1 Working life

1.1 A life lesson from a volunteer firefighter

TEDTALKS

MARK BEZOS got a Bachelor of Science (BSc) degree in advertising and public relations from Texas Christian University in 1992. After he completed his studies, he took a job in an advertising company. He moved through several companies, became an account manager, and finally a vice president at Renegade, LLC, a New Yorkbased social media and marketing agency. In 1999, Bezos and his business partner David Nathanson started the Bezos Nathanson Marketing Group. Seven years later, they sold the business to a larger advertising company - EastWest Creative - and Bezos joined Robin Hood, a poverty-fighting charity in New York City, as the Senior Vice President of Development, Communications and Events - a role in which he felt excited to have found a way to use his sales skills to do good. In 2012, Bezos became a volunteer captain in the Scarsdale Volunteer Fire Company in Westchester County, New York, where he lives with his wife and four children.



CAREER PATHWAYS

- 1 Read the text. Answer the questions.
 - 1 What subject did Bezos study at university?
 - **2** What two jobs did he have before he started his own company?
 - **3** What event ended Bezos's work with Bezos Nathanson Marketing Group?
 - **4** How is Bezos's current employer different from the companies he has worked for in the past?

TED PLAYLIST

- 2 Other TED speakers are interested in topics similar to Marc Bezos's TED Talk. Read the descriptions of four TED Talks at the top of page 5. In your opinion, which is the best title for this playlist, a, b or c?
 - a What we can learn from hard times
 - **b** Failure and how to avoid it
 - c There's more to life than work

3	Read the	TED	playlist	again	and	answer	the	questions
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- 1 Which speaker talks about the reasons why people follow or don't follow their dreams?
- 2 Which speaker tells the story of a life-changing experience? _____
- **3** Which speaker focuses mostly on work and our reasons for working? _____
- 4 Which speaker talks the most about people's feelings?
- **4** Find a highlighted job in the TED playlist to match each description. A person who ...
 - 1 writes books _____
 - 2 advertises and promotes products or services
 - 3 studies money and money systems _____
 - 4 teaches in a university _____
- **5** Which talk would you most like to see? Why? Watch the talk at TED.com.

Dan Ariely: What makes us feel good about our work?	Ric Elias: Three things I learned while my plane crashed
Why do we work? Many people would say money, but	Marketing executive Ric Elias had a front-row seat on Flight
it isn't just that. It's not exactly pleasure either. It seems	1549, the plane that crash-landed in the Hudson River in
that most of us enjoy making progress and feeling that our	New York in January 2009. What went through his mind as
work is useful. Economist Dan Ariely presents two surprising	the plane went down? At TED, he tells his story.
experiments that show our unexpected attitudes towards wor	rk. Larry Smith: Why you will fail to have a great career
Daniel Goleman: Why aren't we more compassionate?	In this funny and very direct talk, economics professor Larry
Daniel Goleman, author of Emotional Intelligence, asks wh	
we don't show love and care more often.	fail to follow their dreams.
 AUTHENTIC LISTENING SKILLS Dealing with new vocabulary 1 You are going to hear a podcast in which a member of the Keynote team talks about Dan Ariely's TED Talk, What makes us feel good about our work. Re the sentences from the podcast. Circle the words which are repeated. Then listen to the sentences. Underline the words which are stressed. These are the key words. 1 This TED Talk is about work and the things that make job enjoyable – that make you want to keep returning the work – even if you don't really love your job. 2 According to Dan Ariely, people usually say that money is the reason for working. But he says it isn't so simple 	 9 Read the sentences from the podcast. Choose the correct meaning of the words in bold. 1 Climbers make a huge effort, and put up with a lot of pain, to get to the top of a mountain. a find b accept c avoid 2 There are things in life that are more important than money: facing challenges; feeling proud of what we do; having a sense of identity; creating something. a my appearance
Think about it. People do amazing – and crazy – things life, not for money. LISTENING	c 'who I am' In my work, my motivation comes from helping people to learn a useful skill. a reason for working
	b salary
7 1 2 Listen to the full podcast. Choose the correct	c problems
option to make true sentences.	4 I take pride in working with a team of talented editors
1 The main reason that people work is / isn't money.	and designers and other writers.
2 According to Lewis, climbing mountains is a waste of	a have no experience of
time / a good challenge.	b have a hard time
3 Lewis enjoys / says it's not easy working with a team.	c get satisfaction from
8 \(\begin{aligned} al	5 It's necessary for people to feel some kind of personal
false (F)?	connection with what they do.
	a worry about
1 The TED Talk is about following your dream.	b interest in c ability to do
2 Mountain climbing shows that people choose	ability to do
to do difficult activities.	
Lewis says that climbers often don't notice nature's beauty around them.	

