feels right, rather than planning everything in advance.

T: Hmmm. I love the great outdoors too, but it seems like a long way to go just to look at some birds and climb a hill.

C: Ah, but that's the whole point. It's all about the journey, not the destination. We always take the scenic route, even if it's twice as far as the direct route. You should give it a go.

T: I'm not sure. For one thing, I don't have a car.

C: That's OK. We often do it by bike. Or there's a similar technique you can use on public transport, actually. We call it the bus-stop randomiser. You take the first bus out of town, no matter where it's going. Then you get off in the first town or village, and have a wander round. When you're ready to move on, you go back to the bus stop and take the next bus that comes along. And you keep doing that three or four times, until you end up in the middle of nowhere. It's brilliant!

T: It sounds terrifying to me. I mean, how can you be sure you'll get home before dark? What if you miss the last bus?

C: Well, that's certainly a risk, but we treat it as part of the adventure, like a race against time. But I admit it can be quite a stressful experience at times. We once got stuck in the back of beyond with no food, no money and no phone signal, which wasn't much fun. We ended up flagging down a passing motorist who gave us a lift back to town. So it definitely pays to be prepared for the unexpected. You could always take a tent with you so you can camp out in a nearby forest if necessary.

T: Yeah, I suppose so... But I guess it's less stressful when you've got a car. Maybe I'll try your coin-drop challenge, if I can find somebody to ferry me around in their car!

C: Hey, why don't you come with us this weekend?

T: OK. That'd be awesome. What's the plan?

C: We're going to play our 'coin-flip' game. Basically, you head out of town and flip a coin every time you need to decide whether to turn left or right. You end up in some pretty out-of-the-way places but it's a great way of exploring. We sometimes play a version where we spend the morning getting completely lost, and then the afternoon trying to retrace our steps and find our way back home again – without GPS, of course – unless we totally lose our bearings, in which case we're allowed to use our phones to get home.

T: You're crazy!

C: It's fine, as long as you're prepared for any situation. For example, making sure you've got some cash or a bit of chocolate to keep your energy up...

T: OK, so let's make a list of all the things that could possibly go wrong.

Unit 7 Recording 4

1 …about forty kilometres from here, as the crow flies.

2 We steer clear of anywhere we've been before.

3 It's a great way of getting away from it all.

4 It beats following the herd to overcrowded tourist attractions.

5 The trick is to go with your gut and do whatever feels right.

6 I love the great outdoors too.

7 We always take the scenic route, even if it's twice as far as the direct route.

8 You end up in the middle of nowhere.

9 We once got stuck in the back of beyond.

10 … trying to retrace our steps and find our way back home again …

Unit 7 Recording 5

Presenter: Welcome to this week's five-minute debate, where we'll be discussing whether, with the current concerns about climate change, it's time for us all to give up air travel. With me to give their views are travel bloggers Ellis King and Imogen Lee.

Unit 7 Recording 6

P = Presenter E = Ellis I = Imogen

P: So, Ellis, are we all traveling by plane too much?

E: Well, the short answer is yes. There's clear data to show that air travel is a key contributor to global warming, and most air travel is totally unnecessary. Often it's just a way of achieving social media bragging rights.

P: What do you mean by that?

E: The chance to show off about how interesting our lives are: ooh, look. here's me looking happy on the beach while you're at work. Anyhow, getting back to my original point, we don't need to travel, and if we don't need to do it, then we shouldn't for the sake of our planet.

P: Imogen, let's bring you in here - does Ellis make a valid point?

I: Yes, although he makes it somewhat hypocritically given that he's been a travel writer for years! Anyhow, yes, he does make a valid point, but perhaps too forcefully, and he ignores the benefits of travel.

P: Which are?

I: Er … well, for one, we get to meet people we wouldn't normally meet. By doing that we can judge them for ourselves and reject some of those negative stereotypes that are bandied about and often reinforced by the media.

E: Well, yes, Imogen, stereotypes can certainly be harmful, but going back to what I was saying before, we've got an environmental calamity on our hands right now, and I don't think cultural exchange is a good enough reason to justify such damage to the planet. Anyhow, now that we communicate more online, there's no need to travel to have some kind of revelation that our biases towards people are often wrong and that humans are all the same deep down – which of course we are. The fact that we can reach people all over the world on social media means that we can befriend people from all walks of life from the comfort of our own homes without a flight involved at all.

I: Yes, Ellis, but what about getting away from it all? I mean, have you ever tried having a holiday in England? It rains 50 weeks a year and …

Unit 7 Recording 7

P = Presenter E = Ellis I = Imogen

1

E: Often it's just a way of achieving social media bragging rights.

P: What do you mean by that?

E: The chance to show off about how interesting our lives are: ooh, look, here's me looking happy on the beach while you're at work. Anyhow, getting back to my original point, we don't need to travel, and if we don't need to do it, then we shouldn't for the sake of our planet.

2

P: Imogen, let's bring you in here - does Ellis make a valid point?

I: Yes, although he makes it somewhat hypocritically given that he's been a travel writer for years! Anyhow, yes, he does make a valid point, but perhaps too forcefully, and he ignores the benefits of travel.

3

I: Er … well, for one, we get to meet people we wouldn't normally meet. By doing that we can judge them for ourselves and reject some of those negative stereotypes that are bandied about and often reinforced by the media.

E: Well, yes, Imogen, stereotypes can certainly be harmful, but going back to what I was saying before, we've got an environmental calamity on our hands right now, and I don't think cultural exchange is a good enough reason to justify such damage to the planet.

Unit 7 Recording 8

P = Presenter E = Ellis I = Imogen

E: In the end, Imogen, it's about weighing things up. It's time we admitted that the joy of travelling doesn't actually outweigh the harm it causes the planet in most cases.

I: But that's easy for you to say when you've had the opportunity to travel all over the place already. Just because you've been there and done that doesn't mean it's fair to take away other people's opportunities to travel, especially the younger generation.

E: The younger generation experience things differently to my generation. It's all about social media and sharing their lives with others that way.

I: That's not the point. The point is that young people today really value experiences, no matter who they share them with. We can't say they should never travel.

E: I wouldn't want to take away their opportunities to travel completely. They do need to discover things for themselves. However, I would call on people who are seasoned travellers like me to reflect on the real reasons why they travel by air. Is it because they truly enjoy it or is it out of habit?

P: Are you saying that people become desensitised to travelling?

E: Yes, I am. Remember that excitement you felt in the pit of your stomach the day before you were going to head off to sunnier climes? Compare them to the dread you feel now when you know you've got to get on a plane, or the complete apathy you feel about being in a different country. People shouldn't travel if they feel that way.

I: I think the buzz of travelling has probably been the best buzz of my life. There's nothing else like it.

E: It's nice you still feel that way, but what do you say to my point, Imogen? Should we stop travelling if it's become a chore and is no longer exciting? Because I have.

I: Yeah, in this situation, it's best to consider whether the effects it'll have on our planet outweigh the benefits you'll derive.

E: Good, thanks. So, we agree on something then!

P: Travel for me is often about a break rather than some kind of educational experience. If I stay at home during time off, it's inevitable that I'll end up doing some kind of work. It's just so hard to switch off. That's why I can't help but think that travel is actually underrated. I mean, after a change in scenery and routine, even for just a few days, I can come back feeling so energised that it'll carry me through the next few months of work. What do you both think about that?

I: Travel is great at alleviating stress.

E: I think two things - one, why don't you go on holiday locally, and two, what about the mountain of work you have to get done before you travel and the hundreds of emails you have to reply to when you get back? Or the endless queues at the airport? The thousands of other people crammed into the tourist spot you're visiting? The fight for a seat at the pool? Don't tell me it's all about relaxation.

I: I think you need to find a different travel agent, Ellis!

E: But that's the reality for a lot of tourists, and it suits some people perfectly but it doesn't suit everyone.

P: Our time is nearly up, Imogen do you want to come back to that?

I: Sure. I think Ellis makes some interesting points. I still feel it's a great thing to do, if done in a way that takes the cost to the environment into consideration.

P: Ellis?

E: We need to think carefully before we get on a plane, because there's a price to be paid every time we do.

