

Listening Scripts

FILE 1

Listening 1

Speaker 1 I would hate to be a salesman of any kind, the idea terrifies me. I think a lot of your time is spent pressurizing people, lying to them, potentially, I am not saying all salesmen do this, but I think a lot of the time you do have to sell things that you don't necessarily believe in. I don't like that as a concept. A few of my friends, my school friends, they're salesmen, they love it, they've got the gift of the gab, they can, you know, talk the hind legs off a donkey, but, just, there is a feeling I get that is a little bit unsavoury at times, I know, this is a huge sweeping generalization, but I just wouldn't like to do it.

Speaker 2 The job I would hate to do is probably a bit obvious, but I don't think I'd like to be a bin man, because I think that, well, it would obviously smell a lot and also – I don't agree with it – but I think that there is possibly, maybe a bit of stigma attached to the job and people, I don't know, might look down at you even though I don't agree with that. I do know some guys who are bin men and they are fabulous and they have an amazing camaraderie with each other, they actually really enjoy their job and they finish fairly early, they work pretty good hours, and they are not stuck in an office every day, so they are out and about. I've never been a bin man, but when I worked in a bar I had to go round picking up cigarette butts off the floor and picking up everyone's rubbish, and sort of clearing up after people, I didn't mind it, but it's not that pleasant.

Speaker 3 I think a job I'd really like to do is be a professional actor. It must be great just going to, going filming in exotic locations and appearing on the West End stage. I used to be in school plays when I was a kid, so I think I've got what it takes. My brother-in-law used to be an extra in TV films and TV programmes like *EastEnders*, so he told me all about it – what goes on and that. I can't really think of any downsides in this job – maybe the fact that you are unemployed a lot, maybe that's a bit of a downside, but other than that I think it would be great.

Speaker 4 Well, I would love to be a midwife. I think it would be a wonderful thing to do, I think it would be rewarding, challenging and I would love to do it. My friend Annie is a midwife, she's an independent midwife and loves it. And I think the drawbacks to it, for her, are that, of course, you are on call all the time and you can be in the middle of a film and suddenly get a bleep on your phone but you have to go and deliver a baby, so you couldn't really, you know, plan your life around anything other than that. And I suppose one of the reasons I think I might be good at it is that, having had two children myself, I do have first-hand experience of the kind of things that you would need, and I think I've got an understanding of what, you know, a woman might, might need to know and the encouragement you might need when you're in labour.

Speaker 5 A job I would absolutely hate would be to work in a call centre. I think it would be one of the worst jobs in the world because you are in the middle, I think you get a terrible time from both sides, from the people who are your bosses and from the people who call the call centre who are usually cross about something and have a problem. I did telesales once a long time ago, part-time, so that was a slight experience of it and I hated it and never want to do it again and I think the only positive side to the job that I can see is that it is a job and you get paid.

Listening Scripts

FILE 1

Listening 2

- Dave** This is an interesting article I'm reading here. It's about different personality types and I'm trying to work out which one I am.
- Sue** Oh, yeah?
- Dave** I think I might be what they call a 'Go-getter'. This kind of person is inventive, good at problem-solving, and loves life. 'Other people find their optimistic attitude and enthusiasm appealing,' it says.
- Sue** Mmm, I'm not sure that's you, exactly.
- Dave** Maybe not. But this is. Apparently, if they're under pressure, go-getters get overwhelmed by thinking about all the things that could go wrong. Oh and they forget important dates, like birthdays.
- Sue** Ha, that last bit sounds more like you. But the rest of it doesn't really.
- Dave** OK, well, maybe I fit into the category of 'Leader', then. Leaders are good at planning ahead and foreseeing problems. They're good organizers, but they prefer sorting out what other people are going to do than doing the detailed things themselves.
- Sue** Ah, that's definitely you! You're always telling other people what to do!
- Dave** That's not fair. I always do my share! But I think this sounds like me: 'Leaders like discussing serious issues and they like challenging other people's views to get a serious debate going. They like people who can argue strongly to back up their beliefs.'
- Sue** Yeah, I'd say that describes you pretty well. You certainly enjoy a good argument.
- Dave** But what about this bit? It says that leaders start to lose confidence in their own abilities if people refuse to go along with their instructions. I think that's true of me, actually, I do tend to question myself if that happens.
- Sue** Yes, I'd say that's right. So you're a leader, then.
- Dave** OK, now what about you? Let's have a look. Ah, yes, this one, I reckon you're a 'Performer'.
- Sue** What?
- Dave** Yes, listen to this: 'Performers are fun-loving and may forget about commitments because they're enjoying themselves so much.' That's you, all right!
- Sue** Mm, maybe. What else?
- Dave** Well, they don't believe in making plans, they prefer to just deal with things when they come up. People like them because they're outgoing and they're focused on enjoying life. They think they can do things efficiently and have fun at the same time by not being tied to rules and routines.
- Sue** I guess you could say that all of that is a fair description of me. Sounds pretty good, too.
- Dave** Yes, it does. Oh, and performers are good at motivating people because they're sensitive to how they're feeling and how to get the best out of them.
- Sue** And the downside?
- Dave** Well, they tend to take criticism very personally, and this stops them from getting on with things.
- Sue** I guess that's true of me. So I'm a performer.
- Dave** Yes, and when you read these descriptions, I wish I was, too!

Listening Scripts

FILE 2

Listening 1

Speaker 1 From the age of about seven till I was 16 I went to an all-girls' school in North London, in Highgate, which was really good fun, but it was a bit of a shame that it was all girls. Then when I was 16 I went to a boarding school in the countryside, which in fact was a boys' boarding school that took girls in the sixth form, and I really enjoyed it. I was quite rebellious at school, but I was never too bad; I wasn't expelled or suspended or anything, but I just sort of stood up for what I believed in. School was a fun experience, it's many years of your life but I look back at it with quite fond memories.

Speaker 2 My favourite toy as a child was a football game called 'Subbuteo Table Soccer' and this was like a religion, it was all these footballers – it looked ridiculous, actually, because the ball was bigger than the players, but they were all beautifully painted in every team's kit, and I had about 12 different teams that my father thought was ridiculous because 'you can only play with two at the same time', but I loved them, I mean, just as good as playing the game was setting them all out on the pitch, before a tournament started, and I built out of balsa wood an entire stadium to go round the outside. There were the Subbuteo floodlights, as well, and this beautiful golden pitch and all these teams laid out. Wow, it was like the World Cup!

Speaker 3 I was raised on Enid Blyton books and Enid Blyton's very preoccupied with school life and there's a whole range of books all about boarding school and I desperately, desperately wanted to go and eventually my parents sent me, not because I'd forced them to, but because they were in the Forces and so they needed somewhere for me to be based. So I had all these amazing expectations about it and when I got there it just wasn't like it at all, it was like prison, it was just the most miserable, archaic, horrible place, and I'll never forget my first night there and I'd been taught how brave I had to be and that, you know, you mustn't cry and you had to be grown up and respectful of everybody else and cheerful and be a generally good girl and I remember lying in my bed in the dormitory and there were ten of us in there, and getting into bed and lying there and suddenly being overwhelmed with homesickness, just, just feeling terrible and starting to cry but trying to cry really quietly because it wasn't the 'done' thing.

Speaker 4 Yeah, I went to a boarding school and one of the strange things we used to have to do was play at toy soldiers, a thing called 'the Combined Cadet Force' and one of the strangest things we did were night operations, where we were taken out at night and spent the whole night finding our way to somewhere or trying to follow a map or something, but it was great fun because we all used to get lost on purpose and do what we wanted, really. But there was one occasion when we got seriously lost and we were walking through a whole lot of back gardens, going over peoples' fences and we got into one back garden and a sash window shot up and this voice said, 'Who's there?', and we were frozen, 'Who's there?, I say!', we just froze and the next thing was, 'Mabel, get my gun!' and we were absolutely terrified and we ran for our lives.

Speaker 5 Well, I loved dolls when I was little, particularly Sindy dolls and Barbie dolls, and my sister was a lot older than me, so I spent a lot of time playing by myself with these dolls, and I just treasured them so much. We only got toys at Christmas or birthdays so they really were valued and I really looked after them and, and eventually had quite a good collection of clothes and little accessories and things for their little houses and all the rest of it and I always said, 'I'll keep these; if I ever have a daughter of my own, she'll be able to play with them' and then I did have a daughter of my own and I went up into my mum's attic and got the Barbies down, that were all very carefully, lovingly wrapped up and packed in a box, gave them to my daughter, who broke two of them within three minutes. But I think the thing is that, you know, things were valued a lot more when I was little, things were more expensive and you treasured them, whereas I think nowadays perhaps children get a lot more and they're not so special or appreciated.

