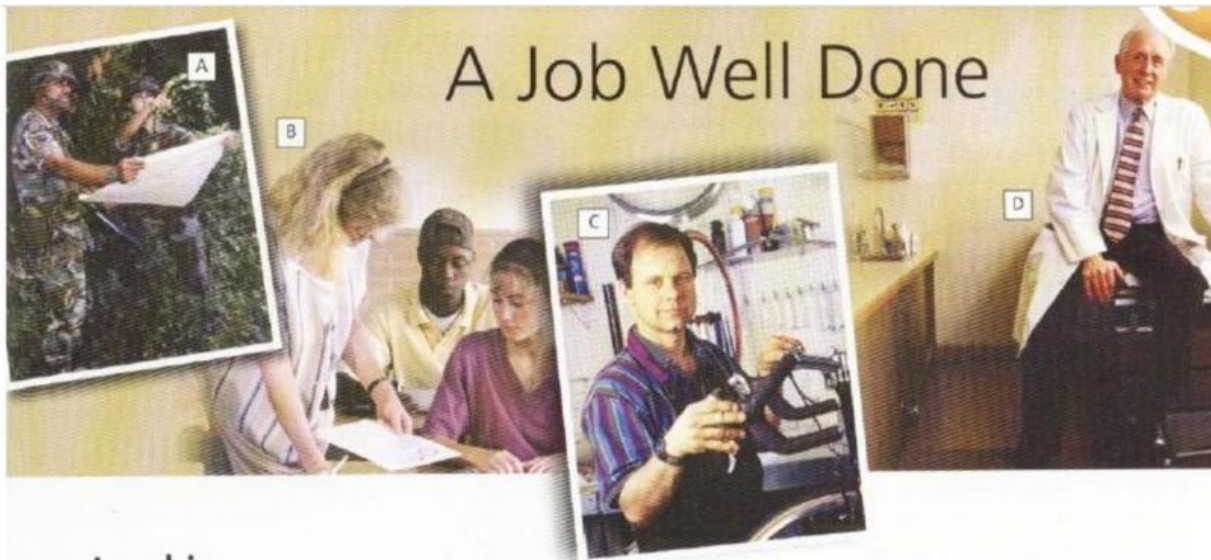




A Job Well Done

Lead-in

- 1 a. Look at the pictures above. Which profession(s) would you associate with the following? In what way? Tell your partner.

+ high earnings sense of achievement job satisfaction	- physical tiredness stress danger
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- b. Which of the four jobs shown do you think would appeal the most to ...

- an adventurous person • a caring person
- a person who likes children • an ambitious person
- a team player • a person who likes to keep fit

Discuss in pairs.

- 2 a. Rank the following according to how important you think they are for a happy working life (1 = most important, 6 = least important). Then compare your ranking with that of another student.

- ☐ pleasant working environment
- ☐ recognition of achievement
- ☐ good remuneration
- ☐ opportunity for creativity
- ☐ helping others
- ☐ opportunity for personal development

- b. Which of the following statements best applies to you? Select one (or write your own in the space provided), then use it to begin talking to your partner about your ideal job.

- I have a very clear idea of what I want to do.
- I haven't decided yet, but I want to find a job that I love.

- I would like to earn as much as possible in the shortest possible time, then retire.
- I would like my work to make a difference to the world.

OTHER

- 3 a. Listen to part of a radio report about a survey conducted in the UK, asking people what their ideal job would be, and mark the following statements T (true) or F (false).

- Most people are attracted to the idea of an exotic job, like being a journalist in New York.
- Nursing and teaching were professions often regarded as dream jobs.
- Men's replies were very similar to those of women.
- People in Ireland had more realistic dreams about jobs.

- b. If a similar survey were carried out in your country, what kind of 'dream jobs' do you think people would choose? Discuss in groups.

- 4 **Think!** Paraphrase the following quotations. Which do you agree with? Why? Discuss in pairs.

'Work is an essential part of being alive. Your work is your identity.'

Kay Stepkin (US baker)

'The only place where success comes before work is a dictionary.'