4 Lewis says he likes making something that people

5 Because of the money, Lewis never stops working.6 According to the podcast, employers should

understand human motivation.

1.2 What makes a good job?

GRAMMAR Present simple

1 Complete the text. Use these verbs in the correct form of the present simple.

be	carry	communicate	connect	love
make	meet	not speak	not use	show



That's a cool job!

In 2004, Nathan Sawaya left his job as a lawyer to become
a full-time artist. He now 1 sculptures, but he
² traditional materials such as stone, wood or
metal. Sawaya works with Lego bricks, and ³
his work in exhibitions all over the world.
In his travels, Sawaya – an American – often ⁴
a lot of people, especially kids. Often, they ⁵
English, but they ⁶ with Sawaya through
the language of art – and Lego. Sawaya ⁷
working with Lego because both kids and adults
8 with it. For Sawaya, the best part
⁹ thinking of good ideas. He ¹⁰
paper with him at all times to note down ideas.

2 1 3 Complete the conversation. Use the present simple form of the verbs in brackets. Then listen and check your answers.

A:	What 1	(do) you do)?
B:	2	$_{-}$ (be) an aquathe	rapist.
A:	What exactly 3_	(do) an aquatherapist do?
B:	An aquatherapis	t ⁴	(be) like a physiotherapist
	We ⁵	(help) people	with injuries. But we
	6	(work) with our p	atients in the water.
A:	7	(you work) in a sv	wimming pool?
B:	It ⁸	(depend). Som	e hospitals
	9	_ (have) special ac	luatherapy pools where
	we work, but so	ome ¹⁰	(not have) them, so
	in those cases	we usually use the	e local swimming pool.

Expressions of frequency

3 Choose the correct options to complete the text.



My name is Maya Thurgood. I'm a professional diver. I love my job, but the schedule ¹isn't always / is often easy. I ²never / usually work every day for twenty days, then I have five days off. This ³sometimes / always includes a weekend, but often it doesn't. ⁴Rarely / Once a year, in December and January, I have a six-week break. I almost ⁵always / sometimes go to a warm place – Hawaii, Mexico, South Africa. The ocean is beautiful and warm in those places, but on holiday, I ⁶usually / never go diving. I really need a break from it!

- **4** Put the words and expressions in the correct order to make sentences.
 - $\label{eq:theta} \textbf{1} \quad \text{the week / with / start / a quick / We / meeting / usually / .}$
 - 2 work / Do / for / you / travel / sometimes / ?
 - 3 for / arrives / work / late / never / She / .
 - 4 I / weekend / don't / at / often / the / take / home / with / work / me / .
 - 5 to / speak / you / David / Do / once a week / ?
 - 6 work / to / I / underground / the / take / don't always / .
 - 7 minutes / The / twenty / team / meets / rarely / for / than / more / .
 - 8 work / don't / usually / on / I / Mondays / .

GRAMMAR EXTRA! More frequency adverbs

5 Look at the frequency adverbs. Then choose the correct options to complete the text.

not often		very often
occasionally	normally	frequently
now and then	regularly	a lot

Giving presentations at work

I don't often give presentations at work. I present to small groups of colleagues 'now and then / a lot about the work I do, and I don't mind that because it doesn't happen often. I wouldn't want to give formal presentations 'occasionally / frequently. It's stressful talking to large groups of people. I guess people who give presentations 'regularly / now and then are more comfortable with it because they're used to doing it.

My boss ⁴ a lot / occasionally asks me if I'd like to give a short company introduction to a group of new employees or something like that. I ⁵normally / now and then say yes, because that doesn't happen ⁶ a lot / occasionally – maybe only once a year.

- 6 Read the sentences. Then choose the correct *always* or *never* sentences (a–f) as responses.
 - 1 I'm sorry we missed the beginning of the meeting, but the traffic was terrible.
 - 2 I hope my new phone doesn't stop working after two weeks like my old one did.
 - 3 I wish I had your job, because mine's boring.
 - 4 I wonder if the shop will let me return these shoes?
 - 5 I wish I knew how to play the piano.
 - **6** I'm really not sure where to begin with my new research project.
 - a Don't worry, lightning never strikes twice.
 - **b** It won't be a problem, because the customer is always right.
 - **c** The first step is always the hardest.
 - d It's never too late to learn.
 - **e** The grass is always greener on the other side of the fence.
 - **f** Better late than never!