Unit 7 Recording 9

P = Presenter D = Detective Inspector Yeats
R = Robert

P: Good morning and welcome to Mind your Money. Today, we're talking about financial scams, and I'm joined by fraud expert Detective Inspector Yeats. Welcome to the show.

D: Thanks. Good morning.

P: Let's start with a call from one of our listeners, Mr Robert Henderson. Are you there?

R: Yes. Good morning.

P: So, I understand you're going to tell us about a financial scam which you've fallen victim to. Is that right, Mr Henderson?

R: Well, I'm not sure. My daughter suggested I contact you, you see, about my recent investments. She's convinced that I'm being scammed out of my life's savings, but I'm sure everything's above board. So I'm mainly calling to put my daughter's mind at rest.

P: Right. So, can you tell us about your investment, Mr. Henderson?

R: Yes, well, I've invested quite a lot of money in some funds managed by a company called Safeside Investments. A few years ago, I was looking for a fund in which to invest my savings, and I came across the Safeside website, which was very professional. A lot of the reviewers online seemed delighted with their dealings with Safeside too. I even went to their office, which was very smart. So, I really don't think it can be a scam.

D: Well, it sounds like they're certainly very professional, Mr Henderson. But it's not difficult to create a slick website, post some fake reviews online and rent a fancy office. It's often just a ploy to charm and disarm people from whom they plan to steal. Can I ask how much money you've 'invested'?

R: Er, last year, I invested £10,000 in their funds, half of which I put in a low-risk, low-returns fund and the other half in a high-risk, high-returns fund. After three months, my low-risk investment had appreciated by an amazing 10%, on top of which my high-risk investment had almost doubled. After three months! I couldn't believe it!

D: Hmmm. In my experience, high returns like those are often made-up figures, designed to lure you into investing more.

R: Ah, but that's where you're wrong. I wanted to make sure it wasn't too good to be true, and to reassure my daughter, who was getting worried by this stage. So I sent a request to withdraw my £5,500 from the low-risk fund, after which my money appeared promptly back in my account. If it had been a scam, would it have been so easy to withdraw my money?

D: Er … you didn't withdraw all your money, sir. They still had almost half your money, which I bet they told you would be much harder to get your hands on.

R: Hmmm, now you come to mention it, yes, they did. For the high-stakes fund, I needed to give three months' notice and sacrifice any gains during that notice period, which I was reluctant to do because my investment might double again in those three months – which it did, actually.

D: Right. So what did you do with the £5,500 that arrived back in your bank account?

R: I invested it in the high-stakes fund, of course. I wanted to invest as much as possible, so I decided to borrow £20,000 from the bank to invest too. It took me a few months to organise the loan, by which time my initial £10,000 had more than quadrupled in value.

D: Sorry, are you saying you've invested another £20,000 in Safeside?

R: Yes, but it's OK. My investments are worth almost a hundred thousand pounds now, after less than a year. It's all there on the website. I check it every day.

D: I'm sure you do, sir. But those amazing returns sound a bit too good to be true, in which case your investment isn't really worth a hundred thousand. I'm sorry to break this to you, sir, but I have a nasty suspicion that your money is gone – all of it.

Unit 7 Recording 10

I understand you're going to tell us about a financial scam which you've fallen victim to.

I understand you're going to tell us about a financial scam to which you've fallen victim.

Unit 7 Recording 11

P = Presenter D = Detective Inspector Yeats

P: OK, so we've heard from six listeners now, all of whom have fallen victim to some kind of financial scam. How would you sum up your advice in situations like this, Detective Inspector Yeats?

D: Well, I'd say if there's the slightest doubt in your mind about something you've invested your money in then, before anything else, you need to avoid handing over any more money. And that's much easier said than done – scammers can be very persuasive at extracting more and more money from people they've already taken money from.

P: Aha, yes. So, don't pay in any more money and, instead, try to withdraw your money as soon as you get suspicious.

D: Yes, absolutely. Of course, the scammers are unlikely to allow you to withdraw all of your money, but they might at least allow you to take some of it, as part of their efforts to make you think everything's above board, in which case I'd obviously urge you to withdraw as much as possible.

P: Good point. So that's a good first step, immediately after which, presumably, you should contact the police.

D: Absolutely. Some people feel guilty about contacting the police about something they're not 100% sure of, so they keep their suspicions to themselves. They assume the police will demand proof of a crime, or that they'll be angry if it all turns out to be a silly misunderstanding. But it's absolutely vital that you share your concerns with the police immediately, no matter how far-fetched they seem to you.

P: OK, great. So is there anything else that victims of scams need to be aware of?

D: Yes. They need to be especially careful of so-called follow-up scams, which involve the scammers preying on the same victims a second time. For example, you might report a scam to the police, a few days after which you get a phone call purporting to be from a police officer or a lawyer who specialises in helping victims of scams. But, of course, the person you're speaking to is actually one of the scammers.

P: I don't understand. Why would they contact you again?

D: Well, think about it. They already have a lot of your personal details, from the first scam, which they're able to drop into their later conversations to lull you into a false sense of security. And once they've gained your trust, they might persuade you to hand over the original documents that prove the scam took place, or even some more money. They'll know you're desperate for any rays of hope of recovering your cash, so they might offer to help you – in exchange for an up-front fee, of course.

P: Oh dear. That sounds alarming. So I guess the key is to keep your wits about you at all times.

D: Absolutely.

Unit 7 Recording 12

We're always pressed for time – there are people to meet, places to go and mouths to feed. Our work consumes an

ever-increasing share of our time, as does the need to be a perfect parent or to be a full-time friend, available 24/7 for anyone who needs a shoulder to cry on. Whatever happened to 'me-time'?

Unit 7 Recording 13

1

a I'd love to be a full-time writer working from home.

b I'd love to be a full-time writer, working from home.

2

a I prefer takeaway meals delivered to my door.

b I prefer takeaway meals, delivered to my door.

Unit 7 Recording 14

S = Shanika K = Kasem

S: Hi there. This is Shanika with today's edition of the *Modern Issues* podcast. Today, we're going to be talking about a topic causing quite a stir on social media this week – the idea that today's young adults have such busy lives that they're losing vital skills – like the ability to cook a meal, fix a puncture or even find their way around without GPS. As always, I'm joined by Kasem, who I hope has plenty to say on this hot topic. Kasem, are you a good cook?

K: Not by any stretch of the imagination, to be honest. I can make toast, and I'll make a cheese sandwich from time to time, but other than that, I'm a bumbling idiot in the kitchen. I eat out pretty much every day.

S: So, you must spend a fortune on pre-cooked food.

K: Well, a fair amount, yes. But I also save a fortune. You see, I live alone and I rent a flat in a pretty expensive part of the city, but I save a lot of money by not having a kitchen. As it is, I just have a kettle and a toaster in my bedroom.

S: And that's all? Wow! That's unusual.

K: Well, it's actually becoming increasingly common. The other day, I read a blog post about how easy it is to cook vegetable soup for a family of ten for a week, which is great, but it kind of assumes that you have access to a cooker, a huge pot to make the soup in, and all the utensils to make it with. Not to mention a huge freezer to store all that soup before it goes off!

S: Hmmm, I'd never thought of that.

K: And, I might add, even if I somehow managed to make seventy portions of soup, don't you think I'd get sick of eating it every day for months? Doesn't it make much more sense for me to buy a different type of soup every day? I can try soups from around the world and broaden my horizons, instead of eating the same soup all the time.

S: OK. Fair enough. But I think the point is: aren't you in danger of losing the vital skill of cooking? I mean, what would happen if you found yourself in the middle of nowhere for a week, far from any takeaway deliveries? You'd be in serious trouble.

K: Well, for starters, that's not very likely, is it? And secondly, if that did happen, I'd just go online and search for a 'how to make soup' video. I think I'd survive, Shanika.

S: OK, point taken. So, do you think this trend for going back to basics is all nonsense?

K: No, not completely. On the plus side, it's good to be aware of these issues so we can make informed decisions. I mean, it's good to be reminded that you can do things for yourself if necessary. But it's not something to worry about too much. I mean, I have all sorts of 'vital' skills that other people lack. I can set up a spreadsheet to track my taxes, so I'm not totally incompetent! I think some of these online writers are just showing off: 'Look at me, I can do things that you can't do.' Well, so what? So can everybody. What they also forget is ...

