

# Audio Scripts

## Unit 1

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### LESSON A EXERCISE A

#### Communication in Successful Teams

People have different opinions on how to build successful teams. Some believe that there are no fixed rules, but researchers at the Massachusetts Institute of Technology (MIT) disagree. The researchers observed several teams and the facts were clear: the way people communicated was most important.

The researchers looked at three things:

1. Energy: the amount of time a team member spends communicating
2. Engagement: how often a team member communicates with other members of the team
3. Outside Communication: how often team members talk to people outside their team

The researchers discovered that successful teams do similar things. All members spend about the same amount of time talking and listening. They discuss things with everyone on the team, not just the leader. They encourage face-to-face communication, and they often get new information and ideas from people outside the team.

### LESSON B EXERCISE B

1. If you change the way people sit in an office, you can encourage people to have more face-to-face communication.
2. The best type of team members are people who go around and talk to all other team members and who listen a lot.
3. If you show a team a map of how they communicate with each other, it can help them to improve.

### LESSON B EXERCISE F

1. "We often keep quiet and don't say what we think so we can be, you know, good team members."
2. "Heffernan says that as many as 85 percent of managers have problems at work that they don't want to talk about. The main reason for this is that they're afraid of disagreeing with others."
3. "Secondly, we should respect others and be fair, because that builds trust in the team."

### LESSON C EXERCISE A

1. "We often keep quiet and don't say what we think so we can be, you know, good team members."
2. "The main reason for this is that they're afraid of disagreeing with others."
3. "Secondly, we should respect others and be fair, because that builds trust in the team."
4. "Thirdly, we should see disagreement as a good thing because it's a way of thinking about a problem and it helps us make better decisions."

### LESSON C EXERCISES C AND D

**Maya:** Hey Sam, how was the meeting with Jon today?

**Sam:** Difficult.

**Maya:** Why? What happened?

**Sam:** Well, Jon wasn't very happy with the suggestions I made for improving our teamwork. I suggested he listen more to the team because he tends to talk a lot during team meetings. It's often difficult for anyone to get a word in.

**Maya:** And?

**Sam:** He said I wasn't being fair. He said the reason he talks is because no one else has any ideas.

**Maya:** Well, maybe that's true?

**Sam:** No, no, it's not.

**Maya:** OK, so the other people are quiet because he talks all the time?

**Sam:** Yes, exactly! I tried to explain that. He has good ideas, but I'm sure the others do, too.

**Maya:** I have a suggestion. Why don't you ask everyone to write down some ideas before the meeting, so it's easy for them to give their opinions?

**Sam:** Hmm. That's a good idea. I'll try that. Thanks, Maya!

**Maya:** Good luck!

### LESSON D EXERCISES A AND B

I am the president of the new community service club at my school. In our club, we think that everybody's opinions are important, so when we make decisions, we try to get everyone to say what they think. I think it's a good practice because it encourages everyone

to feel like they are a part of the club. It worked very well in the beginning. Everyone was excited to share their ideas. But the members had different opinions, so there were a lot of disagreements. Now, everyone prefers to keep their ideas to themselves. At meetings, I continue to ask everyone for their opinions, but it's hard—they usually stay pretty quiet. Everyone just agrees with my opinion, so I feel sometimes we don't make the best decisions. Also, I feel that most of our events don't go very smoothly because members no longer share information with each other. I'm not sure what to do.

## LESSON E EXERCISE A

### Malaika Vaz, Environmental Protector

Malaika Vaz is a wildlife filmmaker, TV presenter, and National Geographic Explorer. Vaz aims to get people to protect and respect wildlife and the environment. She started filmmaking when she was only 18 years old. She tried working alone but found it difficult. She realized it was important to be honest about needing help and found people with different strengths to join her.

Vaz and her colleagues now run a production company called Untamed Planet Films, which has won awards for its nature films. Some examples of her films are documentaries about helping endangered big cats and about how we can help stop bat diseases from spreading.

For her work, Vaz and her teammates travel to many parts of the world. Many areas are far away from cities and are difficult to get to. They work on projects to help bring back nature to areas that have been damaged. One example is an area in Karnataka, India, which used to be empty and dry because of mining. Now it is full of wildlife and plants.

## LESSON F EXERCISE G

1. "It's also important to trust each other and respect your teammates."
2. "Here's another lesson I learned not too long ago."
3. "This experience taught me that it's important to ask for opinions from others in your team."
4. "It's great because I get to hear exciting new ideas that help me think of new and interesting ways to tell a story."
5. "It doesn't matter if you're a student, filmmaker, businessperson, teacher, or doctor, everyone needs to be able to work well in a team."

## LESSON F EXERCISE H

1. They're working together on a team project.
2. I think it is really important to respect the opinions of all our team members.
3. She's a good listener and makes a great teammate.
4. This is a difficult job—we're going to have to work hard.
5. We are discussing how to choose members for the team this afternoon.

## LESSON G EXERCISE B

Research shows that workplace leaders who use humor are seen as more motivating than those who don't. Their teams usually participate more and are more creative. Team members also trust each other more. Laughing together allows people to feel closer and helps to build trust. This isn't only true in the workplace. Leaders of student clubs, sports groups, or even group projects will find that humor can help them build better relationships with their members.

But some people may find it difficult to use humor. Jennifer Aaker and Naomi Bagdonas of the Stanford Graduate School of Business believe that humor can be learned. Firstly, when thinking of a joke, look around and notice what's true in your life. It's about looking at the world in a different way. For example, you can make a joke about how you only comb the front part of your hair for online meetings. Secondly, be aware of how other people feel. Think about how others will feel when they hear your jokes. Don't make jokes that could upset others. Ultimately, it's about being human and allowing people to feel comfortable.

## Unit 2

### LESSON A EXERCISE A

#### The Effects of Food Production

Food production is responsible for about 37% of the world's greenhouse gases. Greenhouse gases are a serious problem for the environment. They end up in the atmosphere, trap heat, and make the planet hotter. Researchers are trying to find out how we can solve this problem.

Studies show that producing meat products gives off a lot more greenhouse gases compared to plant products—up to 50 times more. Also, the type of meat

and the way the food is produced make a difference. For example, producing beef creates twice the amount of greenhouse gases as producing lamb. Raising cows using deforested land creates 12 times more greenhouse gases than when using natural fields. So what can we do to help reduce the problem of greenhouse gases? One way is to buy fewer meat and dairy products. We can also demand that companies produce food responsibly, even if it costs more time and money.