PRONUNCIATION Sentence stress

- 7 1 4 Listen to the sentences from Exercise 4. Underline the stressed word.
 - 1 We usually start the week with a quick meeting.
 - **2** Do you sometimes travel for work?
 - 3 She never arrives late for work.
 - 4 I don't often take work home with me at the weekend.
 - **5** Do you speak to David once a week?
 - 6 I don't always take the underground to work.
 - **7** The team rarely meets for more than twenty minutes.
 - 8 I don't usually work on Mondays.

1	_	And we finish the week with one, too. But today, we don't have time.	✓
2		Or do you stay in the office? Or is all of your travel for holidays?	
3		But she doesn't arrive early, either. She's on time every day.	
4		But I do during the work week.	
5		Or do you just speak with Jessie once a week? Or is it twice a week?	
6		But I usually do. I sometimes take it when I go out with friends, too.	
7		But we often meet in a café. But occasionally we have a longer meeting.	

DICTATION

4 1

8 a I usually have the day off.

b I don't usually work on Tuesdays.



9 1 5 Listen to a pilot describing her job. Complete the sentences.

	and other cities in the UK - Glasgow, Manchester,
	Newcastle.
2	flights,
	because that's where
3	two trips to the same city, but
	to two different cities
	in the same day.
4	I flying. Before flights,
	the crew and
	1
5	I with my family, but

1.3 Have you got what it takes?

READING

- 1 Read the article below. Choose the correct option to complete the sentences.
 - 1 *More / Fewer* people in the world speak English as a first language than as a second language.
 - **2** According to the article, the way English is *used / pronounced* has changed a lot in the past thirty years.
 - **3** The article says that the culture we come from can affect the way we *study and learn / use words*.
 - **4** The article recommends that speakers of English as a second language try to remember that culture affects communication / learn more about other cultures.
- 2 Change one fact or number in each sentence to make them correct.
 - **1** About two and a half billion people speak English as a second language. _____
 - **2** About 45% of conversations in English include someone whose first language is English.
 - **3** English learners must be able to speak to people from a few countries. _____
 - **4** A person from a very direct culture may not completely understand a person who uses few polite expressions.

- 3 \(\Lambda\) 1 6 Listen. Choose the correct answers.
 - 1 What makes the speaker feel upset?
 - **a** His boss asks him to give a presentation.
 - **b** He is lost in a foreign city.
 - c A colleague laughs at him.
 - 2 How does he deal with the difficulty?
 - **a** He continues what he is doing and takes control of the situation.
 - **b** He asks the people around him for help.
 - **c** He gives up and refuses to continue.
 - **3** How does the speaker feel after the presentation?
 - a He feels that it is funny.
 - **b** He's a bit angry.
 - c He never thinks about it.
- **4** Choose the sentence which best explains the situation in Exercise 3.
 - **a** In most countries, business meetings are very relaxed and making a joke during a meeting isn't rude.
 - **b** In some cultures, smiling or laughing is a way of showing that you are sharing another person's problem.
 - **c** In most parts of the world, when you're giving a presentation, making a joke can help the audience to relax.

The changing world of English

About 375 to 450 million people speak English as their native (first) language, but there are 900 million to 1.5 billion non-native English speakers. Experts say that only about 25 per cent of conversations in English involve a native speaker. That means that three quarters of the world's English language communication takes place among speakers of English as a second (or third or fourth) language.

These days, in many areas of work, English is a basic skill, like maths, that everyone needs in order to do their job. This wasn't true twenty or thirty years ago. At that time, English language education in many places prepared students for travel to North America, the UK or Australia. But that's changing. Now that English is a world language, learners need to prepare themselves to communicate with people from all over the world – people who have different accents, and may come from a wide variety of different cultures.

Words, of course, are very important to communication. But many people don't realize that culture also has an

effect on how we communicate. One example is cultural differences regarding politeness. In some languages and cultures, people use polite expressions that have the same meaning as 'please' and 'thank you' far more often than people in many other cultures think is necessary. If someone from a culture that uses a lot of polite expressions (Culture A) speaks English on the phone or attends a meeting with someone from a more direct culture (Culture B), the Culture A speaker may see the Culture B speaker as rude, while the Culture B speaker may feel that the Culture A speaker is, perhaps, not direct enough or maybe even not completely honest.

This doesn't mean that students of English need to learn all about the cultures of the people who they speak English with. However, it does mean that they should try to keep an open mind when using English. They should also try to notice situations where, even though the words are clear, there may be communication problems because of cultural differences.