Unit 7 Recording 15

Mia:

Good evening, and thank you all for coming. Tonight we are debating the motion that 'Tourism is bad for our city and should be discouraged'. Without further ado, let me introduce the first speaker, Matteo Colombo, who will be proposing the motion. Matteo, as you know, you have two minutes to present your initial arguments. I'd like to remind the audience that there may be no interruptions during this part of the debate; there will be a chance to ask questions after all the speakers have presented their arguments and counterarguments. Matteo, your allotted two minutes start now.

Matteo:

Thank you, Mia. Ladies and gentlemen, over the past few years, tourists have well and truly taken over our city centre. Our pavements seem to be permanently blocked by hordes of tourists taking selfies and trying to work out where they are; our residential areas have become a wasteland for locals, with schools, corner shops and other essential services replaced by short-stay bed-and-breakfasts; and our city's priceless architectural treasures are crumbling under the strain of too many feet, too much pollution and too little respect from our unwelcome visitors.

That's why I firmly believe that tourism should be discouraged, if not banned altogether. I'd like to present my case by drawing your attention to three irrefutable facts. Firstly, tourists simply get in everybody's way all the time. I'm sure you've all experienced the frustration of racing to get to work or college, only to find your way blocked by a herd of slow-moving sightseers. They clog up the

pavements; they take over the city's parks and squares; they even wander into the roads. They seem to have no conception that this is a living city, where people have to move around to make a living. For them, it's just a museum, a photo opportunity, a place to tick off their bucket list before moving on to the next place.

Secondly, there's the fact that the tourism industry is slowly driving all the locals out of town. There are now some blocks where every single flat has become a short-stay B&B. That means there are not enough children left to justify keeping the schools open, so they close. There aren't enough locals to frequent normal shops and services like butchers, greengrocers and hairdressers, so they move out too, to be replaced by yet more overpriced restaurants and tacky souvenir shops. And so the process continues: as more and more long-term residents leave, and prices skyrocket, so the few remaining locals come under greater and greater pressure to follow suit.

Finally, I'd like to point out that tourists cause immense physical damage to the city. Just think of the effect of all those millions of feet wearing down the stone steps and floors of the castle; think about the state of our 600-year-old wooden bridge, which I'm amazed hasn't yet given way under the strain of all those visitors. More to the point, what about all the pollution caused by the planes and cruise ships bringing all those tourists to the city, as well as the taxis and sightseeing buses ferrying them around while they're here? And what of the vandalism, littering and other mindless damage caused when the city is filled with people with no respect for its rich heritage – or for its long-suffering residents?

So, to sum up, tourists are …

Mia:

Sorry, Matteo, but you've reached the end of your time limit. Thank you for those ideas. I'd now like to hand over to our second speaker, Angelina Esposito, who is going to present her team's arguments against the motion. Angelina, you have two minutes, starting … now.

Unit 7 Recording 16

1 Our city's priceless architectural treasures are crumbling under the strain of too many feet, too much pollution and too little respect from our unwelcome visitors.

2 That's why I firmly believe that tourism should be discouraged, if not banned altogether.

3 I'd like to present my case by drawing your attention to three irrefutable facts.

4 They seem to have no conception that this is a living city.

Unit 8 Recording 1

1

You know how some people pretend to check their phone sometimes? I'm always doing that in the lift at work. It's weird because I'm not usually awkward around people I don't know, but in that situation I feel a bit odd, being in such close proximity to people in a small space like that. The strange thing is, although I'm looking at my phone, I'll look at the other people in the lift out of the corner of my eye to see what they're doing – usually pretending to check their own phones, too.

2

I sometimes say 'sorry' when it's not my fault. I remember this happening the other day, actually, when I was waiting for a bus. This woman was in front of me, talking to her mate, and suddenly stepped back right into me. I'd been looking at my phone and I immediately looked up and blurted out 'Oh, sorry!'. I can't help it, it's like I just can't stop myself from apologising, even though it's clearly not my fault. Yet I keep doing it whenever it happens. So British!

3

I'm forever deleting and reinstalling social media apps on my phone. I find myself getting tired of them bleeping at me all the time, and I'll think 'Gosh, life would be so much simpler without all these apps vying for my attention.' Then I'll reinstall them a few days later when I get bored and need something to look at on the bus.

4

Sometimes I'm having a conversation in my head, then I find myself speaking out loud without thinking. What's even worse, is that I tend to do this outside in the street sometimes, and I'll suddenly notice that there are other people around. I get so embarrassed I just want the ground to swallow me up. People must think I'm crazy!

5

Sometimes when I trip or stumble, I immediately look down angrily at the ground where I tripped, as if to blame it, and sometimes I've even shouted at it! These days, though, I usually catch myself glaring at the ground in time to stop and just laugh it off.

6

Sometimes I walk down the street with my music on pretending I'm in a movie, like the music is the background music in a scene and I'm the star.

I do this wherever I'm going: walking to work, to the shop, the dentist... I'm an action hero and I'm off to save a hostage or whatever. Sometimes I create the wildest scenes in my head… Is that really sad? I guess it might be.

7

I'm driving in my car, listening to music, singing along, then I see a police car driving close by. What do I do? I immediately turn my music down. In fact, I can't stop myself from turning it down, even though I know it makes no sense whatsoever. Also, I put this weird expression on my face, like I'm as innocent as can be. But I've done nothing wrong!

8

I have this overwhelming urge to drop my phone, if it's in my hand, when I'm up somewhere high, like a tall bridge or something. It's almost like I'm not completely in control of myself anymore, and it's actually pretty creepy.

Unit 8 Recording 2

1 I'm always doing that kind of stuff.

2 I just can't stop myself doing those things sometimes.

3 I'll find myself getting annoyed when things like that happen.

Unit 8 Recording 3

1 I didn't expect to see this happen.

2 The company were set to unveil its new plans at the conference.

3 We were about to launch the new product.

Unit 8 Recording 4

1

A: Hello?

B: Hey Jack.

A: Hey! How's it going?

B: Yeah, good, well, not good actually. I've got car issues.

A: Not again!

B: Yeah. This car causes me a lot of grief.

A: What's that, the second time this month?

B: Well, to be fair, the previous time it was mostly down to me, but this time… how was I supposed to know the fuel gauge had stopped working?

A: Oh, no, so you've run out of petrol? Where are you?

B: Yeah. Really embarrassing. I was on my way to meet my mum for pizza, but I'd only got about half way there and now I'm stuck outside a garage in Amersfield. I'm not going to get them to repair the fuel gauge, though.

A: Oh?

B: Well my brother had some dealings with them before and it didn't … it's a long story …

A: Oh, I see.

B: This town is rife with cowboy businesses. But at least the breakdown guy is on the way.

A: Oh, well, that's good at least.

B: Yeah, anyway, while I'm stuck in the middle of nowhere I was thinking we should arrange to meet again.

A: Yeah, sounds nice, any ideas?

2

A: Hey, Serena. How's the audition going?

B: Yeah, well, it's not going.

A: What do you mean it's not going?

B: Oh, it's been such a bad morning.

A: OK. Tell all.

B: So, I turned up on time for this audition and I was expecting maybe three or four others, you know …

A: 'Cause they specifically asked for you, didn't they?

B: Exactly. And I'd got it into my head that it might be a big break for my career and everything …

A: OK, so …

B: So, when I got here I found that I was one of about a zillion other people ...

A: Oh, no. So what are you going to do?

B: Well, I found someone in charge and apparently I'm number sixty-three, or something like that, and she said I'd have to wait my turn.

A: No! Do you have to sit through all the other auditions?

B: No, they don't make you watch other people, but a mini-riot nearly broke out backstage when everyone found out how long they'd have to wait …

A: I can see why...

B: I kept well out of it and sat on the back row for a while, bored out of my mind, but I'm about to call it quits and leave. I reckon it's gonna take another three hours to get through all these people in front of me.

A: I don't blame you. So, what are you going to do now?

B: Yeah, well, I was wondering if you're free for a coffee now?

