

*'Rest is a good thing, but boredom is its brother.'*  
 Voltaire (1694–1778), French philosopher

Add the verbs from the box to the phrases below to create some common stressful situations.

being finding ~~going~~ having making moving shopping travelling  
 taking waiting

- |                                   |                          |
|-----------------------------------|--------------------------|
| 1 <del>going</del> to the dentist | 6 ..... house            |
| 2 ..... in a long queue           | 7 ..... an interview     |
| 3 ..... stuck in a traffic jam    | 8 ..... a speech         |
| 4 ..... a parking space           | 9 ..... by air           |
| 5 ..... with your partner/family  | 10 ..... an exam or test |

Rank these situations from 1 (most stressful) to 10 (least stressful).  
 Then discuss your choices.

- making a presentation to senior executives
- leading a formal meeting
- telephoning in English
- writing a report with a tight deadline
- negotiating a very valuable contract
- meeting important visitors from abroad for the first time
- asking your boss for a pay rise
- dealing with a customer who has a major complaint
- covering for a colleague who is away
- taking part in a conference call

### Match the words (1–8) to their definitions (a–h).

- |                       |   |
|-----------------------|---|
| 1 lifestyle           | a) a system where employees choose the time they start and finish work each day                 |
| 2 workaholic          | b) a time or date by which you have to do something   |
| 3 workload            | c) how personally satisfied you are with the way you live and work                              |
| 4 deadline            | d) someone who cannot stop working and has no time for anything else                            |
| 5 flexitime           | e) the ability to give a good amount of time to your work and to outside interests, e.g. family |
| 6 work–life balance   | f) the amount of work a person is expected to do  |
| 7 quality of life     | g) the people, things and atmosphere around you at work   |
| 8 working environment | h) the way people choose to organise their lives  |


#### LISTENING

### Dealing with stress




Jessica Colling

**A** What are the main causes of stress at work?

**B**  CD1.43 Jessica Colling is Director of Marketing at Vielife, a consultancy that advises businesses on health at work. Listen to the first part of the interview and answer these questions.

- 1 What three examples are given of things that make people feel under pressure at work?
- 2 What is *resilience to stress*?

**C**  CD1.44 Listen to the second part. What can happen if you have to manage stress for a long time without a break?

**Cross out the incorrect sentence in each pair.**

- 1 a) Stress levels have increased in recent years.  
b) ~~Stress levels increased in recent years.~~
- 2 a) The finance sector changed dramatically over the past five years.  
b) The finance sector has changed dramatically over the past five years.
- 3 a) The risk factors for stress have risen significantly since 2009.  
b) The risk factors for stress rose significantly since 2009.
- 4 a) I resigned three months ago.  
b) I have resigned three months ago.
- 5 a) Have you ever been to a stress counsellor before?  
b) Did you ever go to a stress counsellor before?