FILE 2

Listening 2

Interviewer The English language is a hot topic these days, in a way that it perhaps never has been before. And it's our hot topic on the show today. I have with me the popular novelist Anthony Graham.
Anthony, why has the English language become such a big deal these days?

Anthony Well, to put it simply, in the past the British (and a few other people) spoke English and the rest of the world spoke their own languages. A smallish number of non-British people learnt English, usually because they saw it as advantageous for one reason or another. There's nothing new about any of that. What is different is the sheer numbers of people studying English now, and the impact that has on the language itself.

Interviewer So what's the upshot of that?

Anthony Well, you could argue – and there's a lot of research on this – that what is evolving is a number of different versions of English. People from different countries and cultures are learning English, and they're using it to talk not only with native English-speaking people, but also with other people for whom English isn't their first language. Now, the English a lot of these people are using may not always be 'accurate' in strictly grammatical terms, and so some of the language rules get bent or broken.

Interviewer Are you saying that this is causing problems?

Anthony Well, it's bound to, to varying degrees. It all revolves around what they're using the language for. In lots of cases, people are using English in a very functional way, as a way of communicating information that's pretty straightforward, and so whether or not their use of English is totally accurate is not such a big issue. But it would be wrong to pretend language is a problem-free zone. People using a language that isn't their own are bound to say and write things that cause all manner of misunderstandings. But in general, I think it's more interesting than worrying. In all the talk about the massive growth of the English language, there is, perhaps understandably, little attention paid to that aspect.

Interviewer You'd think this would be an obvious repercussion of so many people communicating in what is technically a foreign language for them. Why do you think this issue isn't getting focussed on?

Anthony Mm, well I'd say there are probably two reasons for that. One is that it probably isn't in anyone's interests to highlight this rather negative aspect of the growth of English. Such vast numbers of people all using the same language has obvious real benefits – it makes communication possible between all these people where communication simply didn't exist in the past. It 'oils the wheels' of business, it links people in social and cultural ways, it has a tremendous number of advantages. The general view is probably, 'so what if people make a few mistakes when they're communicating, the advantages greatly outweigh this drawback?' And the other reason is that there's practically nothing you can do about it. People are going to use English, and the level of their English is going to vary; they're going to make mistakes, and there's nothing you can do about that.

Interviewer Isn't that last point really a teaching issue?

Anthony Um, only to a small extent. Standards of teaching can be as high as possible but this isn't necessarily going to mean that everyone using English uses it perfectly, or unambiguously. The fact is that of course most people using English reach a level that they think is adequate, or that is considered adequate in their position – say at work or for study – and they go out in the world using that level of English. It's totally impractical to imagine a situation in which only people who are genuinely fluent are using the language.

Interviewer So what you're saying then is that the growth of English isn't such a good thing?

Anthony No, I'm not saying that, at all. I'm saying that alongside all the good aspects of it, there are inevitable problems, too. Of course there will be misunderstandings when people are communicating in a language that isn't their own. And some of these misunderstandings can be serious. But that's just how it is. And of course, it's worth bearing in mind that this isn't something that only happens when people are using what is for them a foreign language. When people are using their own language, they often use it confusingly or inaccurately, and their ability to communicate clearly can vary greatly. It's very common for the sort of misunderstandings I'm talking about to arise between people who are both native English speakers.

Interviewer That's a good point. So we native speakers of English shouldn't be too complacent?

Anthony Absolutely not! There's a fundamental margin of error in all methods of...

Listening Scripts

FILE 3

Listening 1

- Speaker 1** One film I remember that had a very powerful effect on me when I was a child, I must have been about 12, I suppose, and we went with the school to see *Lawrence of Arabia* with Peter O'Toole. And it was a very long film and I'm not sure if there was even an interval, it was well over three hours anyway, and I remember coming out of the cinema and just not knowing where I was, feeling totally shell shocked, as if I was still sort of in Arabia, but there's one particular scene I remember apart from, I remember Peter O'Toole sort of, shocking blue eyes in close-up, but there was a distant shot of him, well it just appeared as a dot on the horizon on this huge great sand dunes under a sort of burning blue sky and this dot came nearer and nearer and nearer and you worked out that it was a camel with Lawrence of Arabia on it, of course, but that was a very powerful scene.
- Speaker 2** I think one of my favourite films and a film I saw again recently is *Tess of the D'Urbervilles*. I grew up in Dorset so I kind of appreciate the setting. It's about a young country girl who gets mixed up with a well-to-do family in the belief that she's related to them and her family pressurize her to get in with them and try and improve her social standing. And it's actually filmed in France, it's directed by Roman Polanski and it's filmed in Brittany and other parts of France, but it's so, so like Dorset where I grew up it's absolutely amazing you really wouldn't know. The actress who plays Tess is Nastassja Kinski, who's absolutely fantastic, and it's one of my favourite books and it's rare for me to see a film of a book in which the casting is right, but she's absolutely wonderful in it.
- Speaker 3** One of my favourite films of all time, one which I watched many times as a child was *Ben-Hur*. Very, very long film, but I loved every single minute of it. It's basically about a very rich Jewish family, the son of which, Judah Ben-Hur, and his childhood friend, who becomes a Roman governor, and they had a wonderful friendship together, fall out in a very big way and the Roman governor takes his revenge on his old friend and his family by putting his two sisters in prison and sending Judah off to the galleys and there's this fantastic scene where he is in...rowing in the galleys, and he saves a Roman general and this wonderful scene where ships are barging each other and he saves a Roman general who then becomes his adoptive father and it all works out very nicely in the end, but it's a great film.
- Speaker 4** Yeah, I saw the film *Titanic* recently, or as much of it as I could bear to watch, but I didn't get the full cinema experience – I saw it on the small screen, which probably didn't do it justice. And though I thought obviously that some of the scenes were brilliantly shot, like the actual sinking of the ship, that was very impressive...I thought, I couldn't believe the story – basically, I couldn't believe the love story and basically, obviously it's set on the *Titanic* which sank in 1911, 1912, in the middle of the Atlantic, when it hit an iceberg, largely, apparently due to the stupidity of the captain and the fact that they didn't have enough lifeboats on board. But I can remember a particular scene which I found particularly hard to believe which was the girl and the boy on the very bow of the ship, sort of facing into the night with her hair streaming in the wind, and I thought, there's no way they'd have been allowed to go right up to the edge of the ship there, no way. And I found quite a lot of things just that I couldn't quite believe in the story I suppose.
- Speaker 5** Oh, there's a film called *Mrs Brown*, that was a British film that was made a few years ago, starring Judi Dench and Billy Connolly and it was set...it's all about Queen Victoria, after King Albert has died, so it's set in Victorian Britain, and Queen Victoria is in a terrible state of mourning because she was so in love with Albert and one of her close servants is called John Brown and he's Scottish and he's played by Billy Connolly and they develop this real closeness, it was rumoured that maybe they were actually having an affair, but whatever it was a real closeness, and it's a very, very touching story and one of the most memorable scenes is after, as the film goes on, after they've sort of fallen out, John Brown is very ill and she goes back to see him and to comfort him and it's just a very, very, very touching scene.

Listening Scripts

FILE 3

Listening 2

Announcer In today's Advice slot, relationship counsellor Kate Fine talks about what can happen when a long-term relationship comes to an end.

Counsellor Of course, whatever the reason it happens, the end of a long-term relationship is very hard. One reason for this is that you have to completely change your thinking about the future. It's not just the immediate pain of breaking up that hurts, it's the fact that the way you had seen things developing no longer applies. You will have had a view of how your life would develop over the next few years, but that's not going to happen now, and it can be very scary to rethink it all.

Most people's reactions to a break-up come in three stages. The first stage is a state of shock and disbelief, when you can't really make sense of it all. You may even find yourself unconsciously thinking that it hasn't really happened, and that things are carrying on as normal. Lots of people act as if the relationship is still going on during this phase, and though this may seem odd to other people, it's perfectly normal.