A: Oh, yeah, nice. Why not. Let me see, we could meet over on …

3

A: Hey, Rafa.

B: That's it! I'm done. I'm finished with it!

A: Woah! Hold your horses. What are you talking about?

B: I've quit. He's impossible to work with. He's the boss from hell.

A: You've quit??? What's he done this time?

B: Oh, nothing and everything, you know. It's just a build up of irritating things.

A: Like?

B: Well today, for example, I was supposed to have my appraisal.

A: The annual one?

B: Yeah, that. So I spent the whole evening preparing and guess what, he cancels it at the last minute.

A: Why?

B: Says he's got an important lunch meeting that he can't miss. But you know what, we share an online calendar so I know exactly who he's got a lunch meeting with …

A: Who?

B: His friend Darren.

A: No! That's awful.

B: It's bordering on criminal, honestly.

A: So, you've really quit?

B: Well … not exactly. But I was this close, you know. This close!

A: So, what, are you going to quit?

B: Well, I don't know. I mean, marry in haste and all that. I just needed to let off some steam so I thought I'd call you.

A: Oh, I see, well, you want my advice …

B: I know what you'll say.

A: I mean who knows how long he'll stick around ...

B: Yeah, you've got a point.

A: And you're building up a lot of experience there.

B: Yeah … Look, thanks for listening. I should get back.

A: Are you on a break?

B: Yeah, an impromptu break. I thought either I take a break or I throw a chair out the window.

A: Yeah, I get it. Look, just take a moment, decompress a little, you know, and you'll feel …

Unit 8 Recording 5

1

A: That's extraordinary. I'm just gobsmacked.

B: Yeah, well, imagine how I feel.

A: So that was what, last week?

B: Yeah, last week.

A: And since then?

B: Well, you know, it's had consequences.

A: Sure. It's bound to.

B: Quite far-reaching consequences, to be honest.

A: Sure, sure.

2

A: Yeah, yeah, I see. So what happened next?

B: Well, I said I'd need some things …

A: And they said …?

B: They said they'd provide them.

A: OK, so?

B: Well, if they'll continue to support me like that …

A: Then it sounds like your mind's made up.

3

A: So, what's the company called?

B: Stetman, or something like that.

A: Stetman Streeter?

B: Yeah, that's it. Stetman Streeter. You know them?

A: Well, a bit.

B: OK. In what context?

A: Well, I've had some dealings with them before now.

B: You've had some dealings with them?

A: Yeah.

B: Alright. That kind of tells me all I need to know, really.

A: Well, maybe my experience was unusual.

B: Yeah, but it's good to get your opinion.

A: Yeah, I guess.

B: Thanks for that.

A: No worries.

4

A: And how are things going for you?

B: Yeah, things are going, you know …

A: You've got a new boss, haven't you?

B: Yeah, that's right. She's been in place a couple of months now.

A: And how's that working out?

B: Well, I mean you remember how things were before.

A: Sure, sure.

B: Well it's not like that anymore.

A: No?

B: No. She's brought about a lot of change you know.

A: The new boss?

B: Yeah, she's brought about quite a lot of change, actually.

A: OK, that's interesting.

Unit 8 Recording 6

1 Whenever you're lost, don't panic.

2 Whoever you meet, be polite.

3 Whatever the weather, take an umbrella.

4 However you feel, try to stay calm.

Unit 8 Recording 7

1

Hi, I'm calling about your advert online for a bike.

2

Yeah, … was that …for him. … mean?

3

A: Hello?

B: Hello!

A: Yes, hello?

B: Have you thought about insurance at all?

A: What?

B: I understand.

A: Ugh!

4

And that's - saw - . - think - do - then?

5

Have you had a chance to think about what I said yesterday?

Unit 8 Recording 8

R = Ricardo G = Gary

G: Hello?

R: Hi Gary! It's Ricardo!

G: Ricardo! Long time no speak!

R: Yes, it's been a long time.

G: What? Uh ... hang on, it's a really crackly line and you're cutting out. Let me move outside.

R: It's ... what?

G: Sorry, I mean it's difficult to hear you. Let me go outside. I won't be a second.

R: You won't what?

G: Ha! Sorry, I meant wait a second.

R: Oh, OK.

G: That's better, I can hear you now. Sorry, I just had really bad reception where I was and couldn't hear you very well. It's much better now. So, how are you, Ricardo?

R: I'm great, thanks, Gary. Listen, I'm going to be in Upton in a few weeks. I'm travelling for work.

G: Really? That's fantastic news. Where are you staying?

R: In a little B&B in Downley Lane.

G: Oh, right ...

R: What's wrong?

G: Well, it's just that that's a bit of a dodgy area, Ricardo.

R: Dodgy? I don't quite get what you mean.

G: Ah right, of course. What I meant to say was it's not a good area. Not very safe.

R: Really? Oh, maybe I should change it then. Where would you recommend?

G: Well, it depends how much of a budget you've got, but the Queen's Park area is really nice. In fact, the Marlow Inn is quite reasonable. I think they've got an offer on for single rooms at fifty pounds a night.

R: Fifty or fifteen?

G: Fifty, 5 – 0. I don't think you'll find anywhere as cheap as fifteen pounds!

R: Ha right, of course. And how do you spell that?

G: M for 'mike', A for 'alpha', R for 'romeo', L for 'lima', O for 'oscar', W for 'whiskey'. And 'Inn' is I double N.

R: OK, well, thanks for that, I'll definitely look them up. So anyway, can we meet up?

G: When are you going to be here exactly?

R: From the 10th to the 17th.

G: Ah, gutted. I'm away then.

R: I don't get you.

G: I'm gutted. In other words, it's a shame. I won't be here, Ricardo, I'm on holiday in Spain then.

R: Oh no, that is a shame.

G: But listen, if you do stay in Queen's Park, I can recommend a really good restaurant there. It's called 'Molly's' and the food there's great. Oh, and another good place to visit while you're there is ...

Unit 8 Recording 9

1

D = Dan J = Josie

D: Hello?

J: Dan, listen, I'm in a bit of a fix.

D: What's up? I thought you'd be on the train by now.

J: Yes, yes, well, that's just it. I can't find my ticket. I think you took it out of my bag when you borrowed it. Where did you put it? I need the code from it.

D: Ah, good question. Let me think ...

J: Dan, I don't have much time. My train leaves in ten minutes.

D: Oh, right. Yes. Um, let me see ...

J: Don't you remember where you put it?

D: Um, yes, of course. Just give me a sec, OK?

J: I only have a few ...

D: Yes, of course. Right. It's not here ... or here. Hmm, I thought I'd put it in the kitchen drawer.

J: Dan!

D: I'm sorry, I'm not sure. Wait, isn't the code in the email they sent you?

J: Yes, but I haven't got any data left on my phone.

D: OK, hang on. Don't panic. I'm just firing up the computer ...

J: Grr!

D: Wait ... wait ... here it is ... Right. What's your password?

J: Danbo89.

D: Yep, right ... let's see now ... Bingo! Here it is. The code's XY76 ...

2

M = Maisie R = Rafael

M: Hello, Ntools Solutions, Maisie speaking.

R: Maisie! How are you?

M: Oh, hi Rafael. All good here, thanks. You?

R: Oh yes, fine, fine. How's Andy?

M: Yep, he's fine, thanks.

R: And is he settling in to the new job OK?

M: Um, yes, fine. So, what can I do for you?

R: And the children? Is school OK?

M: Yes, absolutely fine, thanks. Rafael, was there something you wanted to talk to me about?

R: Ah yes. So, I was wondering if you could send me the latest quarterly sales figures for your branch.

M: No problem, I'll do it right now. Give me a moment. Let's see, ... here we are. And ... send. Did you get them?

R: Yep, they're here, thanks.

M: Great. So, …

R: Oh, by the way, have you heard the latest about Chiara in HR?

M: No ...

R: Well, apparently, she's up for promotion.

M: Right. Well, anyway, Rafael, I'll let you get on.

R: Yes, and people aren't very happy about it, because …

M: Look, Rafael. I'm really sorry but I've got to go. I'm really up against it here. Can I call you back soon?

R: Oh yes, of course. Me and my big mouth! Call me back when it's more convenient, sure.