### LESSON B EXERCISE B

1. I heard that 150 people will lose their jobs.
2. 44% of global waste is food waste.
3. One-third of the state's residents want to move out.
4. Every year, we throw away 2.1 billion tons of waste.
5. The company is worth three trillion dollars.
6. Plastic makes up three-quarters of the trash on beaches.

### LESSON B EXERCISE C

The world throws away 2.1 billion tons of trash every year. This includes food scraps, clothes, bottles, furniture, and so on. By 2050, this is expected to rise to 3.4 billion tons a year. This is a major issue because it's going to be very difficult to get rid of such a large amount of trash. Most of the trash today is being burned or buried in places called landfills. This results in the production of greenhouse gases which are harmful to the planet and to our health. Some trash ends up in streams and oceans, which can kill seabirds, fish, and marine animals. Dealing with trash properly is important for protecting the environment and keeping people healthy and safe.

### LESSON C EXERCISE B

1. "We have to do something about the food we are wasting."
2. "In our homes, we can stop food waste."
3. "We can also demand that businesses that bring us our food every day stop wasting their food."

### LESSON C EXERCISES E AND F

Plastic comes in all shapes and sizes. Every year, eight million tons of plastic waste gets into the oceans. The sun, wind, and waves break down plastic waste into

small pieces called microplastics. At less than five millimeters long, microplastics are smaller than sesame seeds. But they aren't only found in oceans—they've also been found on land and in the air. They're in drinking water, in food, and in salt: Microplastics are everywhere.

And now, microplastics are getting into our bodies! Researchers have found microplastics in human organs and even in our blood. This can be very harmful to our health.

Fortunately, there are some simple things you can do to avoid microplastics. Here's a simple one: Stop using takeaway cups and plastic straws. You could use glass or metal cups and straws instead. Next, don't microwave food in plastic containers, as heat can break down plastic. This might result in some microplastics getting into your food. Put your food in a ceramic container. Also, avoid clothes made from man-made materials like polyester and acrylic. It's good to buy clothes made from cotton. You might want to vacuum your home more often, too. This can help get rid of microplastics in the air. But the best way of all is to use less plastic—then there would be fewer microplastics in our environment.

### LESSON D EXERCISES A AND B

Germany is one of the best countries in the world at recycling. Since 1972, it has created many rules for dealing with waste. Over the years it also changes the rules as people's habits change. This helps to make sure that the rules continue to work well.

One example is a rule made in 1991 that companies must be responsible for the collection and recycling of all the materials in their products. For example, a company that made soda cans was responsible for all the cans, the boxes around the cans, and even the boxes used when packing the boxes of cans.

Companies had two options. The first option was to collect the used packaging from stores and consumers and send it for recycling. But this was difficult for bigger companies to do. So another option was to pay a fee to print a special symbol, called the Green Dot, on their packaging. The size of the fee depended on the type of material used. The fee was lower when companies used less material, or for materials that could be recycled, like paper. This money was then used to pay waste collection companies that collected and recycled their packaging.

This rule worked very well for Germany for many years—until the rise of online shopping. More people

started buying items from overseas. As the products weren't made in Germany, these overseas companies didn't pay the fee for their packaging.

So, in 2019, Germany changed the rule. Now all companies, including overseas companies, must register before they can sell their products in Germany. They have to pay a fee for all the packaging they use. As with the Green Dot, the fee depends on the type and amount of material used.

Because of these rules, companies are careful about their packaging. They use materials that can be recycled, and they also try to use fewer materials.

## LESSON E EXERCISE A

### Focus on the Consumer

Businesses today spend a lot of time and money trying to understand consumers. They want to find out what consumers usually consider when deciding whether to buy something.

Research data shows that younger adults are more likely to buy based on pressure from others, or to consider the effects on the environment. And women are more likely to buy something on sale. This kind of information interests businesses: many want to use this powerful information to get consumers to buy their products.

Finding out where and how consumers shop is also useful. For example, results from a survey in 2021 show that 56% of consumers aged between 18 and 24 have bought something on a social media platform. However, only one-third of those aged 45 to 65 have done this. Another 2022 survey showed that nearly 20% of consumers got gift ideas from social media—and 70% of them were aged 26 to 41. A company without this important data could make costly marketing errors.

## LESSON F EXERCISE D

"Nobody knew how many microbeads can be in one bottle. At first, I thought maybe 100 or 200. But our results showed the opposite. These little glass bottles show how much plastic we got from each face wash. There were up to three million tiny microbeads in one bottle! So every time you use your face wash, there could be 10,000 microbeads there. These will go down the drain and possibly into our oceans. We're washing millions of plastic bits into the oceans!"

## LESSON F EXERCISE G

- a. exciting
- b. natural

- c. completely
- d. problem
- e. government
- f. supermarket
- g. inform
- h. without

## LESSON G EXERCISE B

It's good to lower our carbon footprint when we can. A good way to start is by choosing the right materials. So, what exactly do we need to think about?

First, think about how much energy is used to create the material. For example, it takes four times more energy to produce paper than plastic. This is because we have to cut down trees and move them to factories. Cotton takes a huge amount of energy to produce because it requires a lot of water and fertilizer to grow.

Second, think about how strong the material is. Some newer long-life plastics are very strong, so you can use them over and over again. The same can't be said for other materials like glass, paper, or regular plastic.

Third, think about whether the material can be recycled easily. Recycling is a good way to lower your carbon footprint. Creating any type of material produces greenhouse gases. So it's always better to recycle than to create new material.

Here's one final thing to think about. The best material is the one you don't use. The most helpful thing anyone can do to protect the environment is to buy and use fewer things!

## Unit 3

### LESSON A EXERCISE A

#### Choosing college majors

When they decide on a college major, many students get advice from family, career advisors, or teachers. Often they are told to think about two things: their talents and their interests. In other words, the best choice is one that combines what they are good at with what they enjoy.

But those are not the only factors that students consider. In many countries, students prefer to study business because specialists in this field usually get jobs with high pay. Many students also choose engineering for the same reason.