Vidal Sassoon (British hair stylist)

If money was not an issue and you could choose any job you wanted, what would it be? Actor? Model? A footballer like David Beckham or an historian like Simon Schama? A new survey by adult education specialists LearnDirect asked people across the UK what their dream job would be - with some surprising results. They discovered that not only do people appear to aspire to modest professions such as working for a charity or gardening, but often at the top of their list of dream jobs are the very professions others are leaving in droves - such as nursing or teaching.

The survey also reveals that there are striking parallels between men's and women's dream jobs and that they have similar lists of nightmare occupations. While day-dreaming about the perfect vocation is common among people of all ages and professions, there seems to be some reluctance to fantasise about more outlandish ambitions.

In contrast with participants in a similar survey this year in the Republic of Ireland, where dream jobs such as working as a journalist in New York and becoming president were high on the list, those taking part in LearnDirect's research focused on dreams they believed had a chance of coming true.

Listening – Part 1

- 1 You will hear three different extracts. For questions 1-6, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract.

Extract One

You hear part of an interview about a quality control company.

- 1 Why do some companies get involved with IIP?
 - A They are given free badges and office stationery.
 - B They have the opportunity to conduct regular meetings.
 - C They think it gives their company prestige.
- 2 Why does the interviewer compare the IIP complaints procedure to the world of Big Brother?
 - A He believes that the staff are too intimidated to complain.
 - B He disagrees with IIP companies using surveillance cameras.
 - C He thinks that the staff are not risk-takers.

Extract Two

You hear part of a discussion about painting.

- 3 What does Sally say about the Impressionist style of painting?
 - A It can only be successfully achieved after years of hard work.
 - B It is ideal for creating postcards.
 - C It is a product of lazy painting habits.
- 4 According to Sally, what did the Impressionists do?
 - A They allowed sentimentality to affect their work.
 - B They only painted scenes which were attractive.
 - C They painted the world they saw around them.

Extract Three

You hear part of an interview about protecting the environment.

- 5 How can you reduce your carbon footprint?
 - A By cancelling your foreign holidays.
 - B By reducing the amount of carbon dioxide you produce.
 - C By measuring carbon dioxide emissions.
- 6 What is achieved by carbon offsetting?
 - A More carbon dioxide is produced.
 - B More trees are planted.
 - C Carbon dioxide levels worldwide are reduced.

Listening – Part 2

- 2 a. You will hear a firefighter talking about his work. Before you listen, discuss the following with a partner.

- 1 What sort of person would make a good firefighter?
- 2 What do you think might be the main advantages and disadvantages of being a firefighter?

- b. Try to predict what kind of information is needed for gaps 1-8. Check with your partner.

- c. Now listen to the recording. For questions 1-8, complete the sentences.

JOB PROFILE: Nigel Dawson – Firefighter

Nigel underwent vocational tests to assess his physical fitness and his 1 for the job.

One of the main attractions of the job is that you work as part of a 2 .

He also enjoys the fact that the kind of work he does 3 from day to day.

Nigel complains that although his work is similar to that of a 4 , his salary is much lower.

However, the fire service offers a very good old-age 5 , as well as excellent

6 cover.

He keeps up his 7 by using the sports facilities and gym.

Nigel really enjoys his present position so he is not particularly interested in 8 .

- d. What criteria do you think should be borne in mind when assessing fair levels of pay for different jobs? Discuss in groups.

Extract 1

Ruth: Investors in People, or IIP as we call it, is about investing in staff training and development. To participate, employers have to meet our principles of good practice for training and development, and provide staff with regular briefings, frequent feedback and review meetings about their performance.

Interviewer: Yes, but you've come in for a lot of criticism, haven't you? Lots of people are saying that there aren't enough controls on HP-accredited companies and the whole thing is beginning to lose credibility.

Ruth: Well, it may be true that some companies simply want to have the IIP badge on their letterhead because it's a nice status symbol and are not really interested in the principles of the standard, but this is hard to do. It's not just about a company telling us they are open with staff - they have to show us.

Interviewer: Our investigator has personally looked into IIP in various companies and I can tell you it's not working. A significant number of IIP companies didn't care about their staff. They followed the procedures - induction, appraisals, meetings - but only as a matter of routine to keep the standard.

Ruth: There is a procedure by which staff can report their bosses to their IIP authority - and they can do this without giving their names.