VOCABULARY Working life collocations

(verb + noun)

5 Complete the text. Use the correct verbs. The first letter has been given.

Developin			_
Developin	a transte	ranie skili	9

	a successful career, you doing work for no pay.
your 'transferable' sk	t pay is an opportunity to develop kills. These include the ability to sks, to 3d with conflicts uations, and to 4g and formation.
from other countries deal with cultural diffirmeetings and ⁸ s develop transferable to ⁹ d	elasses, and socializing with people helps you to ⁶ u and care erences. When you ⁷ a on the phone, then you communication skills that you'd need almost any job. Completing a course technology and know
	e transferable skill that should always bility to 11 h fun.

WORD FOCUS work and job

6 Read the definitions. Complete the expressions. Use the words in the box.

b	etween	get to	a great	out of	search	
2 3 4	start to do something = work					
	ercise 6.	convers	ation. Use	the expre	essions in	
A:	How's you anything y		go	oing? Have	e you found	
B:	No. I've be now.	een ²		for about t	two months	
A:	You ³ a career in		_ of repairir	ig comput	ers. What about	
B:	If I am 4 getting a jo		for muc	h longer, l	will think about	
A:	That's a g	ood idea.	I'm sure ye	ou'll find so	omething.	
B:			I need to 5_ oking hard		sending out	
A:	Good luck		0 - 1			

W	OF	RDBUILDI	NG C	olloc	ations (verl	o + noun
8	In the two sets of words below, match each verb (1–10) with the correct noun (a–j). Note that <i>get</i> can be matched with three possible nouns, but the other verbs only go with one noun each.					
	1 2 3 4 5	learn follow accept earn apply for	b	6 7 8 9 10		
9		positions a qualification your dream mplete the ac		h i j	your talent experience a goal a job	from
9 Complete the advice below with collocations from Exercise 8. Getting your dream job It's easy for me to say that you should 1						e. For a job e first thing This usually seful to to learn more e dream art out, you such as our dream

Dealing with a job you don't really like

You may be able to improve an unhappy work situation by telling your boss that you'd like to 6 _____ explaining why it would be useful in your work. Many companies have a budget for training, so you may be able to go on a course. Also, think ahead to what you'd like to do in your next job and try to 7 _____ in your current work that might be useful to you in the future. One good way to do this is to volunteer to do work you've never tried before. If you feel certain that you really need to make a change, ⁸ _____. For example, you may decide that you need to ⁹ _____ and a pay increase by the end of the year, and if you don't, you'll look for another job. When you do 10 _____ with another company, be prepared to explain why you're leaving your current job and emphasize the great opportunity offered by the new employer.

1.4 What do you do?

Match each job (1–6) with the correct description (a–f). civil engineer law student plumbing apprentice sales assistant	1 So what
is medical researcher	 3 Where
to be healthy. I design roads and bridges. I work in a shop. My job is in a laboratory, studying diseases. I'm at university, studying my country's legal system.	5 Look at the information below. Write a conversation similar to the one above. Job: unpaid intern Company/organization: a law firm Location: Krakow, Poland Job description: work closely with a team of lawyers organizing paperwork, but also making coffee and tea
7 Read the questions. Does the intonation rise (R) or fall (F) at the end of each sentence? Listen and check	Size of organization: medium-sized – about 100 employees Type of contract: an eight-week internship
How do you get to work? Are you based in the main office? How big is your firm? Do you like your job? Do you work long hours? What kind of contract are you on?	Like/Dislike: like getting useful experience, dislike the pay
1 8 Listen. You will hear seven questions. Choose	
5	
I I'm based in Madrid. Yes – it has about 1,000 beds. I work as a trainee nurse. I It's a temporary contract, but hopefully they'll give me a permanent job after that. I work for a private medical services provider.	
	My education is taking place in a hospital, helping people to be healthy. I design roads and bridges. I work in a shop. My job is in a laboratory, studying diseases. I'm at university, studying my country's legal system. ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (R) ONUNCIATION Intonation in questions (Intonation in questions Intonation

g Yeah, it's hard work, but it's interesting.

WRITING Indirect questions

6 Read the advert and the letter. Then answer the questions beneath the letter.

VOLUNTEERS WANTED

for Countryside Projects

We are looking for enthusiastic and fit people to work for six weeks doing improvement work in several national parks both in the UK and abroad.

Transport and accommodation are provided.

I have two questions.
What does the volunteer work in national parks involve?
2. Where is your organization based?
I look forward to hearing from you.
Yours faithfully,
Kim Simmons
How could the questions be written to make them more polite?
What needs to be added to the letter to make it more informative and polite?

1 Can you tell me where the meeting will be held?2 I'd like to know if there's a possibility of working

4 How long will I have to complete the assignment?5 Is there a possibility of having some training?6 Can you tell me if it's an international company?