Another thing students consider is whether it will be easy to get a job. Nursing, medicine, and other health-related majors are popular choices because there are usually many jobs available. In addition, many students choose these careers because they want to help other people.

### LESSON B EXERCISE A

Some people take time off after college to do some volunteer work. Before you decide if it's right for you, there are both advantages and disadvantages you need to think about. First, some advantages. You'll get a lot of new experiences, especially if you're volunteering overseas. You'll learn new skills like leadership, teamwork, and how to communicate with different people. You'll also be able to help others—you could make the world a better place! And it'll look good on your job applications in the future, too.

But there are some disadvantages. You may fall behind your friends—you would graduate and start working later. You could also miss an interesting job offer while you are away. And if you travel around a lot, it can be expensive. So think carefully before you decide. Do you think it's for you?

### LESSON C EXERCISE B

1. "But for many others, I don't think it's the right question."
2. "If you can't decide what you want to do with your life, I think that's OK."
3. "In my opinion, specialists, hybrid professionals, and multipotentialites all have qualities that are really important in the modern world."
4. "I believe that it doesn't matter if you have one interest or many."

### LESSON C EXERCISES C AND D

**Ali:** Hi, Claire. So how did the job fair go?

**Claire:** Hi, Ali! Well, there were many booths and I learned about many different companies and jobs. But I don't think it was very helpful.

**Ali:** There's nothing you're interested in?

**Claire:** No, it's the opposite. I like the idea of lots of different jobs. And I can't decide which job I want to do.

**Ali:** Why don't you just try a few different ones?

**Claire:** I think I need to start specializing early if I want to be successful in a career.

**Ali:** Well, I don't really agree. In my opinion, you can still be successful even if you don't specialize now. I read a really interesting book the other day. The author, David Epstein, said that a lot of really successful people start out doing lots of different jobs. They take their time deciding what they want to do.

**Claire:** But that means falling behind, doesn't it?

**Ali:** Yes, in the beginning, but then they catch up, or even become one of the best. Did you know that Van Gogh tried five different careers before deciding to take up painting? Or that Roger Federer did all kinds of sports when he was young?

**Claire:** Wow. Really? ... But it doesn't make sense. Everyone says to start early and get ahead.

**Ali:** Epstein says that having more knowledge, experience, and skills gave them an advantage. They can see the big picture.

**Claire:** Ah OK. Right.

**Ali:** So, it's fine to try different things out. I believe that everything you learn helps.

**Claire:** That's something to think about.

### LESSON D EXERCISES A AND B

There are many paths to success. Let's look at a few different examples. First, we have Zara Rutherford. Rutherford comes from a family of specialists—all professional pilots. She became interested in flying at a very young age, got her pilot's license at 18, and in 2022, she became the youngest person to fly around the world at just 19 years old. Her dream is to be an astronaut and fly to space.

Next, we'll look at Leonardo da Vinci. Da Vinci was one of the most talented painters in history—his paintings include the Mona Lisa and The Last Supper. He started painting at 17, but he had many interests and talents. So he went on to explore many different careers such as an engineer, inventor, architect, scientist, mathematician, and writer.

Let's finish with someone with a unique career. Julia Collins studied bioengineering, technology,



and business. She also has a passion for food. She combines these very different skills and interests to create something unique—a robot pizza company. Pizzas are made by robots, and they are delivered by special trucks that bake the pizzas while on the way to customers.

So, we've looked at three different people who took very different paths in their careers. Each of them found success—which tells us that there's no single path to success.

## LESSON E EXERCISE A

### From STEM to STEAM

The workplace is changing at a fast rate. Machines are replacing many tasks done by humans, and the skills that companies are looking for are changing. The World Economic Forum thinks that about 65% of children starting grade school today will be working in completely new jobs that do not exist at the moment. It is impossible to predict which careers will be important in the future. But we can prepare for future opportunities by learning the right skills.

In order for students to develop the skills they need, there has recently been a move from STEM (Science, Technology, Engineering, and Mathematics) to STEAM. STEAM education combines art subjects with STEM subjects. It encourages students to connect their learning in new ways, without being limited to one subject at a time. The main aim of STEAM education is to teach students to be innovative, good communicators, and to be able to use critical thinking to solve problems. In a future world where change is constant, these skills will be very important in helping people make their dreams come true.

## LESSON F EXERCISE G

"I never thought that a photo would change my life. This is a photograph of the Gabaldon Floodplain in the Philippines. It won me first place in a photo competition in 2017. I was 19 years old and the prize was a trip to the icy mountains of Patagonia."

## LESSON F EXERCISE H

1. "I did enjoy hiking in my free time and taking photos on my trips. But I had never thought of becoming a professional photographer."
2. "But I actually didn't want to give up either of them. And I wanted to find a way to make things work."

3. "And as I spent more time on both photography and engineering, I began to see that engineering and photography weren't really at two ends of a scale."
4. "Choosing to study a STEM subject shouldn't limit you from the world of the arts or any other field."

## LESSON G EXERCISES B AND C

The third industrial revolution began in the late 20<sup>th</sup> century. Technology became digital—this meant that exact copies of things like photos or music could be made quickly and easily. Electronic tools started appearing all over the world, especially computers. Factories started using computers and information technology, also known as IT, which allowed them to make products automatically.

We are now entering the fourth industrial revolution, Industry 4.0, where technology is becoming more advanced. We have technologies such as artificial intelligence, also known as AI, robots, and 3D printing. New inventions are bringing different fields together. And soon, the physical world and the digital world will no longer be separate from each other. Industry 4.0 is changing the way we live, work, and communicate. And it is happening at a fast rate.

Technology is taking over certain jobs, but jobs that require new skills are being created. People will need skills that can allow them to adapt to these changes. This means that we need to change the way students learn. Education can no longer be just about technical skills, but skills students will need to succeed in any job, like critical thinking, problem-solving, and creativity. This is why STEAM education is so important. It will develop innovative, well-rounded students who will be ready for the opportunities that Industry 4.0 will offer them.

## Unit 4

### LESSON A EXERCISE A

**What would people be interested to do in virtual reality?**

Virtual reality (VR) technology started to become popular in the 2010s. At the time, it was mostly used for video games. Today, however, the technology allows people to do almost anything they can imagine. But VR is not just about doing things that are impossible in real life. People also use the technology

to experience real-world activities from their own homes. A 2021 survey asked people about things they would like to do in VR. Popular choices included watching a VR movie with friends or family, traveling virtually, and going to concerts.