Another aspect of this first stage is going over in your own mind what led to the break-up and thinking of ways it could have been avoided. This is the 'what if' stage, when you keep analysing the end of the relationship and thinking 'what if I'd done this' and 'what if I hadn't done that'. This kind of thing often forms the main topic of conversations with other people, and it's all part of the stage of making sense of what's happened.

The second stage is often the longest one and it's characterized by feelings of anger and panic. Some people try to suppress these feelings but you shouldn't be afraid of letting yourself have these feelings or of showing them, because this is an essential part of the healing process. It's a good idea to be aware that these feelings may haunt you for quite some time – you might think that they're never going to go away, but they do in the end. People also sometimes feel that it's wrong for them to remain upset for more than a few weeks, but the reality is that this stage can last far longer than that, and you shouldn't be hard on yourself if that's the case.

The final stage is when you start to come to terms with the fact the relationship is over and realize that you'll be fine and able to move on with your life. One day it'll occur to you that you haven't thought about it for a while. But beware, you might make some progress for a while and then go backwards again – ups and downs are the norm at this stage. But you can tell yourself at this stage that the last bad feelings will soon pass.

Listening Scripts

FILE 4

Listening 1

- Speaker 1** *The Green Mile*, Stephen King's *The Green Mile*. I could not put it down and I read it on holiday, so I had time to sit and read. I think I read it in, I don't know, 12 hours or something, but I remember finishing it at, you know, 4.30 in the morning, I absolutely had to, had to stay with it to the end. I thought it was amazing. About these guys on death row in America, it's slightly supernatural.
- Speaker 2** *We need to talk about Kevin*, I don't want to read about Kevin, yeah. It was one of those books that is very 'now' and everyone kind of says 'you must read this'. I just couldn't, I hated her style and I probably was a bit frightened of the subject matter, it's kind of about mother love and her child who's a killer. I just found it, I just couldn't deal with it. I started it and just stopped after about two chapters, maybe a little bit more than that.
- Speaker 3** It's called *The Fatal Shore* and it's by Robert Hughes, and it's about the early settlers in Australia and the Aborigines they met, the way they treated them, the lives of the Aborigines before the white settlers came. And it's a fascinating book, it's absolutely great. I read the first 60 pages, but it took me about three days to read them, with 600 pages to go, the print is so tiny and there is so much to take in, that you know what? I am going to have to come back to it.
- Speaker 4** I hated *Tess of the D'Urbervilles*, which is a real shame because I think I would probably really enjoy it now, but I think it was the fact that we were told to read it, forced to read it, and forced to look at all the imagery in it, like Angel Clare playing his harp up in the loft and all that. Yeah, and I thought, 'I know I'll enjoy this one day, but I don't want to read it now; I am not in the mood'. You know, you have to be in the mood to read a book, I wasn't in the mood to read it, so it sort of put me off.
- Speaker 5** Yeah, I remember when I was at school we had to read, you know, we did English and we had set books and one of them was *Paradise Lost* by Milton, which as you probably know is written about the 17th century or 18th century, I can't remember, but it's extremely long winded and biblical and, heavy and boring... Well, I had to get through it because we were going to get tested on it, but actually I managed to avoid all the questions in the exam, because you could choose, you know, so I don't think I ever answered any questions on it.

FILE 4

Listening 2

Just about everybody is familiar with muzak, the recorded background music that's been played for decades in all kinds of public places like elevators, hotel lobbies, waiting rooms, airports, and department stores. Plenty of people hate it too, but not many people know the story of its invention and development.

Muzak's origins lie in the US military and a man called Major General George Owen Squier. He was an inventor in the field of radio and also an aviation pioneer, helping with the first US Air Force planes at the beginning of the 20th century. During the First World War he was a leading figure in military signals technology and developed some of his work in that area to produce a system for wired sound. He realized that there was a market for this outside the military and sold the idea to a public utility company, which began piping music to a part of New York from its premises there. Pretty soon, radio was getting more and more widespread in people's homes and this wired domestic music service no longer had a market there. But there was still a market for it in the commercial sector and Squier set up his own company to provide piped music to public buildings and companies. He named the company 'Muzak' and it was a great success.

But piped music wasn't the full story, because in the 1940s Muzak came up with the concept of Stimulus Progression. This was a belief that piped music in the workplace could increase production if it was done properly. The theory was that a worker's mood would be lifted by listening to music that was programmed in 15-minute segments. Each programme began with the least stimulating music and ended with the most stimulating, with the last period of music followed by 15 minutes of silence.

This helped turn Muzak into a commercial phenomenon, its products found everywhere. For many years its dominance of the piped music market was unchallenged, until a rival form, Yesco, appeared in 1968. Yesco produced music made by real bands and singers, whereas Muzak's music was all made by its in-house orchestra. Muzak eventually caught up with the times and produced its own original artist material.

One interesting fact is that at Muzak's own headquarters, there is no music in the elevators. It's played in every other room, but not there. This is, the company says, for symbolic reasons. When Muzak started, people needed to be persuaded to go into elevators, as they were a new invention and people were scared of them. The music helped to take this fear away. Now, the company doesn't want to be associated with 'elevator music' because it has a lot more to offer.

Listening Scripts

FILE 5

Listening 1

Speaker 1 I'm really bad at budgeting my money. I have a pretty good concept of how much money I make and I mostly know what's in my current account, but somehow I always forget that one purchase that makes me overdrawn for the month. I know I should write down what I spend and keep track of everything, but I'm really bad about remembering it all. And when I run out of money at the end of the month, I don't get to save anything either. One of these days, I'll figure out how to budget, and my financial situation will get better.

Speaker 2 I don't understand why people don't save for retirement. People who are in their twenties say, 'Oh, retirement is decades away,' and never end up putting any money – even just a few pounds a week – into an account. They don't understand that the money that they put away when they're younger is the money that's going to earn the most interest over time, so it's more important to put money into pension funds when you're young than it is when you're older and nearing retirement age! You don't pay taxes on that money, either, and often your employer will match it, so there's really no excuse not to be saving money for retirement, no matter how old you are.

Speaker 3 Financial planning is a really important skill that should be taught in all schools. I work as a financial advisor, and you'd be surprised by how many people come to me with their finances in a mess because they didn't understand a couple of basic financial concepts. Of course, I earn money because they need my help, but I really would like to be helping people earn money and plan for retirement rather than helping them to get out of debt or teaching them how interest works. I just wish money wasn't so complicated so more people would be able to do what they want with what they earn.

Speaker 4 I'm very, very picky about how I spend my money. I try and save as much as possible – I cut out coupons, I look for sales on just about everything I buy, and I never buy anything big unless I know I'm getting the best price for it. I don't always look for the cheapest things – I want less expensive items, but I also want items that I'm not gonna have to replace after I've used them only a few times. I want the best deal, and it's really important to me to do my research and know that when I spend my hard-earned money, I'm getting it. I don't understand people who just go out and buy things – and always the latest trends, of course – without doing their research to find out whether or not it's worth spending the money on.

Speaker 5 I can't believe how much I'm going to owe in student loans when I'm finished with university! I'm only about halfway through, but I already owe more in student loans than I'm pretty sure I'm going to make in my first year working full-time. It's really hard to get a university education without taking out loans, though, and I know I'm going to need a degree to do what I want to do. I just hope it's worth it and that I'll be able to pay it all off once I graduate! And what about if I want to do a Master's degree? I was hoping I'd be able to get my MBA someday, but if I have to pay for it, I don't know how I'll be able to do that. I guess I'll have to wait and see what happens.

Listening Scripts

FILE 5

Listening 2

Interviewer Today we're going to be talking about time management strategies. With us, we have Margaret Cooper, a time management specialist at the local university. She works with students who are having difficulty managing all of the demands of their busy lives, and most of us can agree that students often have heavy workloads! Margaret is going to give us some advice for managing our time better. Welcome, Margaret.

Specialist Thanks. It's great to be here.

Interviewer What is the first recommendation you make to your students?

Specialist The first thing I do with students is have them record how they spend their time. Only when they have a good idea of where their time is going – and what they don't spend their time on – do they really know what changes need to be made in the way they manage their time. Once they have a good idea of how they're already spending their time, I have them make a list of priorities for how they should be spending their time. Often these look somewhat different from each other – by the time that students come to see me, they usually realize that something is very wrong, so having them compare the tasks they spend their time on now with the tasks they should be doing is an eye-opener for them.

Interviewer I'm sure! What happens after they prioritize their tasks and time?