Interviewer: You know, Ruth, to most employees, speaking out against their employer would be like renouncing surveillance cameras in the world of Big Brother. It's a risk not worth taking.

Extract 2

Sally: You hear a lot of criticism of Impressionist painting these days-people like to accuse them of having been lazy ... they say that their work is sentimental. I think it's a terrible shame that a group of painters so vigorous and alive should be thought of as makers of 'cute' postcards. The idea that they had bad habits and a lazy attitude is simply nonsense. Painting is not about making a tree look like a tree. It's about learning to see. If you want to paint as an Impressionist to even a minimal degree, paint from life for a decade at least before doing anything else

Colin: What about the accusation of sentimentality?

Sally: Well, granted, the French Impressionists painted the middle-class life around them, which by today's standards appears rather sentimental. Unfortunately, many of us have come to believe that that is what Impressionism is about: accessible, friendly paintings that recapture a long-lost comfort zone. I believe that if the French Impressionists were alive today, they would surely be painting the contemporary elements of life that would fascinate them - perhaps neon signs, parked cars, dumpsters and urban chaos. The point here is that Impressionists painted with their eyes, not their heads.

Extract 3

Paul: Dominic, what exactly is a carbon footprint?

Dominic: It's a measure of the impact human activities have on the environment in terms of the amount of greenhouse gases produced, measured in units of carbon dioxide. Of course, we do realise that for some individuals, businesses and organisations avoidance of all CO₂ emissions will be almost impossible - and in those cases carbon offsetting plays a vital role.

Paul: And what is carbon offsetting?

Dominic: Each of our everyday actions consumes energy and produces carbon dioxide emissions, for example taking holiday flights, driving our cars, heating or cooling our homes. Carbon offsetting is a way of compensating for the emissions produced with an equivalent carbon dioxide saving. The process of carbon offsetting involves two steps - first a calculation of your carbon footprint. The second step involves buying 'carbon offset' credits from emission reduction projects. Such projects will prevent or remove the same amount of carbon dioxide elsewhere in the world. As CO₂ emissions are distributed across the world, it doesn't matter whether you make the reduction in Manchester or Mumbai - the positive effect on the environment will be the same. To take just one example - our international tree planting programmes. Trees reduce CO₂ by breathing in CO₂ and exhaling harmless oxygen.

I always wanted to be a fireman. I was one of those youngsters who used to go and sit outside the fire station and watch the engines going in and out for hours. Lots of my colleagues were the same, as it happens.

To be accepted, you have to pass a number of job-related tests, both written and practical, some of which are physical and others that have more to do with your aptitude for the work.

Above all, you have to get on with people. And that's what I like most about my work, teamwork. You're working as part of a close-knit group where you rely on each other to do the job well. Also, I find that no two days are the same and this keeps my interest high. Our work varies enormously, from animal rescues of every kind to road traffic accidents, property fires, chemical incidents, just about every emergency situation you could think

of. I do get a kick out of rescuing people but I don't keep a tally of those we've saved or those we've not been able to help. The only real complaint I have about my job at present would have to be the pay. It just isn't what it should be. We have been left behind when you compare our pay with that of police officers, whose work is broadly similar. I've been a firefighter since

I was 18, which is 26 years now - and I earn £21,000. This is less than the starting salary of a police officer in many forces. Of course there is plenty to compensate. There are very good holiday arrangements, and an excellent pension scheme. And as you might expect, health provision is very good and all brigades take the issue of personal fitness extremely seriously, so there are gyms and a lot of other sports facilities on hand in most stations.

If you're good at sport, the fire service will help you be as good as you can be. In terms of prospects, well, I've never sought promotion, I like what I do too much. But the prospects for promotion are excellent if that's what you want to do. I think the fire brigade is one of the few jobs where you can go in right at the bottom and get right to the top as a fire chief. There are people in the fire service who are now chiefs at 44-45 years old after joining as firefighters at 18 years old. If you're keen to get on, the service will give you every encouragement

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➤ Tapescript for Exercise 5 (p. 127)

Part 3

Interlocutor: Now, I'd like you to discuss something between yourselves but please speak so that we can hear you. I'd like you to look at these pictures showing people at work. Talk to each other about the different kinds of working environments shown and then say which working environments are likely to be the most and least stressful. Finally, select the picture which, in your opinion, shows the working environment which needs the most improvements. You have three or four minutes for this.