M: Thanks, Rafael.

Unit 8 Recording 10

1 Can I call you back?

2 Just give me a sec ...

3 I'm just sending it now ...

4 I'm just sending it now.

5 One moment, I won't keep you ...

6 Well, don't let me keep you.

Unit 9 Recording 1

The lecture was going badly. I'd presented my carefully rehearsed introductory slideshow on the fundamentals of business management reasonably competently, albeit with a slightly shaky voice, and they'd listened politely, if unenthusiastically, and now I was wrapping up the first part of my talk. I was hoping they hadn't noticed that I'd been shaking uncontrollably throughout. But it was clear from their facial expressions that they were bored to tears. As I looked out at the auditorium, I felt my cheeks burning and I just wanted to crawl into a hole in the stage and disappear.

It was my first day in my new job as a university lecturer. Up to that point, I'd spent my entire career in business. And, well, I thought I knew everything there was to know about management. So when I was invited to become a guest lecturer for a business skills course for one semester, I jumped at the chance to show off my experience and expertise. I'd never spoken in front of a large audience before but, hey, how hard can it be, I'd thought. They're just a bunch of students, eager to hear my words of wisdom, right?

Wrong. They didn't care who I was or what I had to say. It was going to be a long semester. I took a deep breath and, in a final act of desperation, I turned off the slide projector, put down my notes and looked out at the audience. Up to that point, they'd just been a sea of disgruntled faces, but now, for the first time, I saw them as individual people with their own needs and motivations. 'Why are you here?' I asked. Silence. 'What are you hoping to learn from me?' More silence.

I'm just about to give up and go back to my computer. I'm thinking to myself, 'This is the worst experience of my career.' But then, out of the blue, one of the students near the back of the auditorium stands up and says, 'We already know lots of theory. But we don't know what to do with it in practice. Can you tell us a story about your experiences as a manager?' Well, I don't know what I'd been expecting, but it certainly wasn't that. But hey, I thought. I've got nothing to lose.

When I opened my mouth to start my story, I felt all the stress and pressure lift off me: I was no longer recounting a pre-rehearsed talk, pretending to be something I wasn't; it was just me talking about my passion for my management. I even found myself enjoying the experience. And do you know what? They loved it too. They listened attentively. They asked questions. They kept coming back, week after week. And at the end of the semester, when my course was due to finish, dozens of students wrote to the university authorities, begging for me to stay another semester.

Best of all, that group of students passed their exams with flying colours, and several of them have gone on to become extremely successful. Of course, I'm not claiming it was all down to me. But from that day on, I've never again underestimated the power of a good story.

Unit 9 Recording 2

As I was placing my coffee cup back on the lectern, my hand slipped and I watched helplessly as the cupful of hot brown liquid washed all over my beloved laptop, which started hissing and fizzing. I knew instantly that my beautiful presentation slides, which I had spent weeks working on tirelessly, were lost forever, together with countless other invaluable files. My computer had died.

Unit 9 Recording 3

T = Tony C = Celine M = Marta

C: OK, here's where I've got to with my story. Ahem .. I realised something was wrong as soon as I saw the state of the garden. Where once there had been a carefully manicured lawn, there was now a wild and weed-filled patch of knee-length grass; and where the elegant summerhouse had stood magisterially overlooking the whole garden, there was now just a broken wreck of glass shards and splintered wood.

T: Er, Celine … it's supposed to be a story. Does anything actually happen?

C: I'm just getting to that. I knew the garden like the back of my hand, as I had been coming here since my early childhood. Indeed, one of my earliest childhood memories was the time I'd lost my beloved ragdoll, Polly, somewhere in that garden, and how my whole family had spent hours searching for her, while I'd been sobbing incessantly at the loss of my favourite toy. I always loved visiting the garden, which was a paradise for a small child with a big imagination. But there was always one thing that I didn't like: the creepy cat that lived there, which had a habit of smiling condescendingly whenever it saw me.

M: Hang on a second. Cats can smile, condescendingly or otherwise?

C: Not all of them. But this one could. Anyway, I'd stopped visiting the garden when I'd left home at 20, but now, here I was, ten years later, visiting with my own small children. But as I approached their garden gate, I was shocked to see the garden so badly neglected. Something was badly wrong. Tentatively, I pushed the gate open and stepped hesitantly into the garden.

T: I've got a bad feeling about this. Something bad's going to happen, isn't it?

C: Possibly. I haven't decided yet. Anyway, I spent a few minutes wandering aimlessly around the garden, looking vainly for any clues as to what had happened. I was about to give up and go home when, all of a sudden, out of the corner of my eye, I spotted something moving. I

turned to look … and there, sitting on the doorstep of the derelict summerhouse, was a cat.

M: The creepy one? Was it still alive after all those years?

C: Stop interrupting! I stared in disbelief at the cat, which looked eerily familiar. Then, to my astonishment, it smiled at me, condescendingly, and slid through the half-open doorway into the summerhouse.

T: No, Celine! Don't follow it into the house! You'll regret it!

C: It's OK, Tony. It's just a story. Anyway, I push the door open. It's gloomy inside. At first, all I can see is the glass-strewn floor and the mess of weeds and broken furniture scattered around the edges of the room. But as my eyes become accustomed to the murky darkness, I notice something else, sitting in the centre of the room, as if it has been waiting patiently for me.

M: The cat?

C: No. It was Polly, my long-lost ragdoll. And she was smiling condescendingly. I turned on my heels and ran out of the garden as fast as my legs could carry me.

T: Whoa! And that's the end of the story?

C: Er, yeah, I guess so. What do you think?

T: Not bad. It still needs a bit of work. But there's definitely some potential.

Unit 9 Recording 4

N = Niko V = Vicky W = Wanda M = Marcel

Part 1

N: Any idea what this meeting's about, Vicky?

V: Not exactly, Niko, but I can guess. Rumour has it that there are going to be some redundancies.

N: Really? What makes you say that?

V: Well, we all know our sales have been terrible recently, and yesterday a little bird told me Wanda had been in contact with some specialists in downsizing operations. So, I just put two and two together.

N: Well, I'm not sure it's a good idea to jump to conclusions. Let's wait and see what Wanda says. Is anyone else coming?

V: Er, Lena was also invited, but it looks like she's late … again. I wouldn't be surprised if she's at the top of Wanda's redundancy list.

N: Hmmm. I don't think we should be speculating about things like that. There could be all sorts of reasons why Lena's late. Anyway, here comes Wanda now. Why don't you ask her.

W: Ah, good, you're both here already. Lena sent a message to say she can't make it today, but I'm sure we'll manage without her.

V: Do you mean at this meeting, or … are you talking more long term?

W: No, just today. Anyway, I've called this meeting because, as you'll have noticed, we're going through a bit of a rough patch financially, and we're looking at cost-saving measures.

V: Like redundancies?

W: Well, we shouldn't be talking about redundancies at this stage. You know how gossip like that can spread like wildfire and really poison the atmosphere. No, we can't rule anything out, but for now, please don't mention anything about redundancies outside this room.

V: You can trust us, Wanda. Our lips are sealed.

Part 2

M: So? How was the meeting, Vicky? Any juicy gossip?

V: No, although perhaps it might not be a bad time to update our CVs.

M: Really? Why? Are there going to be redundancies?

V: Well, we can't really say. But ... rumour has it that …

N: I think we should just leave it, Vicky. You heard what Wanda said.

M: Redundancies? That's terrible! So did Wanda say who'd be getting the chop?

N: I really don't think we should be discussing this. It's all just hearsay.

V: Well, let's just say I wouldn't want to be in Lena's shoes.

M: Lena? Oh dear. Presumably it's because she's always late.

V: Possibly. I wouldn't like to say.

N: I think you might have got hold of the wrong end of the stick, Vicky. It's really not healthy to speculate like this.

M: Hmmm. Poor old Lena. I'll miss her when she's gone.

Unit 9 Recording 5

M = Marcel L = Lena

Part 3

L: Oh hi, Marcel.

M: Ah, Lena! We were just talking about you this afternoon.

L: Really? Why?

M: Well, you see it was mentioned at today's management meeting that there are going to be some redundancies and, er, I hate to be the bearer of bad news, but your name is rumoured to have cropped up at the meeting, Lena.