Specialist After that, I work with the students to set up some sort of planner that is easy for them to use and that they actually will use. For some students, it's a notebook or a day planner, but for others, it's simply teaching them how to use a calendar that's probably already on their mobile. Once they have their courses, their work schedules, and their homework time organized, they can see what kind of time they have for things that are a little lower on the priority list, such as parties, dating, and computer games.

Interviewer Does this work?

Specialist Often it does. Students come back to me and say that using the planner – either on paper or electronically – really helped them not only to organize their time and manage it better, but also to enjoy their free time more because they weren't worrying so much about when they'd have time to get that long-term project done. They knew they had set aside enough time to finish it as long as they stuck to the schedule they'd made, so they were able to enjoy being out with their friends all that much more. Students also tell me that it feels like they have a lot more free time, too. It's amazing how much a good schedule can help!

Listening Scripts

FILE 6

Listening 1

Interviewer Today we're talking about computer addiction. In recent years, some experts have identified this and described its symptoms as such things as obsessively checking email all the time, playing online games for hours and hours at a time, and neglecting work and family in order to spend time on computer activities. But can these things really be described as representing an addiction? Is there really such a thing as computer addiction? There's a great deal of controversy among experts on this issue, with some saying there's no such thing as computer addiction. I'm talking to psychologist Colin Little. Colin, does computer addiction exist?

Psychologist Well, that's a tricky question. First of all, nobody can agree on a single definition of it. For example, nobody is addicted to a computer as a physical object, and most addictions have a physical dimension. And there are an enormous number of reasons why people might be on the computer. Because of this they might spend ages in front of it – it's hard to know which could be called an addiction and which couldn't. The matter is further complicated by the fact that the computer of course has a great many benefits, unlike things such as illegal drugs – there are lots of perfectly good reasons why someone might be spending a very great deal of time using a computer.

Interviewer But surely there must come a point when someone's computer use can genuinely be called an addiction.

Psychologist Well, there's no agreement on that. Even if someone is using a computer for very long periods for reasons other than work, this doesn't necessarily mean they have an addiction. Lots of people do lots of things for extended periods of time because they enjoy them – if someone spends ages doing their hobby, for example, would that be considered an addiction? I don't think it generally would be.

Interviewer What's the 'official' position on this? Where do the experts' organizations stand on the issue? Do they think computer addiction exists?

Psychologist Well, neither the American Medical Association nor the American Psychiatric Association considers computer addiction to be a valid diagnosis, so, no, they don't recognize its existence. Both organizations also decided fairly recently that computer-game addiction, which some people felt could be classified as a genuine addiction rather than the more vague and general idea of computer addiction, should not be declared an actual addiction. So there's no official recognition of computer addiction in even specific, and perhaps more obvious, forms.

Interviewer What's your personal view?

Psychologist I think that whether or not computer addiction exists is connected with the effects of obsessive or lengthy computer use. If it causes someone to withdraw from the real world into an artificial world, if it causes them to keep away from friends and family, if it causes emotional problems in the form of bad moods, if it affects work performance. If any of these things happen, then I think there is a strong case for labelling this problem as computer addiction.

Listening Scripts

FILE 6

Listening 2

Hi guys...I'm Zak. Um...I've been asked to come along and talk to you all about a social experiment we recently did in my school. It was called a 'Digital Detox' and the basic idea behind the whole thing was to see if a bunch of us could manage without technology and who could last the longest. I suppose the experiment was inspired to some extent by the movie *The Social Network*, and there's no doubt that most people my age are way too heavily into technology and social media.

I mean, I wake up, I check Facebook, I check Twitter...I'll say it: I have an addiction. As do most of my friends. Anyway, our English teacher was ranting one day about how we all spend more time checking the phones in our hands than we do talking to the people we sit next to in class and he jokingly said that we couldn't go five minutes without checking our screens and sending an 'OMG' or 'LOL' message. Some of us said that, 'Yeah, sure we could!' and that's how we ended up rising to the challenge.

We've tried to go cold turkey by not using Facebook or Twitter, not using instant messaging, no texting and no emails either. We were told that we could use our mobiles, but only in the event of a real emergency. Of course it wasn't that simple...nothing ever is, is it? Erm...there were Facebook spies out there who were monitoring our online activity...classmates who'd opted out of the detox. Some of the teachers even joined in the experiment so it would've been good if one of them had been caught out! And some students in the video production class kept a film log and created some documentaries out of their footage.

Some of us definitely found it tougher than others. I remember on day one, when I woke up that morning, I had a thought about the whole experiment and my first impulse was to post it on Facebook. And I almost did. In the end, I resorted to asking my parents to lock up my phone so that I wouldn't be tempted to peek at texts. And the weirdest thing was not having it in my left pocket!

I had to ask my girlfriend for her home phone number...in the eight months we'd been together, I hadn't used it once! Seriously! And it was awkward having to ask her parents if I could talk to her. Guess that's how it used to be in the 1990s!

Some of my friends didn't hand over their phones, but what they did do was delete the apps so that they wouldn't just pull them up; you know how it becomes force of habit. One of them warned all her Facebook friends that she was taking time out for at least a week and asked them to respect her decision. She said it was the only way to go because she's like on the site all day every day. Another one even contemplated getting her mum to change her Facebook password so that she wouldn't even be able to sign in if she wanted to.

So, erm...did I find it hard? Yes I did! I guess it must be similar to what drug addicts go through, though maybe to a lesser degree, with not exactly nausea and headaches, but instead a very, very uncomfortable feeling. It was only on about the fourth day that I started to appreciate life without technology. I began having longer and more meaningful conversations with people for a start, and my head was a lot clearer. But you know what? As soon as the experiment ended, I went straight back to my comfort zone...and it's a place I'm more than happy to be in. I can't imagine how people managed 20 years ago.

Listening Scripts

FILE 7

Listening 1

- Jim** You know how people talk about ‘the nanny state’ in Britain, the government interfering in people’s lives, telling them what’s good for them?
- Sonia** Yes, all these officials poking their noses into what should be people’s private business. It really gets on my nerves. Most people think the same way.
- Jim** Well, apparently not. According to some survey in today’s paper, three-quarters of the population think the government should be doing their best to stop people having unhealthy lifestyles. It reckons that people welcome the nanny state when it comes to things like diet and smoking.
- Sonia** That can’t be right. Most people think they should be left alone to make their own decisions on that sort of thing, surely?
- Jim** Well, this report says that they want the government to take strong action on those things and they want it to take more action too.
- Sonia** What kind of action?
- Jim** Well, they want healthier school meals, laws to limit the amount of fat, sugar, and salt in foods, a ban on the advertising of junk foods to children, a ban on smoking in public places, all sorts of things by the look of it.
- Sonia** Well obviously, all of those things are desirable, but I don’t think this in any way shows that people are in favour of a nanny state. It just shows that people are in favour of sensible government action, not the kind of irritating nonsense that most people regard as the nanny state.
- Jim** I suppose you have a point there.
- Sonia** I’d say what it shows is that people want the government to do the sorts of things they regard as necessary. They want the government to respond to their concerns. That’s completely different from the nanny state kind of thing, where the government tells people how to live their lives, tells them what it thinks is good for them, and tries to make them do those things.
- Jim** That’s not the impression you get from this headline in the paper, though, is it? ‘People want a nanny state’.
- Sonia** No, that’s silly. People want clear and reliable information about things that affect them, so they can make up their own minds and be responsible for themselves. That’s completely different. Who says this survey shows people want a nanny state?
- Jim** The organization that conducted the survey. And a government spokesman.
- Sonia** Well, I guess that’s because they wanted the results to show that for their own reasons. Whatever they say, people don’t want the kind of interference that the nanny state brings.