3 I'd like to know how much time I will have

from home.

for the interview.

7 Where will we meet?8 Is it a Japanese company?

	1	Where is the office? Can you tell		
	2	Can you tell? Is the internship paid? I'd like to know?		
	3	What does the training involve? Can you tell?		
	4	Are there any jobs available in your London office? I'd like to know		
	5	How long is the interview? I'd like to know		
0		ut the sections of the letter (a-d) in the correct order -4).		
	b c	Describe the information you need Refer to the job advertised Explain to the reader what you want to happen next Explain the reason for writing		
1	С	omplete the letter with the phrases in the box.		
	I	am interested doesn't say look forward make my application saw your advertisement		
	Dear Sir/Madam,			
		I 1 for local tour guides in the Daily Press and I 2 in applying. However, before I s, I have a question. The advertisement 4 which days of the week are workdays. Do tours run all day, every day of the week?		
		I ⁵ to hearing from you.		
	Yours faithfully,			
		Sam Brown		

9 Rewrite these direct questions as indirect questions.



Presentation 1 MY FAMILY

YOUR IDEA

1 Read the descriptions. Answer the questions.

Li Jing: My parents live in a flat in Shanghai. My father is a businessman and my mother works in a hospital. I have no brothers or sisters, and my grandparents live in the countryside. I have two cousins though – my uncle has a son and a daughter. I live in Singapore because of my job. I usually travel back home to Shanghai for the Chinese New Year celebration, and my parents usually visit me in Singapore in the autumn.

Wiktor: My parents and my grandmother live together in one house, along with my brother. Both my father and my mother work. My dad is a police officer and my mum is a primary school teacher. My brother is a cook in a local restaurant. He wants to move out of the house, but he doesn't have enough money. I have my own flat, but I visit my family most weekends and we have a meal together.

Maria: My mother and her husband – he isn't my father – live and work in Mexico City. They own a cleaning business together. My father lives in the USA, in Los Angeles, California. He has a small gardening business. I have three brothers. Sixtos works in a hotel in Mazatlan – he loves surfing. José Antonio is a student in Mexico City. Miguel lives in Spain and works as a teacher. Unfortunately, we don't see each very often. I live in Buenos Aires with my husband – a doctor – and our two children.

5 Whose grandmother lives with other members of the

1 Who has only one brother? _

3 Who is married? __

family? ___

2

2 Whose parents don't live together? ___

4 Whose parents visit once a year?

6 Who has no brothers or sisters?				
Write notes about your family. Use the questions to help you.				
Who is in your family?				
Where do they live?				
What do they do?				
When do you see them?				
Any other interesting information?				



Write sentences using the notes above. Use the words given and any other ideas you have.

(Name) lives in a (type of home) in (town or city). My (family member) is a/an (job).		
I see them/him/her (when/how often).		

- **4** Practise describing your family out loud. Remember to practise ...
 - using words and expressions you would normally use so that your words convey your personality.
 - speaking from the heart and talking about things you know about.
 - relaxing your body and moving and gesturing as you normally do.

ORGANIZING YOUR PRESENTATION

5	Match the four steps of a presentation with the examples		
	of useful language (a-d).		
	1	Introduce yourself and your topic	
	2	Say which members of your family you want	
		to talk about	

- 3 Give more details4 Finish
- **a** The next part of the talk gives a little more information about each person.
- **b** My name's _____, and this talk is about my family.
- **c** Now you know a little more about my family. Thanks for listening.
- **d** My family consists of my parents, my grandfather, my brother and my two cousins.

YOUR PRESENTATION

Read the useful language on the left and make notes for your presentation.

1	Introduce yourself and your topic		
	My name's, and this talk is		
	about my family.		
	I'm Today's presentation is		
	about my family.		
2	Say which members of your family you want to talk about		
	My family consists of		
	When I say 'my family', I mean		
	When i say my lamily, i mean		
3	Give more details		
	The next part of the talk gives a little more information about		
	Now it's time for me to tell you a few more details about		
4	Finish		
	Now you know a little more about my family. Thanks for listening.		
	Thanks for listening to my talk.		
	Do you have any questions?		
	Im yourself giving your presentation or ive yourself marks out of ten for	practise in front of a mirror.	
•	using words and expressions that you would normally use so that		
	your words convey your personality.	☐/10	
•	speaking from the heart and talking ab		
•	not worrying if you are nervous. relaxing your body and moving and ge	□ /10 sturing as you normally do. □ /10	
•	following the four steps in Exercise 6.	sturing as you normally do. ☐ /10	
	using correct grammar.	□/10	