As the technology improves, the advantages of VR are growing. The “metaverse,” for example, contains many connected virtual worlds where users can go anywhere they like. People can shop, work, study, go on adventures, and of course, play games. Experts believe that the future metaverse could look similar to the real world. It could even replace some real-world activities.

### LESSON B EXERCISE A

Cheap flights and room rentals have resulted in overtourism in many historic cities around the world. Overtourism simply means too much tourism. And this is causing many problems in these cities, including damage to historical sites, litter, and crowded streets. Many residents are unhappy about their cities being destroyed by tourists.

There are some things tourists can do during their vacations to reduce this problem. They can avoid peak times to travel or explore new places instead of more popular ones. Another important thing to do is to respect places—don’t make a lot of noise, and keep the place clean!

### LESSON B EXERCISE B

“In today’s podcast, we are going to look at virtual reality travel, or VR travel. Now, imagine you’re at home on a hot summer’s day. You put on a VR headset. In a second, you find yourself in the icy desert of Antarctica, surrounded by icebergs! You can see elephant seals and penguins up close.

Or maybe you want to go on an adventure. Head to the caves of New Zealand and watch millions of glowworms glowing like stars in the night sky. Or go on a deep-sea dive in Palau and swim with sea turtles, sharks, and rays. You can do all these from your own home with VR technology!

Today, I want to talk about some of the advantages of VR travel.”

### LESSON C EXERCISE B

1. “First of all, people can visit places that are difficult or impossible to travel to.”
2. “Another advantage is that VR helps people who cannot travel see the world.”

3. “Finally, VR travel can also help with the problem of overtourism.”

### LESSON C EXERCISE C

Why do I like to use virtual reality? Well, there are several reasons. To start with, I feel that VR helps me relieve stress. I usually work from home, so I find it very hard to relax at home as I always think about work. VR is great because it allows me to escape to another world. Another reason is that the images are so realistic! I love art, so I often visit art galleries. I think visiting a virtual art gallery is as good as going to a real one. Last, it’s just so convenient. I don’t need to travel anywhere to use VR. I can use it right here, in my room!

### LESSON C EXERCISES D AND E

**Chris:** Good evening, and welcome back to *Sports Insight*. Today, we have with us Jay, our technology editor, who will tell us about how VR is changing professional sports.

**Jay:** Thank you, Chris. Yes, VR is indeed changing professional sports. Today, players from the professional leagues in both soccer and American football are using VR for their training. And they have very good reasons for doing so. To begin with, VR allows players to practice with their teammates, without their teammates even being around! Secondly, players can view past games from any angle or position. That way, they can study the game better and understand what exactly was done well, or not. Next, VR provides players with a realistic environment that is almost the same as an actual game. It’s so much better than training on a practice field. And lastly, VR allows players to practice safely. Players can improve their speed and accuracy without the risk of getting injured.

**Chris:** Wow! It sounds like VR is going to be very important in the future of sports. Thank you for joining us today, Jay!

### LESSON D EXERCISES A AND B

Would you like to take a trip to space? In the popular new action-adventure VR Game *Space Escape*, players repair a damaged space station near Jupiter.

Just like in space, players float around and move by grabbing and pushing against things around them. There are a total of five sections to the space station. In each section, players look around for tools and objects they need to fix the damaged parts. These tools and objects are hidden around the space station, and players have to solve puzzles to find them. Players need to act fast and fix the space station before it gets lost in space.

I like most things about the game. It has realistic graphics. Together with the VR headset and controllers, you really feel like you're in zero gravity. But there are two problems. You can't go outside the space station, so it gets a little boring after some time. Also, I think some of the puzzles are too easy—and they don't become more difficult as you go further in the game.

You can play this game by yourself, or with another player. I think it's more fun with another player. I'd say this game is great for teenagers and adults.

All in all, I do recommend you try this game—I give it four out of five stars.

## LESSON E EXERCISE A

### Do Video Games Make Me Anti-Social?

**Man 1:** I'm a full-time university student. I spend most of my free time playing games—so other than classes, it's likely that you'll find me at home. My friend thinks video games make me anti-social. What do you think? Do video games make a person anti-social?

**Woman 1:** No, I don't think so. Many games require you to interact with other people. In fact, I've made some good friends from gaming. It also feels really good to show off my game medals to my online friends.

**Man 2:** Unless you intend to become a professional gamer in the future, I think that you shouldn't spend so much time playing games. Also, only a small percentage of gamers actually become pro gamers. So, it might be better to spend your time doing other things, like studying.

**Man 3:** Yes, they can definitely make a person anti-social! I used to do so much gaming that I was ignoring family and friends to play games. I think it becomes a problem when you cannot separate reality from fantasy.

**Woman 2:** It depends. Video games can be a fun way to spend time with friends. Maybe you could try out a new game with your friends. I recommend *Puzzle Plus!* It was just released last month, and more than a million people have downloaded it.

## LESSON F EXERCISE G

1. Most people live in cities.
2. People improve their cities using games.
3. They share their city designs with others.

## LESSON F EXERCISE H

1. "This is a fantasy city, even though it looks real."
2. "So far, over three and a half million people have played it."
3. "And what I will show you is some of these cities created by the players."

## LESSON G EXERCISE B

Bandit the bottlenose dolphin splashes in the water playfully in a Johns Hopkins School of Medicine lab. Bandit looks just like a real dolphin. He swims, eats fish, and jumps out of the water into the air. He makes sounds like a real dolphin, too. But Bandit is actually a virtual dolphin in a video game created for stroke patients who are unable to move parts of their bodies. Patients use a robotic arm to move Bandit. They guide him to swim and jump in the water. They even catch fish and fight sharks!

Before Bandit, most of the games for post-stroke patients were based on activities in the real world—like cleaning the table, picking apples, or even cutting carrots. Patients had to do this for at least an hour every day. It was difficult and boring—and more importantly, it wasn't useful because patients would be repeating the same movements. Bandit offers a fun, and very cute, solution. It encourages patients to play and work on their motor skills, which helps them recover faster.