FILE 7

Listening 2

- Speaker 1** I just don’t understand art. I’m an accountant, and I know it’s really stereotypical of me not to understand art, but I really don’t. I like numbers, and answers that are right or wrong. I don’t understand how people can argue about whether or not art is good. And don’t even get me started on how to define art. If I put a toothbrush in the middle of a room on a pedestal and call it art, is it? Give me the right and wrong answers of maths, not this ambiguous art stuff, any day of the week!
- Speaker 2** I spend a lot of my time going to art shows in the city where I live. My parents were very interested in art, and they instilled a love in me of just about any type of art – painting, sculpture, metal work, you name it. Unfortunately, I can’t afford to buy some of the pieces I really love, but I do enjoy going to galleries and looking around, and I try to attend art shows and museum openings when I can. I don’t have much artistic ability myself, but I appreciate the ability in others and I try to support them when I can.
- Speaker 3** It’s hard to make a living as an artist these days. I actually have a full-time job working as a sales rep for a large company, but I’d love to be able to support myself with my art. I spend a lot of time at it when I’m not working, and someday I’d like someone to recognize me for that work. I’ve had a couple of shows at a gallery downtown, and the gallery has been very supportive of me and other up-and-coming artists in the area. But because of the economy, nobody really wants to buy art – even I have to admit it’s a pretty frivolous expense. Maybe when the economy picks up, I’ll have enough work that I’ll be able to put on a real show in the city, and then I’ll be able to make a living doing what I love.
- Speaker 4** I think it’s a shame that more people don’t enjoy and appreciate art, but it’s just not something that’s a priority for me. I support other kinds of art – I really enjoy theatre and concerts by the local community choir – but I must admit I’m not the type of person to spend hours in a museum or art gallery. I like that people do appreciate art, though – I like that there are people who will go and spend hours in museums to see what’s there. I’m just not that type of person.
- Speaker 5** A friend of mine is a painter out on the coast of California. I’ve been out to visit him – he lives in a really small town, right near the water, and he has – he has a really picturesque scenery to paint. I’m envious of his ability to take what he sees and transfer it to canvas. I certainly do not have that ability! He loves what he does, and he would have to love it in order to do it – he tells me that even though the town he lives in is well-known for its artists, it’s a difficult profession to be in, and he goes through periods – especially when it’s not tourist season – when he doesn’t make much money at all. He has a few things on the side that help him make a living, but I’m not sure I’d want to do what he does even though he loves it and wouldn’t have it any other way.

Listening Scripts

FILE 8

Listening 1

Speaker 1 Well, we're considered to be one of the more wealthy nations of the world and as far as I can see the government already makes a tonne of money, and keeps a lot of it to themselves. The government has lost its care for the citizens over the past few decades. If they really cared they'd provide some sort of health care for people. I mean, without us ordinary folk there'd be no government, would there? We vote them in. The government throws loads of money away every year on far less important stuff. Even some of our neighbours, and I'm not talking about wealthy nations here, provide health care for their citizens. I say it again, our government only cares about themselves! It's down to us to change this society back to the caring state that it used to be.

Speaker 2 Well first of all I'd just like to say that we're supposed to have a culture of helping others in this country...at least, the last I heard, anyway. I think the country has an obligation to protect its citizens...whether that be from cancer or from a foreign invasion. And from an economic standpoint it needs to keep its citizens healthy for the same reason car owners perform routine maintenance, if you follow me. If you don't keep your citizens healthy, they can't go to work to pay taxes and end up using up resources rather than contributing them. Having said that though, I do believe the government should provide it to those who need it / want it, not force it down the throats of those who wouldn't have purchased it if they hadn't been forced to.

Speaker 3 The government hasn't been able to create a good enough health care system and that's a fact. They should stick to being a government and not a health care company; there's already enough of those...If they'd stop blaming people for 'ruining' their plans, and just take responsibility for this mess that it's been since the beginning, then maybe we could have redone it and started over. My family and myself, who already have very good private health care through my job, should be able to have access to whatever health care we need regardless of my job! What I do take exception to though is the fact that decent honest people pay their taxes and ultimately end up paying for health care for those that are ineligible. And let's face it I'm sure you know who I'm talking about when I say that. That's not on, in my book.

Speaker 4 Of course a government should provide health care for all of its citizens. That makes for a healthier society overall, so it's a no-brainer, really, isn't it. I mean, any community is made stronger by the strength of its citizens and a healthy community is definitely a stronger community. When all of the people in a community are as strong, healthy as they can possibly be, they can better contribute to the workforce and that's only going to boost the economy. Not to mention the savings that can be made down the line, you know, in terms of reduced demands on the system in terms of hospitals and so on. The healthier the citizens, the less strain there'll be on the country's resources. We have an ageing population here so imagine the demands that there will be on the system in years to come.

Speaker 5 Well, this is a topic that's very close to my heart and I feel very strongly that a government should provide health care because it's a basic right for all individuals. We provide education for all children, with a private option for those who choose, and I feel that should be an option for the health of everyone. Currently in this country, people who are too poor to afford health care utilize emergency rooms and emergency care, without the ability to pay for incredibly high medical bills. Those bills go unpaid, leaving the rest of society with higher bills to cover those costs. We should be providing care that is precautionary, that costs less, to ensure the health of all people. The government's responsibility should be to its people – their education, their safety, and especially their health. There's a lot of wisdom behind that old proverb – prevention's better than cure!

FILE 8 Listening 2

- Interviewer** In today's globalized marketplace, there's no industry more closely linked with cultural awareness than the travel and tourism industry. And here today to tell us a bit more about it is Anna Cooper, a tourism expert. Anna, welcome. Now, first of all can you tell us why cultural awareness is so important these days?
- Anna** Well, from front-line customer service to marketing and product development, understanding cultural norms is the foundation to successful interaction with customers and partners in and from different countries. Take customer service, for example: from a choice of words, to non-verbal communication cues and practices, staff can unintentionally cause offence, leading to a poor customer service experience. People from different cultures can have different needs and expectations, of which staff need to be aware in order to provide attention that enhances the customer's service experience. And of course, the behaviours of people from different cultures can vary enormously.
- Interviewer** Yeah, that makes sense. So, you mentioned marketing. Say a bit more about that.
- Anna** Basically, cultural awareness can be used to inform an organization's marketing strategy. Managers and marketing specialists need to understand their target audience in order to formulate a successful marketing and communications strategy, and that means understanding their values, etiquette, customer attitudes, and manners. All of this supports the development of an effective marketing strategy that actually engages and connects with the market. And conversely, a strategy that fails to take cultural norms into consideration can cause offence or just simply fail to engage, which leads to wasted time and resources.
- Interviewer** There's a lot to it, isn't there? So, what about product development, then?
- Anna** Yes, that's another policy area closely linked with cultural understanding. Like marketing, the cultural context of the target market can be a core consideration when deciding which product or service lines will succeed. This is under the scope of market research managers and other employees and they need to understand the relevant cultural nuances to develop appealing products. Obviously, it's incredibly important to get this right.
- Interviewer** Sure. And what about partners? You mentioned those, too.
- Anna** That's similar to customer service, actually. Staff working with partners from different cultures can really benefit from an understanding of local expectations, attitudes, and values. This can enable managers to avoid unacceptable behaviours, and engage successfully with local partners. You see, building credibility, respect, and influence, while avoiding misunderstanding and offence, are the fundamentals of effective cross-cultural communication. Employees, especially those in leadership roles, need to have the confidence to work with those from different cultures.
- Interviewer** I see. And finally, as we're almost out of time here, is there anything else you'd like to add?
- Anna** Well, markets change all the time in that organizations in this industry regularly enter new markets. And where cultural awareness comes into play isn't limited to product development and marketing. It may also impact on dealing with local authorities and managing local employees. Dealing with new regulatory frameworks often incorporates a level of cultural awareness, and effective management of local employees will require cultural sensitivity to local norms and expectations. Managers will need to develop Human Resources and internal policies in line with the cultural context.
- Interviewer** We'll have to leave it there, Anna, as we're out of time. Thanks for joining us today.
- Anna** Thanks for having me.

Listening Scripts

FILE 9

Listening 1

Speaker 1 Now, this is something that I feel very strongly about and that's that people should not be allowed to keep very aggressive breeds of dogs, such as Rottweilers, as pets. I really think it's totally unnecessary to keep potentially aggressive dogs as family pets. I think you hear so many situations of what was deemed to be a passive animal suddenly attacking a baby, often a new baby, because suddenly the dog feels jealous. A friend of mine recently, their child was attacked in the street by a Rottweiler, it nearly ripped her leg off, it was horrendous and the animal was still allowed, wasn't put down. I think it's just awful, I can't imagine why anybody would want to keep an aggressive animal as a family pet.

Speaker 2 I have to say I am completely against zoos nowadays, they serve no useful purpose and they should be banned. I think the poor animals are kept in tiny cages, it's not necessarily going to be their natural habitat and they look bored, the majority of them, they just stand there swaying from side to side or walking up and down, they get fed every now and again and they've got hundreds of people just staring at them, and gawking at them as they walk past, I just think, 'erk'...they should be banned; I don't understand why zoos still exist.

