

1. Przeczytaj uważnie poniższy artykuł. Na podstawie informacji zawartych w tekście zdecyduj, które zdania podane w tabeli są zgodne z treścią tekstu (TRUE), a które nie (FALSE)

ANGER IN THE AISLES

Dry air, cramped conditions and long flights can make you uncomfortable. But are they enough to make you crazy? According to the results of a questionnaire sent out by the International Air Transport Association, incidents of air rage — that much-discussed predisposition of a few passengers to go mad in the sky - increased by almost 500% in the last half of the 1990s. In the past two years, at least three people have died as a result of violent actions by enraged fellow travellers.

"The aircraft cabin is an unusual environment," says Robert Bor, an aviation psychologist at London Guildhall University. "The altitude, the lower air pressure, the noise — all of those things can lead to hostile behaviour." And the little things can make all the difference: the guy in the next seat whose broad shoulders invade your personal seat space, the subtle battles for armrests, overhead bin space and even meal choices. "You are putting people who are unfamiliar with one another in a competitive environment," says Bor, "and that creates rivalry."

To be sure, passengers may be emotionally aroused well before they enter the cabin - from delays, boredom, jetlag or saying farewell to loved ones. Also, by some estimates, as many as one in five passengers has a fear of flying. And a few experts say that airlines, whose advertisements depict air travel as a relaxed, soothing realm of smiling passengers and subservient flight attendants, may themselves be partially to blame for raising travellers' expectations. It's a claim airlines flatly dismiss. "Absurd," says Ben Hall, a spokesman for Virgin Atlantic Airways. "We have to look at how many cases of air rage are linked to people overindulging in alcohol. And how many are people with underlying psychological illnesses. They are more contributing factors than anything to do with advertising."

As the number of incidents goes up, regulatory bodies and airline crews' unions have swung into action, seeking consensus on how to deal with the issue. Definitions of air rage vary from country to country- and complex laws can make it hard for airlines and police to prosecute offenders. Not that all airlines are necessarily well prepared to deal with the problem: in a recent survey by London Guildhall, more than a third of the 200 or so airlines questioned said staff were not trained to deal with air rage. The International Transport Workers' Federation, which represents 200,000 cabin crew worldwide, has called for governments to have obligatory training programs in place by the end of next year. The focus is likely to swing from dealing with incidents after the fact -to prevention and passenger management: identifying and pacifying problem passengers before they really become a problem.

- a) On the whole, conditions in the aircraft cabin, especially on long flights, may cause discomfort.
- b) More and more airplane passengers cannot control their temper during flights.
- c) The reasons for passengers' hostility are hard to define.
- d) According to some experts about 20% of passengers are afraid of air rage.
- e) There is no universal definition of air rage generally agreed on.
- f) All airline staff know how to cope with air rage.
- g) It is important to spot potentially dangerous passengers before they cause trouble.

2. Przeczytaj poniższy tekst, z którego usunięto 6 zdań. Wstaw zdania oznaczone literami A—G w luki 2.1.-2.6., tak aby powstał spójny i logiczny tekst. Jedno zdanie podane zostało dodatkowo i nie pasuje do żadnej luki.

UNPREDICTABILITY OF HUMAN BEHAVIOUR

We all have something of the Greek god in us. Proteus to be precise, who outwitted his enemies by constantly changing his shape. Humans may not go as far as transforming into a different shape but when it comes to confusing a rival, our talent for unpredictable behaviour is definitely superior to that of any animal.

2.1. Other animals use different forms of random behaviour to evade predators or catch their prey. But humans are the only ones who rely on unpredictability as a weapon in competition against each other, whether it be in a game of football or international diplomacy. Such behaviour has long been ignored, but researchers are now waking up to the fact that not only can we behave in very random ways, but that such actions are far from pointless. **2.2.** This could explain some of our strangest behaviour, such as sudden mood swings or unexpected outbursts of anger, and it also adds a whole new dimension to understanding the evolution of human intelligence.

2.3. But the evolutionary explanation for this phenomenon is less than a decade old. It began with the observation by two British ethnologists, Peter Driver and David Humphries, that many animals develop cognitive abilities so that they can predict the actions of their competitors or prey. Natural selection then favours mechanisms that make these actions harder to predict, so their enemies evolve better predictive powers, and an evolutionary arms race develops.

2.4. Both of these, however, are still vulnerable to the evolution of even better perceptual mechanisms on the part of the enemy - in other words, the arms race continues. In many conflicts the only way to stop this escalation is to adopt what game theorists call a 'mixed strategy', which bases decisions on pure chance. No amount of predictive talent will then be of use. Submarine commanders in the Second World War hit on this idea and resorted to throwing dice to choose random patrol routes and so evade destroyers.