## Unit 5

### LESSON A EXERCISE A

#### Being Thanked at Work

Everyone likes to be thanked at work. But not everyone likes to be thanked in the same way. The consulting company Deloitte surveyed more than 16,000 people working in more than 4,000 companies around the world. The study showed that 54 percent of workers prefer spoken thanks and 31 percent prefer written thanks. In other words, you could make more than three-quarters of the people you work with feel appreciated with a simple spoken or written thank you. In fact, workers are less interested in receiving thanks through ways that required more time and money, like celebrations or gifts.

There are many benefits of thanking others at work. When people show each other that they are grateful, it helps improve relationships. It also makes workers feel valued and creates a positive workplace environment.

### LESSON B EXERCISE A

People who have an “attitude of gratitude” have good physical health. Grateful people have good mental health, too.

### LESSON C EXERCISE A

1. “Gratitude is a feeling of thankfulness or a feeling of appreciation. It’s being aware of the good things in your life, appreciating small things, and counting your blessings.”
2. “Grateful people have better physical health. They get sick less often and see a doctor less often.”
3. “Grateful people also have better mental health. For example, they have less stress, they’re happier, and they have stronger social relationships.”

### LESSON C EXERCISES C AND D

- A:** Hey, Dave. Have you seen Raul? I wanted to return the book he lent me last week.
- B:** I don’t think Raul will be coming to school today. He’s at the police station now.
- A:** Oh no! What happened?
- B:** Someone broke into his apartment. He’s making a police report.
- A:** Oh, dear! Is he OK?
- B:** Yeah, but most of his valuables were stolen, including his computer, his cash, and his violin!

- A:** Oh no! He must be quite upset!
- B:** Actually, no, he wasn’t. He was just grateful that no one was hurt.
- A:** It’s amazing how he can always see the bright side of things.
- B:** Yeah. Maybe that’s the secret to why he’s usually such a happy person—by being grateful and appreciating simple things, like his apartment! Do you know that tiny place he lives in? He’s always telling me how much he loves it.
- A:** He really appreciates his family, too. I’ve heard him call home a few times and he never failed to thank his parents for their support.

### LESSON D EXERCISES A AND B

- A:** And we are back. So, some people think that the amount of gratitude you feel is directly connected to how happy you are.
- B:** I’ve heard that ...
- A:** Now, the media company SoulPancake decided to find out if this was true. Nick, have you heard about this one?
- B:** No, I don’t think so.
- A:** OK. They gave a group of volunteers a test. The volunteers answered a bunch of questions, and the answers showed each person’s level of happiness. Next, they asked the volunteers to close their eyes and think of someone who had influenced their lives; that is, someone who helped them in an important way. Then they wrote down exactly why this person was important to them.
- B:** I’m curious—who did most of the people choose?
- A:** Well, some of them chose friends and family members, and some of them chose teachers. But here’s the important part. After the volunteers wrote down the reasons, they were told to call the person they chose and read out what they wrote to that person.
- B:** Wow. There must’ve been many touching conversations.
- A:** A lot of tears and laughter, too. So after they made their calls, the volunteers took *another* happiness test, like the first one, but with

different questions. The results showed that their happiness scores increased between 4 and 19 percent.

- B:** Wow. That's quite a lot. It definitely shows that expressing gratitude can make a person happier!
- A:** Yeah! In fact, the person with the lowest happiness score on the first test had the highest score increase on the second test.
- B:** Very cool. So, if you're ever feeling sad, try calling that important person in your life and thanking them!
- A:** Right!

## LESSON E EXERCISE A

### Heroes in Our School Cafeterias

A lunch lady is a person who prepares and serves food for children at school. The term "lunch lady" is old-fashioned: All types of people make school lunches—not just "ladies." A more popular name is "cafeteria workers." Cafeteria workers do a lot more than just prepare food, though. They make sure that every child gets a healthy meal. And often, they are the first to notice when children don't have enough food to eat.

In many countries, school lunches are inexpensive or even free. As a result, many families rely on school lunches to help feed their children. During the COVID-19 pandemic, most schools in the United States were closed. Because many children did not attend school, they didn't get this important meal every day. In addition, many people lost their jobs, which made it hard for some parents to feed their children. So a group of cafeteria workers took action. They prepared, packed, and handed out millions of meals to children and their families at outdoor locations around the country.

Cafeteria workers can play a meaningful role in people's lives. Many people see them as community heroes.

## LESSON F EXERCISES G AND H

1. "That equals up to a little over five billion lunches made every school year."
2. "And kids made the most amazing projects."
3. "And of course, what she does is important."
4. "I hope that you remember how powerful a thank you can be."

## LESSON G EXERCISE B

- A:** Have you heard of the term *thankless jobs*?
- B:** From the word *thankless*, I guess they are jobs that no one really notices?
- A:** Yeah, I read an interesting article that looked at different jobs in the U.S. to see which are the most thankless. It looked at four things: pay, respect from others, stress, and work environment. For example, police officers work in very dangerous environments, but people respect them. The pay is pretty good, too.
- B:** But I think they have very stressful jobs. They have to keep the city safe.
- A:** That's true. Because of their work environment and stress, police officers were one of the most thankless jobs, according to the article.
- B:** How about nurses? Is that a thankless job too?
- A:** Well, it's not as stressful as being a police officer. Their pay isn't too bad and people do respect them. But the work environment is difficult. They're on their feet all day, and they work long hours. So it was listed as a thankless job too.
- B:** What was the most thankless job, according to the article?
- A:** Unexpectedly, it was social workers. The study showed that people don't respect them a lot. The stress they face and the number of hours they work are very high. And their pay is pretty low, too.
- B:** But these are all such important jobs. They serve the community, and we can't do without them. They definitely deserve better!
- A:** That's very true. We should really try to appreciate people with thankless jobs more!

## Unit 6

### LESSON A EXERCISE A

#### The Psychology of Success

What makes people successful? American psychologist Carol Dweck thinks that what you believe about yourself affects how likely you are to succeed. Having a particular mindset, or set of beliefs, can help you reach your goals.

According to Dweck, there are two kinds of mindsets: the fixed mindset and the growth mindset. People with a fixed mindset tend to think that they can only do certain things. They believe they were born with a set of skills and are unlikely to change.