L: Really? And were you actually at the meeting, Marcel?

M: No, but, well, I heard it through the grapevine. Apparently, it was said that you were always late for everything and, well, Wanda's looking for excuses to get rid of people.

L: Right. Well, I'd take that information with a pinch of salt if I were you, Marcel. For one thing, the reason I'm often late is that I'm involved in some top-secret negotiations with a potential client, which have tended to overrun. And for another, Wanda has told me repeatedly that she's delighted with my work, which she sees as the best way to resolve our company's little financial crisis.

M: Er, I must have got hold of the wrong end of the stick. Sorry, Lena.

L: It's OK. You're forgiven.

M: Great. Now, what about those top-secret negotiations? Why haven't I heard about them before?

Unit 9 Recording 6

M = Marcel W = Wanda L = Lena

1

M: A little bird told me Wanda had been in contact with some specialists in downsizing operations.

2

W: Lena sent a message to say she can't make it today.

3

M: So did Wanda say who'd be getting the chop?

4

M: It was mentioned at today's management meeting that there are going to be some redundancies.

5

M: Your name is rumoured to have cropped up at the meeting, Lena.

6

M: It was mentioned that you were always late for everything.

7

L: Wanda has told me repeatedly that she's delighted with my work.

Unit 9 Recording 7

Sasha mentioned that you're leaving.

It was mentioned that you're leaving.

Bruce argued that it was unfair.

It was argued that it was unfair.

Unit 9 Recording 8

J = Jamie L = Leo A = Aisha

J: Aisha, what are you listening to?

A: Oh, hi Jamie … Oh, hi Leo…

L: Hey.

A: It's Papa G, Jamie, have you heard …

L: Oh… him. I saw him whining online the other day about how artists don't get paid enough. I mean, come on.

J: Oh, because of the whole streaming thing? Artists not getting paid much by music streaming services, etc?

L: Yeah, that's right. It's amazing how disconnected from reality these artists are. These people receive …

A: I don't know, I like his music, I think he should get paid for it.

L: He IS getting paid for it…

J: I think Aisha means 'well paid'. I know where she's coming from, I mean in the past when bands sold CDs and stuff they'd make a lot of money from that, and that's just not there anymore, so you can see why they'd feel a bit aggrieved. Maybe I'd feel …

L: There are people in the world without enough to eat, so forgive me if I don't shed a tear for Papa C or whatever his name is.

J: G. That's a ridiculous argument and you know it. People can't just constantly compare themselves to the worst possible scenario all the time, that's not how people, it's not how …

A: It's not how they work. Yeah. And also, Papa G makes a lot of people happy, that's a good thing, isn't it? Why shouldn't he get rewarded? He's not a charity. Why shouldn't he …?

L: If he was a proper artist, surely his 'art' would be its own reward?

J: Again with the ludicrous arguments, Leo! Yes, money shouldn't be top of their list of reasons to do music, but it's the real world we're living in, and famous musicians expect to get well paid, the same as all famous folk.

L: Well, maybe they shouldn't expect …

A: Leo, how's your little band doing these days?

L: Good, and actually we do see ourselves as artists first and foremost.

A: Only 'cos you're not successful.

L: Not yet, but …

J: OK, calm down, kids ... I was reading something the other day, that artists are going out and touring more to make their money. That might be a good thing.

A: Suits me if I get to see Papa G in London.

L: What is it with you and Papa G, Aisha? I can name a dozen better hip hop artists than him.

A: And what would you know about it?

L: Well, I am from the States, and if you knew your music history then …

J: Alright, enough!

A: He's always like this ...

J: Look, I do agree with Leo that money shouldn't be the first thing for artists, and that it's a good thing if they have to get out there and play to the people who follow them. As usual, though, Leo, you have to take things to extremes. But you know, that's the good thing about music, everyone can like what they want, and no judgement.

A: Ah, that's my Jamie, always the nicest one.

L: OK, OK. But change the music, would you ...?

Unit 9 Recording 9

1

A: Ronaldo was so nice about the

B: always is, really nice guy.

2

A: I think it's east, east

B: the A52 from here.

3

A: I think most people would agree with me

B: not remotely interested in what other people think.

4

A: And it's not exactly boiling hot, it's just,

B: pleasantly warm.

5

A: If we'd left earlier then …

B: friend Diane was really nice, by the way.

Unit 9 Recording 10

Instead of complaining, do something about it.

Hated by many, insects nonetheless perform a vital function.

Looking at their garden, I get lots of ideas.

Unit 9 Recording 11

A = Angus L = Louisa S = Sonia

A: Right, so the next item on the agenda is, er … roadside verges. Not much to say there, I guess – presumably we'll just do what we always do: keep them neat and safe, right Sonia?

S: Well, not necessarily, Angus. This year, I wonder if we could try something new. I'd like to plant some wildflower seeds and dramatically reduce the amount of grass-cutting we do each year.

L: I'm sorry, Sonia, but that's a terrible idea. We've spent years and years, not to mention a small fortune, trying to beautify our verges, so I don't want to do anything that undermines all that good work. Without regular cutting, the quality of our verges will deteriorate really quickly. They'll look terrible after a few months.

S: Well, actually, no. According to opinion polls, wherever it's been tried before, the vast majority of local residents have agreed that it's actually enhanced the appearance of the verges, because …

A: I know, Sonia. I've seen the photos too. It's called 'rewilding', isn't it? I know some of our neighbouring councils have tried it, but I'm afraid we're under extremely tight budget constraints. We've got enough financial problems already, which we're working hard to rectify. I don't want to exacerbate those problems by trying expensive experiments.

S: Well, according to a recent report, one of our neighbours has managed to reduce its grass-cutting costs by £40,000, having spent only £17,000 buying and planting wildflower seeds.

A: OK, OK, but it's not just a question of going out and buying wildflower seeds and sprinkling them around randomly, is it? You need to know what you're doing and, frankly, we don't have that kind of expertise here. We want to simplify things as much as possible this year.

S: There's a local agency that can manage everything for us, all for a reasonable one-off price. The £17,000 I mentioned earlier actually included £7,500 in consultation and management costs. The seeds themselves cost next to nothing. So having paid those high fees once, we'll have much lower costs in future years.

L: That's all well and good, but our priority has to be safety, doesn't it? On blind corners, tall grass and thick clumps of weeds can really impair people's ability to see clearly. So your rewilding project could really hinder our efforts to make our roads safer.

S: That's why I said we should dramatically decrease the amount of grass-cutting, not do away with it entirely. We absolutely need to put safety first, which means maintaining excellent visibility at all costs. Having said that, the vast majority – 97% – of the area of those verges has no impact whatsoever on visibility and safety.

A: 97%? It sounds like you've been doing your research. Very impressive.

S: Well, the 97% is just an estimate, based on extrapolating from a random sample of roads. But I think

it's certainly a reasonable ballpark figure. All things considered, rewilding makes total sense for us.

L: I'm not so sure. What about litter? Keeping the grass short really facilitates the process of collecting litter. Litter is hard enough to keep under control at the best of times, but that problem would be compounded by long grass.

S: That's actually a good point. The litter-collecting process can be hampered by long grass, but my research suggests it only adds around 10% to the time required.

A: OK, I'll tell you what we'll do. I'll call a meeting of the council executive committee to discuss this matter in greater detail. I'd like you to research rewilding as deeply as possible in order to justify your proposal and deal with whatever objections might arise. We'll need to convince the committee that we're alleviating problems, not aggravating them. Can you do that in time for, say, this time next week?

S: Absolutely. Thanks, Angus. I'll get to work on it immediately.

Unit 9 Recording 12

I = Interviewer L = Laura

I: Right, well, if you're ready, Laura, let's get started. Now, we've had a good look at your CV, but now we'd like to find out a bit more about you as a person. Can you tell us about a time when you demonstrated entrepreneurial skills?