Speaker 3 I'll tell you something that I find completely hypocritical about people, right, is people who say that they're animal lovers but still eat meat or fish. How does that work? I mean, I've been a vegetarian for a long time and I just can't bear the idea of eating a dead animal. I just don't understand it at all, it's completely hypocritical, it doesn't make any sense at all. How can you say there's a difference between different kinds of animals? Oh, there, it's OK, we can eat them but we can't, we don't eat my, you know, my little animal.

Speaker 4 One thing that really annoys me is those dog owners who think that everyone else just loves dogs as much as they do. Well, actually, of course, people's dogs are often a terrible nuisance to other people and I blame the owners. They stand there grinning at you, or they take no notice at all, when their dog comes barking at you in the street or the park, and starts slobbering all over you. And kids don't always like dogs, either, they get scared when a dog starts bothering them. The owners just don't get it, they can't imagine that people don't like dogs as much as they do. They stand there with a stupid look on their faces saying, 'Oh, he just wants to play,' when people just want the thing to go away.

Speaker 5 Have you ever met that kind of person who tells you how much they care about animals, how deeply they feel for the plight of animals, but who treat other people really badly? Some of the most unpleasant people I've ever met are people who go on and on about how much they care about animals. I think this is just a way for them to feel good about themselves, to feel better than other people. I think they're on the 'animal rights' bandwagon because it makes them feel they've got something over other people. I think it's a way they can justify being so horrible to people.

Listening Scripts

FILE 9

Listening 2

Speaker 1 I had a bit of a cooking disaster once – I was cooking for my in-laws and new wife and I decided to make a chilli con carne, and I'd made this meal lots of times before but I'd always used tinned red kidney beans and this one particular time I thought I'd use, you know, normal kidney beans that you have to soak or whatever, so I soaked them overnight and that was all fine, but what I didn't realize was you also had to cook them before they went in the chilli con carne, I thought soaking them was enough. So I made the chilli con carne, put in the chick – the kidney beans, stirred it all round about for five minutes, thought I'd made a lovely meal, served it up and of course the red kidney beans were rock hard and nobody could eat them, so a few people were trying to be a bit polite and trying to crunch them up, but that's not very healthy, so they took them out so basically we had chilli without the meat, without the... well, with the meat, but without the beans.

Speaker 2 I've only ever had one cooking disaster. Honestly. Calamares. I wanted to deep fry the calamares and everybody was very hungry and I hadn't made a batter, I'd just done a quick flour, a seasoned flour mix in a plastic bag, which I'd put the squid rings into and then shake about so all the calamares gets covered in the flour, so it's just a dusting. I heated up the oil and as everyone was so hungry I didn't do it a little bit at a time, which is what I should have done, of course. I put too much of the calamari in the boiling oil, which then made the boiling oil bubble right over the saucepan and all onto the top of the cooker, and that is truly a cooking disaster.

Speaker 3 I've just had, like, one of the most embarrassing cooking disasters – I was cooking for my husband and some friends of ours and we were actually on holiday in New Zealand and I decided to do my speciality dish which is a spicy chickpea and halloumi cheese chilli, now, it's gone down so well with all my friends here in the UK, so I thought, 'Oh, I'll try it on my friends in New Zealand'. Now, unfortunately, over there you couldn't get chilli powder, you could only get chilli flakes and I had no idea how many chilli flakes I needed to put in – into the dish and I always used to put a teaspoon of chilli powder into mine, so I asked the guy that we were staying with and he said, 'Oh, with chilli flakes you have to put double the amount in', so I put in my two teaspoons full of chilli flakes into the dish and I'm sure you can imagine it was absolutely disgusting – it was completely inedible, literally blew your head off when you were trying to even smell it, let alone take a taste of it, so yeah, I have to say that is my worst cooking disaster.

Speaker 4 This is something that happened when I took my daughter to visit my mother-in-law and my mother-in-law was looking after her for the day. I dropped her off and said, 'Oh, look, here are some chicken drumsticks, this is what she likes for lunch' and left to go and do my job. I came back just after lunch and the children were still eating their meal, and my daughter looked up at me and said, 'Mummy, my chicken is quite chewy, it tastes nice but it's rather chewy', and I said, 'Oh, oh, well, that should be all right' and I looked more closely only to see that my daughter was eating a raw chicken drumstick. My mother-in-law had thought that the chicken drumsticks were already cooked. And they weren't, so I immediately told my daughter to stop eating the chicken, put it down and we waited to see if she would get ill or not, luckily she didn't.

Speaker 5 Cooking disaster, yes, well I've had a few, but the one that sticks out in my memory is when I was cooking a couple of sirloin steaks and to save a bit of time I'd already heated up the oil, it was olive oil, actually, in a frying pan, but to save a bit of time I decided to sort of throw them flamboyantly across the kitchen and into the frying pan because I thought that looked quite chef-like, but as I threw the second one in it sort of landed with a flop and squirted boiling hot olive oil right up in the air and straight into my face. Actually it was all right because when I got to Casualty they just gave me some codeine pills for the pain and just had a look, made sure my eye wasn't damaged and I just put a cold compress on it, and eventually it bubbled up into a bit of a blister here and there on my face but then it went away.

Listening Scripts

FILE 10 Listening 1

Ellis Island is the small island just outside New York where the vast majority of immigrants to the United States arrived in the country between 1892 and 1954. The Immigration Station on the island was specially constructed by the US government for the purpose of receiving and processing immigrants during a period of mass immigration from Europe. The first immigrant to pass through it was a 15-year-old Irish girl named Annie Moore, who arrived with her two younger brothers to join their parents in New York City. More than 12 million people followed her through Ellis Island over the coming years.

Immigrants arriving by ship were divided into categories. First and second class passengers did not have to go through the inspection process at Ellis Island. It was considered that they must be reasonably well-off and therefore unlikely to be any problem to the country once they had entered it. They were given a brief inspection on board ship and then, when their ship arrived in the US, they went straight through customs at the harbour and into the country, unless they had medical or legal problems, in which case they, too, went to Ellis Island for inspection.

Steerage and third class passengers had a different experience. They often travelled in crowded and unpleasant conditions at the bottom of the ship for the two weeks it approximately took to cross the Atlantic. On arriving in New York, they were taken by ferry to Ellis Island to be inspected. If they were in fairly good health and their immigration papers were right, the inspection process would take between three and five hours. Doctors would have a brief look at each one, performing what they called 'six-second physicals', and it was said that doctors could identify many medical problems just by glancing at an immigrant. On board ship the immigrants had already answered 29 questions on a document, and this was used to question them during the legal inspection on Ellis Island.

The vast majority of immigrants were free to start their new lives in the US after just these few hours at Ellis Island. Only two per cent were refused entry. The two main reasons for this were if someone had a contagious disease, as identified by a doctor, or if a legal inspector considered them likely to become a burden on the state or an illegal worker. Though some people named the place 'The Island of Tears', most immigrants were treated well there and passing through Ellis Island was not a bad experience for them.

FILE 10 Listening 2

Speaker 1 I think that athletes like Lance Armstrong, who use performance-enhancing drugs, are bringing down the world of sports. People thought Lance had everything, and he really didn't, and for those of us who work really hard and play by the rules, it's really frustrating to see that he gets so much attention when he really doesn't deserve it. I like it when a sport tries to eliminate the use of drugs among their players, like the MLB is trying to do with its players. The penalty for drug use among baseball players is so high – a 50-game suspension! That's a lot of time! – that players don't want to chance it. There will always be people who try, and get caught, but I think they are cheaters and shouldn't be allowed to play sports.

Speaker 2 I'm the mother of three teenage boys, and it's hard to teach them about good sportsmanship when the players they see on TV act so awful sometimes. Players in all of the major sports leagues argue with referees and umpires, and some of them say some really nasty things about the players on other teams. All of my boys play sports, and I try to teach them how to be good sports, but it's hard. Their coaches are great, though, so I can trust them to teach good sportsmanship, too. I wouldn't let the boys play otherwise.