On the other hand, people who have a growth mindset believe that they can change. They look for opportunities that will help them grow, and they apply what they learn. This helps them improve in all areas of life.

Dweck believes that success doesn't necessarily come from being better or smarter. Rather, it comes from having a growth mindset and believing that your skills can be developed.

### LESSON B EXERCISE B

1. About half the children from the first group got better results. Researchers think it's because they enjoyed the experience.
2. People with a growth mindset are more open to learning new information than people with a fixed mindset. This is one of the main differences between the two kinds of mindsets.

### LESSON B EXERCISE F

1.

**Speaker 1:** "Sorry, I'm having trouble sharing my screen. Give me a second."

**Speaker 2:** Sorry, I'm having trouble sharing my screen. Give me a second.

2.

**Speaker 1:** "Great! Thanks, David."

**Speaker 2:** Great! Thanks, David.

3.

**Speaker 1:** "Yes, definitely!"

**Speaker 2:** Yes, definitely.

4.

**Speaker 1:** "Oh! That sounds like what our soccer team does."

**Speaker 2:** Oh! That sounds like what our soccer team does!

### LESSON C EXERCISE A

I see.

Yes.

Um-hmm.

Really?

Wow!

Oh, no!

And?

Then what?

No kidding!

That's funny.

That's amazing!

That's incredible!

That's interesting.

That's great!

That's awful.

### LESSON C EXERCISE B

1.

**Emily:** Have you had this experience before? You tried your best to get better at something, only to realize after some time, that you aren't getting much better at it?

**David:** Yes, definitely!

**Instructor:** Um-hmm.

2.

**Emily:** You build your skills and then apply those skills, and you repeat the process.

**David:** That's interesting. So does that mean we can't improve if we don't spend enough time in the learning zone?

3.

**Emily:** Mistakes are important—we learn from them, and they help us improve and be successful.

**Instructor:** Wow! That's really good advice.

### LESSON C EXERCISES D AND E

**Kate:** Hey, Jason! I'm heading to the gym. Do you want to go together?

**Jason:** Yeah! Just let me get my earphones. Okay, let's go!

**Kate:** What do you usually listen to while you work out?

**Jason:** Hmm ... I usually listen to lectures that I've recorded.

**Kate:** Wow! Is that helpful?

**Jason:** Well, in biology, you have to learn a lot of scientific stuff from lectures and

textbooks. So listening to the lectures again really works for me. Also, for me, doing something physical while I learn seems to help. I don't know why, but moving while I'm listening helps me pay attention to what the professor is saying. I understand new ideas better.

**Kate:** Really? That's interesting. I always thought it would be hard to concentrate while working out.

**Jason:** I think it's okay if you're doing some light exercise. In fact, I heard that if you do something physical, it uses more parts of your brain or something. And you can remember better!

**Kate:** No kidding! I should try that next time!

**Jason:** How about you? Do you have any interesting learning strategies?

**Kate:** Oh, um ... one thing I really believe in is not worrying about making mistakes. You can learn a lot from mistakes.

**Jason:** That's true.

**Kate:** Especially for my major, programming—it's really hard to avoid mistakes. The thing is to not feel bad about it and never give up. I just keep trying to do it another way until I get it right. The more you try, the better you get. You'll learn more problem-solving strategies, too—that way, you don't make the same mistakes the next time!

**Jason:** I see. That really makes sense!

## LESSON D EXERCISES A AND B

**Paolo:** Hey, want to get some coffee?

**Sophia:** No. I've got to study for a test.

**Paolo:** Which class? Business?

**Sophia:** No, math. I'm having such a hard time.

**Paolo:** Oh, really? What's the problem?

**Sophia:** I just don't get any of it!

**Paolo:** Um-hmm.

**Sophia:** I think I have the lowest grades in class, so I feel very embarrassed. Ughhh! I was never good at math. But I have to take this class for my major. The lectures are very hard to understand. I'm having a hard time with the textbook, too.

**Paolo:** Oh, no.

**Sophia:** We have really difficult problems to solve, and I keep making mistakes. Sorry I'm complaining so much!

**Paolo:** Oh, no problem! Hey, I have a few ideas. Why don't you ...

## LESSON E EXERCISE A

### What is Curiosity?

Curiosity is a strong feeling of wanting to know or learn something. When we're curious, we're eager to learn. We want to find out why things happen. We look for information and new experiences everywhere we go. Throughout history, curiosity has led us to try new things, from growing food to exploring space. Curiosity keeps us alive and makes life more interesting.

Curiosity plays an important role in education, too. People enjoy learning about things that interest them. But what about things that are less interesting? Curiosity can prepare our brains for learning things that we find boring or difficult. When we are curious, our brain goes into a "curiosity state." In this state, the brain learns and remembers better. It also produces a chemical called dopamine that makes you feel good. This encourages you to continue learning.

So, if you are learning something that is not interesting, try to get curious first. Find some part of the work or study that you want to know more about. Ask yourself questions about it. That way, you are more likely to be successful at learning.

## LESSON F EXERCISE G

1. "Have you ever found yourself at a restaurant spacing out just doing this over and over?"
2. "Where did this guy get this confidence, the audacity of it?"
3. "Can we be the surgeons of our classrooms?"

## LESSON F EXERCISE H

1. "What have you got for us today, Emily?"
2. "Can you see my screen now?"
3. "Have you had this experience before?"

## LESSON G EXERCISE B

Now, another trend in the workplace is the role of curiosity. Employment website LinkedIn recently saw a 90 percent increase in job descriptions that specifically mention this word. But you might wonder what curiosity has to do with your job.

Well, according to a recent study, curiosity is becoming more and more important at work. More than half of the managers agreed that it is very important for business success. They said that employees who are curious perform better. They think more deeply and come up with more creative ideas. Teams that are curious also work better together.

So if you are looking to progress in your current job, or looking for a new career opportunity, developing your curiosity might be a good thing to do. Not only could it help you be more successful at work, it could also help you feel happier and more satisfied with your job.

## Unit 7

### LESSON A EXERCISE A

#### Creating A More Livable City

A study in the U.S. found that the more people there are in a city, the more unhappy the residents. Some reasons include crowded neighborhoods, dirty streets, and expensive housing. But not all cities are unpleasant places to live. Livable cities allow residents to enjoy a healthy and pleasant lifestyle. How can we create more livable cities?