Maria: Well, the environment in picture A looks pretty relaxed, don't you think?

Pablo: Yes, just look at the man on the right, surely he must be the boss to behave in such a way, no one else would dare!

Maria: Either that or it's his own business. Either way, I don't think this is a very professional environment. The person in B, however, appears to be working at home. I imagine he finds it easier to concentrate than the people in A and certainly gets more done. Some people work better in isolation or at night because there are fewer distractions.

Pablo: Moving onto C, the environment shown is quite different from the others. It's quite sterile, don't you think?

Maria: Well, that's because hygiene is a big priority in this man's work. He can't afford to have clutter all over the place.

Pablo: What about the man in D? I think he's probably an architect or a designer of some sort.

Maria: It looks like it. It's hard to tell from the picture if he's at home or in an office, though, but whatever the case, he needs an environment in which he can concentrate.

Pablo: I think another major difference is how light and airy his office is in comparison to the sterile environment of the butcher's workplace and the gloom in B.

Maria: Good point. So, what about E – the stock exchange? I'd say it's the most stressful working environment of the lot, wouldn't you?

Pablo: Well, we could narrow it down to a choice between A and E, but I think the constant noise and the crowds of people must make working at the stock exchange the most stressful of all, while I'd say the situation in B, working alone from home, is probably the least. Would you agree?

Maria: There's not much to choose between B and D is there? But I think I'd go along with B because of the night time aspect, it's got to be the most relaxing.

Pablo: In that case, I think we have to say that E is the environment that needs the most improvements.

Maria: I don't agree, I think we should go for A because the stock exchange is by definition hectic, while the office environment should be more professional and productive than the one shown. I think these people really need to get their act together and a

more controlled environment will help them do that.

Interlocutor: Thank you.

Part 4

Interlocutor: Do you think having computers in the workplace is a good thing?

Pablo: Well, I don't see how I could argue against them. They make long, tedious jobs like filing much easier, they help workers communicate with their colleagues...

Maria: They generally increase productivity, don't they?

Pablo: Exactly. I mean, I know some people blame computers for unemployment...

Maria: But I don't think that's valid at all. Technologically advanced countries have computers everywhere, but that hasn't had a real effect on the unemployment figures.

Interlocutor: What steps should governments take to reduce unemployment?

Maria: There are a lot of things that governments could do. They could retrain people, for a start.

Pablo: That's right, because some people learned how to do something at college or university for which there may be limited demand today. So they need to be taught new skills.

Maria: What else ...

Pablo: Well, there could be more incentives for the creation of new businesses ... like business loans and stuff.

Maria: Yes, exactly.

Interlocutor: What are the dangers of working too much?

Maria: Workaholism, do you mean? Well, first it leaves you with no time for the rest of your life.

Pablo: Yeah. What if you're married with kids, yet you spend, what, eighteen hours at the office? What happens to family life?

Maria: Mm. It can't be good for you psychologically, can it? I mean, there's more to life than just work.

Pablo: As they say, 'All work and no play makes Jack a dull boy.'

Interlocutor: Is job satisfaction more important than money?

Maria: Money is very important, and the cost of living these days, especially if you have a family to support, is horrendous.

Pablo: And also getting good money might make the job satisfying, or at least bearable. I don't think these days a lot of people get to choose the jobs they really want.

Maria: So you think it's difficult to separate the two?

Pablo: Well, one wants to be paid well for doing a good job, that's part of job satisfaction as I see it.

Maria: But there are some people who do jobs for relatively little pay because the job is intrinsically satisfying to them, you know, nurses, teachers, and so on.

Pablo: That's true. If you love your work for itself and it makes you happy, then I suppose you don't care so much about money. Artists are a bit like that, aren't they?

Interlocutor: What makes a good boss?

Maria: A good boss? I suppose he or she would have to be fair, listen to the employees, not be autocratic ... um ... what else?

Pablo: Well, yes, those qualities, but to be a good boss you have to have leadership qualities too. You know, lead by example, inspire confidence in his or her employees. It does take a lot.