L: OK. Well, perhaps a good example comes from the end of my first year at university, when I had a summer job in sales and marketing for a breakfast snack manufacturer. I needed to earn some money to pay for my studies, you see. Actually, it wasn't as glamorous as it sounds: it involved standing outside railway stations from, um, six in the morning until nine o'clock, and trying to persuade people to buy my snacks. It was a great experience for me because it really brought me out my shell: I was pretty withdrawn and introverted to begin with, but I soon learned that the only way to sell to strangers was to make eye contact and start conversations with them.

Anyway, after a few weeks, I noticed that my sales were peaking in the final hour, just before I stopped at nine o'clock. So I wanted to find out whether I could sell more snacks by working a few extra hours each day – after all, I needed as much money as possible, and, to be perfectly frank, once you've got up at four o'clock and travelled across the city to get to work, it makes sense to work more than three hours! But I knew my boss would be reluctant to pay me for those extra hours, so I needed to tread carefully.

So, what I did was I offered to stay at work until eleven o'clock each day for a week, for no extra wages. At first my boss resisted, because they had a procedure in place for a driver to come and collect any unsold snacks from me at nine o'clock, and they didn't want to keep the driver waiting until eleven. So I offered to drop off the unsold snacks at their depot myself – because it was on my way home anyway. Eventually, and very reluctantly, my boss agreed, and I started my week-long experiment the next day.

It turned out that my hunch had been correct: the peak time for people to buy breakfast snacks was between 8:30 and 10:30. The company's marketing specialists had assumed it would appeal mainly to rush-hour commuters grabbing a snack at the crack of dawn, whereas my little experiment revealed that the main market was actually the tail-end of the rush hour: students on their way to lectures, parents returning from the school run and so on. So I sold a lot more breakfast snacks! My boss was delighted, and agreed for me to work two extra hours each day, and even offered to pay my wages for the hours I was going to do for free. At the end of the summer, the company wanted me to stay on as their number one breakfast snack seller, but I had to go back to university. So yes, it was a great experience, but maybe not those 6am starts!

I: OK, great. Thanks, Laura. Right, so our next question …

Unit 9 Recording 13

I = Interviewer L = Laura

I: Right. Let's move on to the last question now, Laura. Can you tell me about a time when you demonstrated resilience?

L: Resilience? OK, well, maybe I can give an example from my experiences as a volleyball player. You see, I've always loved volleyball, and I've dedicated a lot of time towards perfecting my game, week in, week out, since I was a teenager.

I: Er … sorry, but I don't quite see the relevance. The question was about resilience.

L: Yes, well, I'm just getting to that. You see, for a long time, I dreamed of becoming the captain of our volleyball team, but our coach seemed to have it in for me. I mean, no matter how hard I tried, he kept putting me down and blaming me for our team's poor performances and results. It was an absolute nightmare.

I: I'm sure.

L: And I'm pretty sure it wasn't my fault. A lot of my teammates commented regularly that I seemed to be being singled out unfairly, as did quite a few of our fans, which was a huge relief because I was starting to believe the constant criticism. But, to be honest, even if the criticism had been fair, it wasn't helpful. I mean, I needed coaching and advice at that stage in my playing

career, and all that constant negativity was having a bad impact on my match performance. I came to the conclusion that it couldn't go on like this for much longer. I started to think I should give up on volleyball and do something more rewarding instead. I thought about it for a few days, and I decided that instead of running away from the problem, I should confront it head on in order to find a solution. So one day, after training, I approached my coach to discuss my future with the team. I explained how his constant criticism was making me feel. And he said …

I: Don't tell me. He tried to deny it.

L: Yes, exactly. He said it was all in my mind, and I should stop being so sensitive. I was seething by now, as you can imagine, but I decided to bite my tongue and keep trying to find a solution. I took a deep breath and explained, as calmly as I could, that things needed to change or else I'd be forced to resign from the team.

I: A bit risky, wasn't it?

L: Er, no, actually. I really was prepared to leave. I was just telling the truth and trying to work out a solution. And it worked. The penny seemed to drop and he apologised for his behaviour. It turned out that he was fairly new to the world of coaching, and that his own coach had used similar tactics on him, years earlier. He really thought it was just the way you're supposed to coach people! From that day on, he stopped being so negative and started offering a lot more guidance and support.

I: Wow! Really? He changed his approach overnight?

L: Well, there were a few lapses, of course, but overall, yes, it was a dramatic change for the better. And, well, we went on to win the league, which was wonderful. I even ended up as team captain.

I: Excellent. OK, so that's the end of our questions. Do you have any questions you'd like to ask us about the job?

Unit 9 Recording 14

L = Laura

1

L: Yes, well, uh um,, I'm, I'm just getting to that. Um, I, uh, you see, um, um, for a long time, uh, I, I dreamed of becoming the, um, the captain of our volleyball team, um, but, but our coach seemed to um, to have it in for me. Um, I mean, no matter how hard I tried, he kept putting me down, um, and and blaming me for our team's poor performances and results. Uh, it was an absolute nightmare.

2

L: Yes, well, I'm just getting to that. Um, you see, for a long time, I dreamed of becoming the captain of our volleyball team, but our coach seemed to have it in for me. I mean, no matter how hard I tried, he kept putting me down and blaming me for our team's poor performances and results. It was an absolute nightmare.

Unit 10 Recording 1

P = Presenter I = Investor

1

A = Autumn Greene

P: This week on *Innovation Academy*, the TV show where people pitch their inventions to our group of investors, we've got three budding entrepreneurs who have ideas to develop. First up this week is Autumn.

I: So, if you'd like to introduce yourself and tell us what you do?

A: Hi, my name's Autumn Greene, and I'm a final-year student at the Massachusetts Institute of Technology.

I: Very good. Show us what you've got.

A: Right. Let me ask you a question to begin with. How many of you use video calls on your mobile?

A: All of you, right? Let's say, for example, you're on a business trip and you've just checked into your hotel after a long flight and you want to talk to your children via video call. You sit down and hold your phone up to your face so can see each other. But after a while your arm starts to ache and you've only got one arm free, so you can't do much else, right? Wouldn't it be much easier if you could speak hands free? You bet it would. That's why I've developed the Handstream. Basically, you attach it round your neck like this ... slide your phone in the front ... then you're good to go. You're free to walk around, use your hands AND talk to your loved ones. The beauty of this is that it's simple, useful and portable.

2

K = Kareem Hadad

I: Hello. What's your name?

K: Good afternoon. My name's Kareem Hadad and I work for a well-known outdoors chain store.

I: OK, Kareem, what have you got for us today?

K: OK, so I go camping a lot in my free time. I love the outdoors and that's why I love my job so much. So, one day I was out camping. I'd just set up my tent when the heavens opened and it began to pour down. I was safely tucked up inside my tent, staring at the rain falling off the side of the canvas and onto the ground, and I thought to myself, 'What a waste!'. Wouldn't it be good if I could capture this rainwater and use it? Well let me tell you, nobody likes seeing water get wasted ... absolutely nobody. So, investors, I give you ... the Rainnest. You simply attach it to the bottom of the tent like this ... and it captures fresh rain water. It's made of waterproof, biodegradable canvas, and it's simple, effective, lightweight, easy-to-use, environmentally friendly and portable. And, what's the best news? It produces more water the more it rains.

3

N = Nina Crowe

I: Hello. What's your name and what do you do?

N: My name's Nina Crowe and I'm an entrepreneur and inventor.

I: Very good. OK Nina, what's your idea?

N: The Ringleader. Basically, it's a keyring which means you'll never lose your keys.

I: Um ... don't they exist already?

N: Not like this, they don't. We've all seen those keyrings which let out a sound to let you know where your keys are when you've lost them. But the problem with these is they let you lose your keys in the first place, because they don't let you know when you've put your keys down in the wrong place. But the Ringleader DOES tell you as soon as you put them down.

I: And how does it do that?

N: Well, it's really, really simple to use. First you decide what the 'right' place for your keys is. You know, by the front door or something. And you program that in by simply pressing this button here. Now, next time you come home and put your keys down somewhere different, the key ring makes a noise and lights up, like this. It's effective ... it's effective because you won't lose them in the first place.

Unit 10 Recording 2

1 It's light, compact and portable.

2 It comes in small, medium or large.

3 It's cool, it's interesting, it's you.

4 Available morning, noon and night.

Unit 10 Recording 3

N = Nadine M = Matt J = Jenna A = Alex

N: Jenna, that was absolutely delicious.