#### Access to services

Residents should be able to reach important services easily. Shops and offices should be near homes, and good public transportation should make it easy to get around. There should also be many safe places for pedestrians to walk.

#### Lively public spaces

There should be plenty of public spaces where people can hang out. Indoor public places such as museums, community centers, and libraries allow people to connect while enjoying art and culture. There should also be outdoor public spaces such as parks, where people can experience nature and take part in healthy activities.

#### Safe and low-cost homes

Houses should not be too expensive. Residents should be able to have their own homes. Neighborhoods should have safe streets and good lighting. They should also look attractive with lots of space and trees.

### LESSON C EXERCISE A

1. "Good public spaces draw people together. They also solve other problems of city life."

2. "One issue in many cities is the lack of places for young people to meet and take part in activities. Factoría Joven provides a solution to this problem."
3. "A city in Gosford, New South Wales, Australia, addressed this problem. It built a footpath that goes underneath a railway line."
4. "It's clear that safe public spaces are a good solution to some of the problems in cities today."

### LESSON C EXERCISE B

One issue in big cities is the lack of space. High-rise buildings can address this problem. Tall buildings solve this issue by taking up vertical space, which is unlimited. Another solution is creating public spaces. Public spaces are a good solution because they provide people with places to meet outside of their homes.

### LESSON C EXERCISE C

Where do you usually hang out with friends? In recent years, many of us meet and talk to friends online. But is it better to interact with people in person, in the real world? Some people think so. In fact, sociologist Ray Oldenburg thinks that being with people in real, physical environments is a much better way to connect.

Oldenburg calls physical meeting places "third places." Third places are places between work or school or home. They are places where people meet and talk, relax, and make new friends. Examples of third places include parks, recreation centers, and even restaurants. One benefit of third places is that they often allow people from different backgrounds to meet and talk. They create opportunities for people to make new friends—to connect with people they don't already know. Third places also help people feel like they belong in the community.

### LESSON C EXERCISE D

- A:** Hey, Richard! Would you like to go cycling this weekend?
- B:** That sounds good! But do you have a route in mind? It seems like it's hard to find bicycle paths in the city.
- A:** Yeah, that's true. In fact, there aren't a lot of outdoor places for young people to hang out in our city. Don't you think that's an issue?



- B:** Absolutely. Well, one solution might be “green corridors.”
- A:** What are those?
- B:** Green corridors are paths that go around a city. These paths connect different parts of the city, like from the university to the park. And you can only walk or cycle on these paths. It’s a healthy, safe way to get around, and a good way to exercise with other people.
- A:** And the “green” part? You mean trees, right?
- B:** Right! Green corridors are filled with trees, flowers, and plants.
- A:** I see. I think green corridors would also be a good solution to the problem of having too few green spaces. They would allow people to connect with nature right here in the city!

## LESSON D EXERCISES A AND B

- Host:** Thank you all for coming tonight to discuss ways to make our city more livable. OK, our first speaker is Dan Martinez. Dan?
- Dan:** Uh, yes. Thanks, everyone for coming tonight. So, today our team will be recommending three solutions that we think could make our city more livable.
- First of all, we recommend something pretty simple: community gardens. We’d like to create several community gardens around the city. Residents could have their own area to plant flowers, fruit, or vegetables. The city could also provide lessons, like how to grow organic vegetables. Community gardens could be a good solution to the issue of the lack of green spaces and places for outdoor activities in our city.
- Another problem in our city is the lack of places to enjoy art. We could solve this issue by having more street art. Street art is very attractive and it draws people together. The city could get artists to paint on walls in public places, like alleys and parks. The painted alleys would be great places for community events, too. The city could close off the alleys and have street fairs. These events could encourage people to meet and connect with their neighbors.

Finally, we recommend creating a community center with desks and laptops. It should be free, and any resident could go there to use a computer. The center could also have meeting areas, printers, and a kitchen. This center could address the problem of loneliness in our city. People who usually work alone could have a place to hang out with other people. Kids and their parents could also have a nice place to use the internet and do schoolwork. Uhm, OK. That’s it!

**Host:** Thank you, Dan. That was great. Questions?

## LESSON E EXERCISE A

### Habitat 67

Moshe Safdie is an architect famous for his original ideas for buildings. Safdie’s interest is improving people’s quality of life in urban areas. Unlike the suburbs, where people usually have a lot of room, city centers can feel crowded. Safdie creates homes that have a feeling of space. He also includes nature in his designs.

In 1967, Safdie designed an apartment building complex in Canada called Habitat 67. The complex is different from other high-rise buildings. Each Habitat 67 unit has space around it. There are roof-top gardens and play areas for children throughout the complex. There are outside streets instead of indoor hallways. These features make Habitat 67 feel like a real community, where people can meet and spend time with each other.

## LESSON F EXERCISE F

it’s a  
in all  
some are  
instead of  
got a  
first of all

## LESSON F EXERCISE G

1. “And there it is, almost 50 years later.”
2. “It’s a very desirable place to live in.”
3. “In Singapore, we had an opportunity.”
4. “It does not form a wall or an obstruction in the city.”
5. “And I want to touch on one more issue, which is the design of the public realm.”

## LESSON G EXERCISE B

**Host:** Today, we have invited Greta Davis to talk about the social benefits of livable cities. Greta?

**Greta:** Hello, Nora. Thank you for inviting me today. First of all, people often think that city life can be very lonely. But a livable city provides many opportunities for connecting with people. Livable cities have parks, community centers, outdoor events, and so on. For example, in a neighborhood in Copenhagen, Denmark, architects designed a park called Superkilen. People from many different cultures live in this neighborhood, so they included activities from the different cultures, like chess boards from Bulgaria, and a Japanese-style slide for children.

**Host:** Very cool.

**Greta:** Right. The park gives residents opportunities to meet and hang out with people from different backgrounds.

**Host:** What other benefits do livable cities have?

**Greta:** Livable cities are good for mental health. Public spaces like Superkilen allow people to connect with others. Studies show that people who make connections with others have better mental health. They're happier and more positive because they feel less alone. The World Value Survey interviewed people in over 40 countries. The survey asked them how happy they were and how much time they spent with other people. The results showed that those who spent more time with others were happier.