Speaker 3 I'd like my son to be a professional hockey player someday, and he shows some talent, but it's a lot of work to be a supportive parent, and it costs a lot of money to play hockey! Even when he was very little, like five or six years old, hockey gear cost hundreds of dollars with the skates, and he outgrew the gear so fast! It's hard for teams to find ice time, so rinks can charge teams lots of money to rent the ice, and that makes it really expensive to sign up for a team. My son is pretty good, though, and it's not too hard to sit in the cold and watch him play. I just need to invest in a good winter coat and mittens and a hat, and I'm good to go! And when he plays in the summer, the rink feels good after being outside!

Speaker 4 I wish my school didn't require us to play sports or participate in PE classes. I'm not very good at sports, so it's hard for me to participate, and all the other kids make fun of me. I like to run, but not all sports require running, and I'm a bit clumsy. I also don't have very good reflexes, so I tend to drop the ball a lot. Netball is the worst sport ever! I think that when I get older, I'll continue running because it lets me clear my head and get away from my homework and my parents, but in the meantime, I'm going to continue to hate PE!

Speaker 5 When my friend first tried to convince me to take a yoga class, I was sceptical. How does standing in one pose for a long time help you exercise? My friend nagged me about it so much that I finally gave in and went to a class, and now I'm hooked! I was surprised how hard it was to stay in those poses for so long. I had to concentrate and focus on my breathing and my position in order to get it right, and each pose used different muscles. The day after that first class, I was so sore that I had trouble getting out of bed! But now I go to yoga class regularly and I'm getting better at it. And my friend likes to tell me, 'I told you so!'

Listening Scripts

PROGRESS TEST FILES 1-5

Listening 1

Speaker 1 Yeah, my car's got a satnav system in it, it's the first car I've ever owned that's got one of those. I didn't use it much at first, preferred to carry on working out routes using map books as I'd always done. I didn't fancy the idea of some robotic voice talking to me while I was driving along, and I'd read in the papers that they can be rather unreliable. Then, I was taking a pretty complicated trip across a city I'd never been to and I thought it was a good opportunity to give it a try. I got a mate who swears by his to show me how to use it, and it was great. Now I use it for every trip when I don't know exactly where I'm going and it makes me wonder how I ever managed before I had it. I wouldn't dream of fiddling about with map books and all that now and I've got no idea how I ever managed before I got it. I rely on it completely.

Speaker 2 I recently bought the very latest in mobile phone technology – my previous phone was pretty old and hopelessly outdated. This one's got all the very latest features – at least until they bring out even more sophisticated ones and it gets outdated itself! It's great and it's really useful to me in all sorts of ways. It took me ages to work out how to use some of the features – actually I had to get the kids to help me out with some of that, they know a lot more about that sort of thing than me. And of course, they want me to get them the same kind of phone now, and they're always moaning about how 'rubbish' the phones they've got are. They were perfectly happy with them before I got mine. Every time they go on at me to get them new phones, I regret getting it, it's causing all sorts of arguments. So although I really like it, in some ways it would have been better if I'd stuck with the 'rubbish' one I had before.

Speaker 3 I recently got an in-car DVD player so that the kids could watch films while we're on long journeys. It cost quite a bit, but I thought it would keep them quiet while I'm driving. Well, of course, when I first got it, they were thrilled and couldn't wait to get in the car. I thought the novelty value might wear off after a while, but far from it. So it's been a great hit with them, but it hasn't actually had the effect on journeys I'd been expecting it to have. Before I got it, they used to get bored very quickly and shout and argue and mess about all the time, which made long journeys very stressful. Now, they're not bored, quite the opposite, but there's just as much noise, if not more. They like all these noisy films and they talk and shout all the way through them about what's happening in them. And they keep telling me what's just happened even though I can't actually see the things. So I'm just as stressed out in the driver's seat as I was before. But they have a great time, so I'm glad I got it.

Speaker 4 I got a laptop a little while back, so that I could do some work when I was out and about, and go on the internet wherever I am. I must say I hadn't realized how quickly the batteries run out and that often catches me unawares and without a supply to put into the thing to keep it going. So sometimes I'm in the middle of something and I can't complete it, which is very annoying. I know this is basically my fault for not being well prepared enough, but it always amazes me how quickly the power goes. On the plus side, though, it has been very useful and I've got a fair amount of use out of it. It's enabled me to get things done that I otherwise wouldn't have found the time to do. The kids always want to borrow it, of course, but even though they moan I've made it clear it's off-limits to them.

Speaker 5 I got a really good handheld games console a few months back – I'd always wanted to get one and finally I treated myself to it. Of course, these things are highly addictive and I must admit I spent rather too much time using it when I first got it. But I'm not someone who gets addicted to that kind of thing, much as I enjoy playing the games, and after a while I found that I wasn't playing on it quite so often or for so long. I guess the novelty wore off a bit, plus other people in my family were telling me I was on it too much. So I just pick it up and put it down from time to time now. I do find it very relaxing, actually, but I'm not going over the top with it now. As a result, the kids have found they're getting more chance to use it, which of course pleases them a lot. They've started to talk as if it belongs to them, which wasn't my intention at all!

Listening Scripts

PROGRESS TEST FILES 1-5

Listening 2

What's the connection between language and sport? You might not think there's any link between language skills and sport, but some new research shows that there is. And this link exists whether you take part in sports or simply watch them as a fan.

The research was carried out with hockey players, fans of that sport, and people who'd never seen or played it. They all listened to a set of sentences about the sport, involving things such as players shooting and making saves. They also listened to sentences about everyday activities, such as ringing doorbells or sweeping floors with brooms. While they listened to the sentences, their brain activity was examined using a technique called 'Magnetic Resonance Imaging', involving a scanner. When they had listened to the sentences, they did a series of tests designed to measure their comprehension of the sentences.

The results of these tests showed that all the subjects understood the language of everyday activities well. The hockey players and fans were significantly better at understanding the hockey-related language than the people who had never seen or played it and therefore knew little or nothing about it. Of course, this isn't surprising.

It's what the brain scans showed that reveals the link between language and sport. When the players and fans were listening to the sentences about their sport, a part of the brain that is usually associated with planning and controlling actions became activated. Even though they were not actually planning any action when they were listening to the sentences, this part of the brain became very active. And the increased activity in that part of the brain helped them to understand the language connected with the sport.

The conclusion is that the parts of the brain usually involved in playing sports are also used for understanding the language of sport. And you don't need to be a player for this to be true, as it's also the case for fans. The parts of the brain that are active when people are playing or watching a sport are also active when people are listening to the language of the sport.

So the experience of playing or watching sport has an effect on your ability to understand language associated with it. This could have some impact on approaches to language learning. It shows that if people are engaged in an activity, the same part of the brain that they use for engaging in that activity is used for understanding language related to it.

So next time you're kicking a ball in the park, or watching a game on TV, remember: you're also developing your language skills.

PROGRESS TEST FILES 6-10

Listening 1

- Speaker 1** The smoking ban in bars and clubs and other public buildings came into force a couple of years or so ago, as I recall. Now you see great clumps of people gathered outside these places smoking. I don't think that's what the authorities imagined would happen when they introduced the ban. I'm sure they thought people would stop smoking, at any rate when they went to these places. But the reality is that people still smoke, they just gather on the pavement outside to do it. It seems daft, really. I've been to places where there were more people outside than inside! I can't imagine that people were predicting that, or wanted it to happen, when they were talking about bringing in this ban.
- Speaker 2** Well, the council introduced parking restrictions in the area where I live earlier this year. Basically, if you have a resident's permit, you can park in my street any time, but if you don't, you can only park there at specific hours. It's true that parking can be a problem round here, but the residents weren't actually consulted on this and some people I've spoken to say that it causes problems for them when they have visitors, especially when they have people staying with them. I think the major problem is they keep changing the times when non-residents aren't allowed to park. The signs keep changing, but people don't always know they've changed. Some people think they can park when in fact they can't. They remember the permitted times and don't realize these have changed. It's a complete mess, really, and a lot of the time people don't know they're making a mistake.
- Speaker 3** We always used to have an annual fireworks party organized by my club but now it's been banned on health and safety grounds. The council has decided that public firework displays are too dangerous and nobody in the area is allowed to have one. Well, I think this is completely daft. Of course, fireworks can be dangerous if people aren't careful with them, and I'm one of many people who think they shouldn't be generally available. But surely there's nothing wrong with a properly-organized display. We've been doing it before and everything's always gone smoothly. In fact, I think it's OK to restrict fireworks to organized displays only, if you want to reduce the possibility of people getting injured by fireworks. But there's no need for this wholesale ban and I really object to it.
- Speaker 4** Not so long ago, it was decided that people wouldn't be allowed to use personal stereos and mobile phones and all that sort of thing in certain parts of trains because they cause a nuisance to other passengers. I'm all in favour of that – it drives me absolutely nuts to be sitting near someone who's got that dreadful sound coming out of their headphones, or who's nattering some inane gibberish on the phone. It was certainly time that something official was done about it, in my view. Anyway, I'm not sure what effect the ban has had. I've been on trains since it came into force, and despite the clear signs on the walls, people seem to carry on regardless, making their irritating calls and inflicting that horrible sound of the drums on everyone else. I don't know how many people have actually been fined for doing that, but they certainly seem to think they can get away with it.
- Speaker 5** Things certainly seem to have improved since they introduced heavy fines for dropping litter in the street and started prosecuting people for doing it. I can't imagine there are many people who don't think that enforcing a ban on litter is a good thing – who wants to wade through piles of disgusting rubbish when they walk down the street? It was getting really bad round here, but now people seem to realize they might get seen doing it and end up with quite a big fine. A few cases of people being caught have been put in the local paper and that seems to have put people off doing it. The place is noticeably cleaner and tidier now, and everyone's glad this crackdown was brought in. I hope things stay that way.