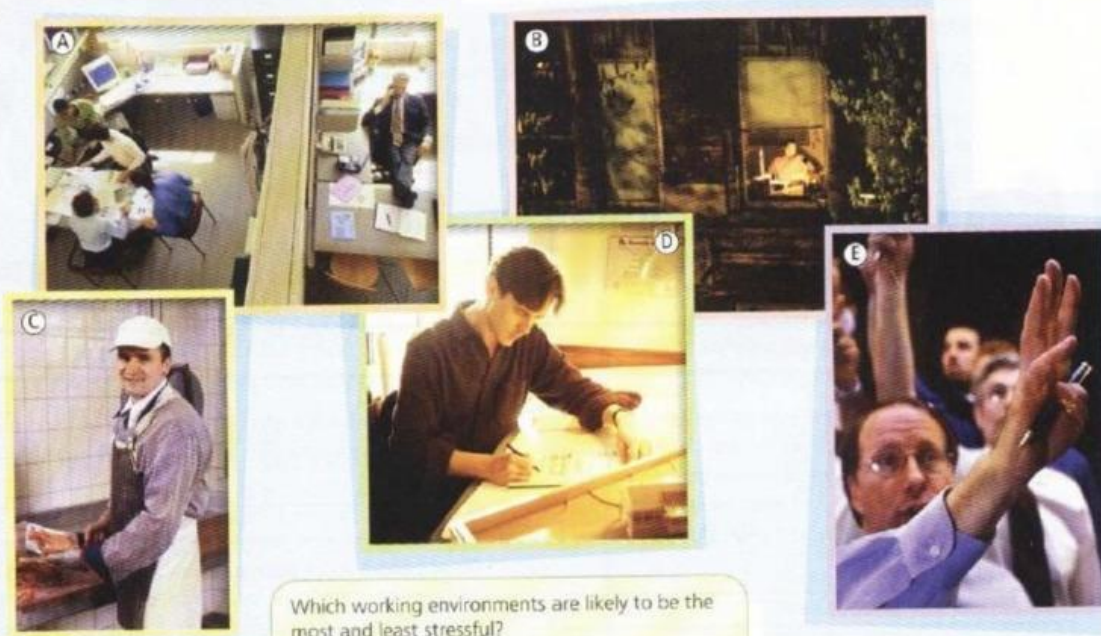
Maria: Yes. A boss has to find a balance between getting too close and being too distant. Friendly and accessible, but still inspiring respect.

Interlocutor: Thank you.

Working Environments

Students A & B

- 3 Look at these pictures showing various people at work. Say which working environments are likely to be the most and least stressful. Then select the picture which, in your opinion, shows the working environment which needs the most improvements.



Which working environments are likely to be the most and least stressful?
Which picture shows the working environment which needs the most improvement?

Speaking – Part 4

Students A & B

- 4 Discuss the following questions together.

- 1 Do you think having computers in the workplace is a good thing?
- 2 What steps should governments take to reduce unemployment?
- 3 What are the dangers of working too much?
- 4 Is job satisfaction more important than money?
- 5 What makes a good boss?

- 5 Listen to two candidates doing the speaking tasks above and compare their performance to that of your classmates.

Assess your classmates in terms of:

- grammar and vocabulary • discourse management
- pronunciation • interactive communication

Useful language: Selecting

- I think we should go for picture X ...
- We could narrow it down to a choice between X and Y ...
- It's hard to choose, but picture X ...
- Making a choice is not that easy because ...
- If we assume that ... then the obvious choice would be X ...
- Not much to choose between X and Y, is there?

Everyday English

• Congratulating

- 6 In pairs, decide what the other speaker has said and use the expressions below in response.

- | | |
|---------------------------|---------------------|
| a You lucky thing! | d That's fantastic. |
| b Well done! | e Congratulations. |
| c I'm so pleased for you! | |

A: I've got two days off from work!

B: You lucky thing!

Part 3

Interlocutor: Now, I'd like you to discuss something between yourselves but please speak so that we can hear you. I'd like you to look at these pictures showing people at work. Talk to each other about the different kinds of working environments shown and then say which working environments are likely to be the most and least stressful. Finally, select the picture which, in your opinion, shows the working environment which needs the most improvements. You have three or four minutes for this.

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