Driver and Humphries realised that protean behaviour should be common in nature because of the competitive edge it gives species. Once they began looking, they found examples everywhere. **2.5.** And the herds of antelope that burst into a whirlpool of activity, racing and plunging in every direction when disturbed. And sand eels which darted about in random directions to confuse the predator.

2.6. But when biologists looked at people, they noticed an important difference between us and other animals: our competitors tend to be other humans. Geoffrey Miller, a psychologist at University College London, recently highlighted this and suggested that this refinement in behaviour in our ancestors is key to our unique cognitive style. Our talent for thinking randomly may even be a source of the creative flare that sets humans apart from other animals.

- A** Two obvious ways of making your actions harder to predict are hiding your real intentions and giving out false signals.
- B** Another puzzle - why moths, lizards and mice have mock convulsions when attacked - makes sense as a way of throwing a predator off its stride.
- C** There was the mobbing behaviour of gulls, which dive-bomb intruders from all directions to try to protect nesting colonies.
- D** British biologist Michael Chance coined the phrase 'protean behaviour' in 1959, while at the University of Birmingham.
- E** Competitive situations also bring out the Proteus in humans.
- F** A rabbit pursued by a fox will leap and run in a chaotic zigzag, rather than go straight to the nearest shelter.
- G** Unpredictable behaviour may have evolved as a way of keeping our rivals in the dark.

2.1 ... 2.2 ... 2.3 ... 2.4 ... 2.5 ... 2.6 ...

3. Przeczytaj poniższy artykuł. Z podanych odpowiedzi wybierz właściwą, zgodną z treścią tekstu.

SHYNESS

Shyness may not seem to be a serious complaint, but for some who suffer from it, it can become unbearable. Even talking to a small group of people you know can seem like an ordeal — it can feel as if you've been asked to give a speech on a topic you know very little about to a number of experts. You start to feel hot and shaky, your heart beats faster, your knees feel weak, you begin to stutter and the whole experience seems to last forever.

The fact of the matter is that shyness is something we often recognise in others: blushing (going red) is one of the more visible signs, for example. Yet we don't judge someone harshly because of this. But shyness does mean you're harder to approach, so you become more isolated. As one shy person put it, "It's like being in a prison, and it's very hard to break out."

Experts on the subject have come up with various possible solutions, and one has been singled out as being the key to success — namely, finding an interest in common with other people. Spending a lot of time on the side lines watching other people and envying them because they are much more outgoing doesn't help; remembering that some of the people you envy most are probably shy themselves, does. The secret is how you deal with it. And experts have come up with four things you can do today to help.

Firstly, you can start by listening to other people. You will find yourself getting interested in what they're talking about and asking questions — and before you know it, you'll be having a conversation.

Secondly, you could try asking neighbours if you can walk their dog. Like children, pets can be excellent icebreakers for conversations with passers-by.

Thirdly, try joining a class to learn something like tap-dancing or flamenco, where people are likely to laugh a lot. You'll feel relaxed, and also you'll be much too busy concentrating on what you're doing to feel shy.

Lastly, try telling yourself that it doesn't matter if you say or do something silly. Most people make a fool of themselves every so often — and it's not the end of the world if you do!

3.1 One of the symptoms of shyness in a stressful situation is:

- a) sweating a lot.
- b) an increased heart rate.
- c) pain in the knees.
- d) excessive talkativeness.

3.2 Why do shy people become more reserved?

- e) Their social unease makes them more difficult to talk to.
- f) They see that others are shy too.
- g) Other people lack the patience to talk to them.
- h) They dread being judged by others.

3.3 What do experts believe is the most essential measure to be taken?

- i) Studying others' behaviour in social situations.
- j) Discovering shared interests with others.
- k) Comparing yourself to other people.
- l) Finding out what makes other people shy.

3.4 How can listening to others prove helpful in combating shyness?

- a) You develop useful psychological skills.
- b) It is the first step to getting into conversation.
- c) People will see you care about their interests.
- d) It is a visible sign of becoming less shy.

3.5 It is suggested in the text that a shy person should:

- a) learn to laugh more.
- b) learn to relax.
- c) take up a 'social' hobby.
- d) help other people in the community.

3.6 Shy people should realise that everybody:

- a) says stupid things sometimes.
- b) makes jokes sometimes.
- c) is foolish.
- d) is self-conscious.

3.7 The major aim of the author of the text is to:

- a) give important advice on how to deal with shy people.
- b) raise the readers' interest in shyness as a social problem.
- c) present recent findings about the nature of shyness.
- d) offer useful hints on how shy people can help themselves.