Listening Scripts

PROGRESS TEST FILES 6-10

Listening 2

There can be no doubt that celebrity chefs have had a big impact on the way people in Britain eat. Since their arrival on TV decades ago, the British public's diet has changed enormously, and the celebrity chefs watched by so many millions have played a key part in that transformation.

One piece of evidence of this concerns perhaps the best-known of all the TV celebrity chefs in Britain, Delia Smith, who has been appearing on TV since the 1970s. A few years ago a popular English dictionary included the phrase 'Delia effect', which is used to describe the phenomenon whereby supermarkets suddenly get emptied of particular items that have featured on her TV programmes. If Delia uses a certain, perhaps rather unusual, ingredient in one of her recipes, people rush out to get it so that they can cook the dish too.

There can be no doubt that celebrity chefs have widened cooking and eating habits in Britain to a huge extent. For example, Chinese and Indian meals have been around in Britain since the 1960s, but for a long time people only ate them if they went out to eat. When the TV chefs Ken Hom and Madhur Jaffrey showed people how to cook them in the 1980s, stir fries and authentic curries became common dishes for people to eat at home. More recently, Jamie Oliver's mission to persuade people to eat healthy, home-cooked food rather than unhealthy junk food, takeaways and frozen food, has had an influence on the habits of many people in Britain.

One time when this didn't quite work, however, was when chef Anton Mosimann tried to introduce a whole new style of cooking to Britain in the 1980s. He didn't use cream, cheese or fat in his recipes and he encouraged people to use herbs rather than salt for flavouring. Such ideas are now fairly commonplace but back then they were ahead of their time and they didn't catch on.

Over the years, some celebrity chefs have appealed to a wealthier audience, with money to spend on unusual, exotic and expensive ingredients. But the ones with the most influence on people's dietary habits have been the ones who have aimed their recipes at a more ordinary audience. It is fair to say that without them, some of the dishes that people in Britain now routinely cook and eat would not have become so popular.

END-OF-COURSE TEST

Listening 1

Speaker 1 I cycle to work every day. I used to drive, but I got fed up with all the traffic. I was getting to work in a very stressed-out state every day and it wasn't doing me any good. So I decided to ditch the car and take up cycling. I've never regretted it. I've got a really good bike and I put on my cycling gear every morning and rather enjoy my journey to work. It keeps me fit and of course it's much quicker. As I whizz past all the motorists in the terrible queues, I must admit I think, 'You fools!' They all look so miserable and frustrated. They're all worried they're going to be late, just like I used to. It's a terrible way to start each day and of course you end it that way too. Now I'm home much earlier than I used to be as well.

Speaker 2 I get the train to work every day, like lots of the other people who work where I do. Most people complain about the rail service here, and someone's late every day because their train was delayed or cancelled. And the trains are usually very overcrowded, too. Lots of people spend an hour or so packed in with loads of other people – they have to stand all the way there and all the way back because they can't get a seat. That's awful, but fortunately I don't have any of that. Not that many people commute into the city from where I live so I always get a seat and, actually, I rather enjoy the journeys. I can read, maybe do a bit of work in preparation for that day, or just sit and think. It gives me some breathing space.

Speaker 3 I get the bus to work because it's not that far from where I live and the buses come very regularly. I quite like travelling by bus, but the problem is that I can never be quite sure how it's gonna turn out. I started off getting the bus at a certain time and it was fine, but then there were all sorts of roadworks and other delays and I turned up late quite a few times. So then I started getting an earlier one and that was fine for a while, but even that one got me there a bit late. Then I started leaving even earlier and sometimes I got to work before everyone else and had to wait around! It's so hard to judge because the journey time varies so much on different days. Some days there's not much traffic and it goes quickly; other days there are all sorts of hold-ups and it takes ages.

Speaker 4 I walk to work every day, even though it takes me about an hour. I work on the opposite side of the city from where I live and you wouldn't think it would be much of a problem to do that by public transport, but actually it is. I tried buses and trains, but I had to change from one to the other so many times that it took about an hour and I got fed up with all the hassle. So I started walking and I really like it. I can take all sorts of interesting routes – my favourite is the walk along the canal. I get to see bits of the city that other commuters never see. It's much better than being stuck on a bus or a train and of course it's very good exercise. So I started doing it because it seemed like the only sensible thing to do and now I'm really glad things have turned out that way.

Speaker 5 I drive to work every day. I could take the train and it's possible that would be quicker, but it's quite a long walk from the station to my office so I prefer to drive and park at the office. Door to door it takes about an hour, and most of that is spent in gridlocked traffic. The congestion is terrible and I start my day in jams, inching forward bit by bit. If there was no traffic, that journey would take about ten minutes! Lots of people hate that sort of thing, but I don't mind it. I quite like sitting in the car – I have the radio on and listen to the news or sometimes I have some music on, and I find the journey quite relaxing. I leave home in plenty of time, and I expect to get stuck in traffic, so I don't get frustrated or stressed.

END-OF-COURSE TEST

Listening 2

Interviewer If someone says to you 'I'm an artist', do you know exactly what that means? Does it necessarily mean that they're making their living from the art they make, that it's their full-time job, that people buy what they produce, that their work features in exhibitions? My guest is artist Sophia Pearce, who has her own views on this. Sophia, what do you think is required for someone to consider themselves an artist?

Artist It's about your attitude to your art as much as anything else. Even if you aren't actually making a living from it, even if you've got a job in a completely different field, you can still think of yourself as being first and foremost an artist. If creating art is your greatest passion in life, the centre of your own sense of your identity, then in my opinion, you're an artist.

Interviewer But how does that work in practical terms?

Artist Well, if your sense of yourself revolves around your ability to create art, you must put it first in all aspects of your life. First of all, tell people 'I'm an artist', don't say things like 'I'm artistic' or 'I'd like to be an artist' or 'I have a full-time job but I like to paint'. Don't say 'I work in advertising' or 'I'm an accountant' or whatever your job is, say 'I'm an artist'. Nobody will take you seriously as an artist unless you say that's what you are.

Interviewer But what if having a job means you don't have much time for your art?

Artist You have to set aside a lot of time outside work to be creative. Otherwise you'll go mad! Don't work any more hours in your job than you have to, or maybe change to working part-time. Even if you're not making much money from it, art has to be a real occupation for you. Other work has to come second.

Interviewer If you're putting art first, how does that affect your personal relationships?

Artist You have to put it first or you won't be any good to anyone. You'll be frustrated, unhappy, resentful, and no fun to be around. Tell friends and family that you need to spend a lot of your time working on your art instead of socializing or being with them. Don't be defensive about this. Just make it clear that you take your art seriously and need time to do it. They'll develop a respect for your commitment and they'll realize how important being creative is to you.

Interviewer Sounds like a rather lonely existence, though.

Artist It doesn't have to be. You should get involved in the community of artists where you are. Go to art events, join organizations, meet other artists. If you spend time with like-minded people, you'll feel encouraged and it will confirm for you that you're part of a world of people doing something entirely valid. And it will provide you with contacts and information that might help you to sell your work, and lead to opportunities you might otherwise not know about.