M: Hear hear!

J: Aw, thanks.

M: So, Jenna, are we going to play this game you were talking about then?

J: Absolutely, as soon as Alex comes back from the kitchen ... ah, speak of the devil.

A: Eh? What?

M: Alex, mate, we're going to play the game you were on about over dinner. Are you going to show us how to play it?

A: Oh great, yeah! Right, let me see ... here we are.

N: So this game, it's a card game, right?

J: Um, sort of. So we've got tiles and 'follower' counters. The tiles, they're the city features and they stay here in a pile, face-down.

M: And they're the followers, the little men?

J: Exactly. He's a clever boy, this Matt.

M: So what do we have to do?

J: Well, the ultimate goal is to score as many points as possible. We start with this starter tile like this.

M: Nadine, as our distinguished guest tonight, you can go first.

N: Why, thank you, Matt.

J: You take a tile from the pile here, and try to place it next to the starter tile. It has to fit the picture.

N: OK, so it's a bit like a jigsaw, this game.

J: Yeah, I suppose it is. Now you can place your follower on one of the features. You've got a road and a castle. Once you've placed your follower on a feature, it's yours. That is, nobody can put their follower on it.

N: OK ... The road, that's where I'll put it.

J: Ah... good move! You now 'own' the road on any of the tiles it connects to.

M: Ah I see! This is great, this game.

Unit 10 Recording 4

1 I don't really play it any more, that game I got for my birthday.

2 The dice, I can't find them anywhere.

3 The game Fiona bought you, have you played it yet?

4 I've never played it before, poker.

5 I really enjoyed it, that meal we had last week.

6 These cards, are they yours?

Unit 10 Recording 5

… for example some people argue that we can become addicted to anything, going to the gym, reading, spending money, but in essence my view is that video game addiction is a real thing with objective characteristics that mark it out as a form of addiction, like drugs or alcohol. And believe me, it really can ruin lives.

So, first I want to talk a bit about the numbers involved, not just in terms of addiction but the video games industry as a whole, and then I want to look at what a typical video game addict looks like, if you will, because, after all, how else will we know … maybe you're one! And then I want to talk about the action some countries have taken to tackle the problem, and finally look at some of the underlying causes of video game addiction because there's a range of social factors involved.

Unit 10 Recording 6

So, firstly, let's take a look at the numbers. It's estimated that there are around two billion 'gamers' in the world, that's people who regularly play video games, and by video games I mean all types of digital games including games you play on your mobile phone, because, don't forget, games are the most popular type of app downloaded from the app stores. Something like 90% of teenage boys play video games and 80% of teenage girls, so, as you can see, gaming is a gender-neutral pastime. Now, of those two billion gamers, around 60%, it's estimated … 60% of them play every day and they average about 12 hours a week of game time, and this is why gaming is now such a huge industry – around a hundred and fifty BILLION pounds a year. That's more than films, more than music. It's the largest and most lucrative entertainment sector in the world… bar none. But here's the thing – around 3-4% of gamers are what we would classify as addicts. That's according to the World Health Organisation, which now lists video game addiction as a mental health condition.

Those are the figures. As I said, I want to talk a little bit about what a game addict might look like. So let's paint a picture of an average game addict and we'll call him … Johan. Now Johan, as you might have noticed, he is a 'he' and that's because although gaming is gender-neutral, game addiction is not. Something like 94% of addicts are male and only 6% female. And we'll look a bit more at why that might be soon but let's stay with Johan for now. So, Johan is about 25 years old and he plays far more than 12 hours a week but that's not what makes him an addict. What makes Johan an addict is that playing video games is negatively affecting the rest of his life. Most nights Johan is tired and wants to sleep but he can't because he's playing video games. His gaming is what we call 'compulsive' which means that he is not fully in control and even when he's not playing, he's thinking about playing. He's lost his friends because he hasn't got time to see them, so he's become more lonely, more isolated and less happy, and when he's feeling less happy, gaming gives him a way out. So the more Johan plays, the unhappier he becomes and the unhappier he becomes, the more he plays. It's a classic vicious circle.

So let's take the WHO's figures and think about 4% of gamers being addicts. What's 4% of two billion. Anyone? I'll tell you. It's eighty million people. Think about that for a moment. Eighty million people. That's the equivalent of the population of Germany. So, with that many people showing addictive behaviour, it's no wonder that countries around the world are starting to take action. In South Korea in 2011, a law was introduced which banned anyone under 16 from playing games between midnight and 6am. In China a law was introduced which banned gamers under 18 from playing between 10pm and 8am and limited gaming time to 90 minutes per week day and three hours on weekends and holidays. And, believe it or not, this kind

of reaction to video game addiction is not new. Now, none of you are old enough to remember Space Invaders but that was one of the first video games, and even at that time a British politician tried to introduce a law to ban the game because it was considered too addictive. The bill was debated in parliament and almost became law.

So, how long have I got – oh, I'm almost out of time, so let me cut this last section short. What I wanted to talk about were the social factors involved in video game addiction because the addiction doesn't exist in a vacuum. Perhaps the most significant factor influencing addiction, which as I've said, is over 90% a male problem, is what people are calling the epidemic of loneliness. More than 40% of Americans describe themselves as generally isolated and 20% say that they rarely feel close to anyone and loneliness correlates very closely with video game addiction. Not all lonely people are addicts by any means, but you will find that a high percentage of addicts are lonely, almost by definition. If you're addicted to games, you haven't got time for meaningful relationships. In fact someone who works in the rehabilitation field recently described the problem as one of intimacy and this is the reason that rehabilitation programmes focus on how to build and maintain friendships, real friendships with real people. That absence of meaningful friendships may well be the real problem behind video game addiction.

Now my time is up, but if there are any questions you'd like to ask then I'm happy to try to answer them now …

Unit 10 Recording 7

1 Even if it becomes a reality, it's unlikely to become commonplace.

2 In spite of the recent downturn in the economy, many businesses are thriving.

3 Exciting as it may sound, it doesn't come without costs.

4 However expensive it may be, people will still buy it.

5 Profits are up. Nevertheless, the company is still having difficulty.

Unit 10 Recording 8

T = Teacher S = Sofia

S: Can you tell me about my progress?

T: OK, so you've certainly made headway with your vocabulary. You've learned a lot of useful new phrases and you're able to put them to good use. You've made significant progress in the area of describing trends and innovations. That's likely to be very useful when you come to give your presentation at the end of the year.

S: OK, what else?

T: Well, recently we've been studying concession clauses, and you're now able to contrast ideas quite adeptly.

S: What about my presentation style? Am I able to use any useful techniques well, do you think?

T: Ah, well, I think we've still got a bit of work to do in that area. We've looked at a couple of techniques, namely using auxiliaries for emphasis and repetition. But I'd like to do more work with you on this. We're yet to look at things like tripling and rhetorical questions, which I think you'll find really useful. So I'd say you've still got some way to go in that area, but I'm confident you'll pick them up too.

Unit 10 Recording 9

B = Boss S = Sofia

B: So, Sofia, now you've finished the course, where do you see yourself headed?

S: Well, I've learned a lot of useful techniques for giving presentations. So ideally, I'd like to put this to good use by giving a presentation in English. I was actually hoping to be able to present our annual report to shareholders in the spring. I mean, with what I've learned, I think this goal should be easily attainable.

B: It's funny you should say that. We were actually hoping you'd be willing to do so.

S: Really? Oh, that's great.

B: So, what else would you like to achieve?

S: In the short term, I'd obviously like to keep up my English studies, but I'd also like to seek ways to put into practice what I learn.

B: Like how?

S: Well, it would be great if I could make some trips abroad to meet clients and promote our products, for example.

B: OK, well we'll have to have a think about that.

S: And in the longer term, with this experience under my belt, I guess my ultimate goal is to get a promotion.

B: Whoa ...

S: I'm not thinking anywhere in the near future, of course.

B: OK, well let's see how you go in the meantime.

Unit 10 Recording 10

1 This goal should be easily attainable.

2 It would be great if I could boost my CV.

3 In four years she'll be eligible for promotion.

4 You've made solid progress in your goals.