Livable cities are good for physical health, too. People often think of cities as unhealthy places to live in because they are noisy and dirty. But livable cities have lots of green spaces. These spaces provide clean air and encourage outdoor activities. Did you know that just being outside is good for your health? A study showed that people who spent at least 120 minutes a week in nature were more likely to say that they were in good health.

**Host:** That's very true! Well, thank you, Greta, for joining us today.

**Greta:** My pleasure!

## Unit 8

### LESSON A EXERCISE A

#### Feeling Heard in the Workplace

A global study in 2021 found that many young workers believe they are not heard equally in their workplace. Most of the young workers surveyed felt that they could not express their views to their managers freely and that their opinions were sometimes ignored. Older workers, in contrast, were more confident.

There are several possible reasons for this problem: Traditional workplaces tend to respect older workers more than younger workers. Also, suggestions from younger workers may not be taken seriously because of their lack of experience.

Employers need to understand that it is important for employees to feel listened to. Workers prefer to work in a company where they feel heard. They are generally more involved and perform better.

### LESSON B EXERCISE A

Personality traits describe how people tend to think, feel, and behave. Many psychologists use the Big Five model to understand personality. As the name suggests, it has five main personality traits. People can learn about their personalities based on how high they score for each trait. The first is openness, which refers to how willing a person is to try new things. People who have a high score for this trait tend to be curious and like to learn new things. Next is conscientiousness, which is how careful and organized a person is. People who score highly for conscientiousness tend to be organized and plan ahead. Third, we have extroversion, which means how outgoing a person is. People who score highly for this trait usually enjoy talking to and being around other people. Fourth is agreeableness, which is how easily a person can get along with others. A person who scores high for agreeableness tends to be kind and friendly. And lastly, there is neuroticism, which measures how often a person experiences negative emotions. People scoring high for neuroticism often tend to feel nervous and sad.

### LESSON C EXERCISE B

1. "The word introvert is used to describe people who tend to direct their energy inwards. In other words, introverts are people who enjoy and get energy from spending time alone."

2. “Interestingly, psychologist Adam Grant has found that more introverted leaders are more likely to give employees opportunities to express their views and try out their suggestions. To put it another way, introverts can make better leaders!”

### LESSON C EXERCISES D AND E

- Leo:** I'm glad the meeting is finally over.
- Daniela:** Yeah. I found it really hard to concentrate when Andy was talking.
- Leo:** Me, too. But at least it was easy to understand what he was saying.
- Daniela:** Really? I'm not sure what he was trying to say. He spoke so slowly! My thoughts kept wandering.
- Leo:** Well, we speak around 125 words a minute, but we think a lot faster. In other words, thinking is much faster than speaking. So we have space to think about other things as we listen. Especially when someone speaks slowly.
- Daniela:** Right. So, I guess it's not my fault that I found it difficult to concentrate.
- Leo:** Maybe you could try mindful listening. Focus fully on the speaker's message and try not to let your mind wander. Simply put, pay close attention. Also, don't rush to respond, ask questions, or draw conclusions.
- Daniela:** You mean try to understand what the speaker is saying first?
- Leo:** Yeah, exactly. Another thing is to look at the speaker's body language. That can help you understand more about what they are saying.
- Daniela:** Sounds like a good idea. I'll try it out next time.

### LESSON D EXERCISES A AND B

Studies show that when people feel they are being listened to, they are happier and more involved in what they do. What can we do to make sure everyone is heard? Here are four recommendations for the workplace.

Firstly, managers can send items for discussion to employees before meetings. In other words, they can share the meeting topics in advance. This will give

employees a chance to think about the issues and organize their thoughts.

Next, it's important for managers to encourage all employees to give their opinions both formally and informally. They should regularly ask their team members for opinions. When employees provide ideas, managers should be open toward them, and thank employees for their suggestions—this can encourage others to express their opinions, too.

Thirdly, experts recommend having breaks during office hours when colleagues can get together casually to talk about anything they want. For example, there could be a Friday coffee break. Over time, employees are likely to speak up.

Finally, regular surveys are an effective way to hear everyone's opinions. Online surveys are easy to create and a great way to get honest feedback, especially if employees don't have to write their names on the survey.

### LESSON E EXERCISE A

#### Unpaid Surveys

Why do people participate in research, especially if they are not paid for it? A U.S. survey showed that the most popular reason is that people want to share their concerns and opinions. In other words, they want other people to be aware of their ideas. One in three people believed that if they provide clear feedback, it could lead to change. Maybe a problem could be solved, or a product they use could be improved. Interest is also key—if someone is interested in a subject, they are much more likely to take a survey about it. People also want to share their personal experiences and feelings. It could be a good experience they had or an experience that upset them. On the other hand, there is a group of people who complete surveys just because they are asked. They feel like they should help and will feel bad if they don't. And then there is also the simple reason of just having enough time—around one in ten people said they did a survey to pass the time.

### LESSON F EXERCISE G

aware  
permission  
consent

### LESSON F EXERCISE H

1. Important
2. Respect

3. Communicate
4. Dignity

### **LESSON F EXERCISE I**

1. “Informed consent is a central part of ethics.”
2. “As a researcher, you have to be responsible.”
3. “Explain your research so that participants can understand.”

### **LESSON G EXERCISE B**

Crowdsourcing is not a new idea. The first true example of crowdsourcing comes from 1879. Writer James Murray asked his readers to send in examples of English words. This became the Oxford English dictionary.

Thanks to modern technology, crowdsourcing is now easy and very popular. One type of crowdsourcing is called “citizen science.” This refers to scientific research done with the help of the public. One way people can join citizen science projects is to sign up on a citizen science website. There are usually hundreds of different projects to choose from. For example, if you are interested in nature, you could sign up to record the types of animals or insects in your local area. You could also study places far from home! There are many projects run by NASA that citizen scientists can take part in—from studying penguin populations to searching for planets.

Most citizen science projects are easy to participate in. Some do not even require participants to leave their homes. In the United Kingdom, the Royal Society for the Protection of Birds, or RSPB, organizes a countrywide bird watch every year. Anyone can take part. Participants only have to spend one hour watching and recording birds in their gardens. They then send their results to the RSPB. Together, they provide important information about bird populations across the U.K. The RSBP Big Garden Birdwatch is the largest citizen science event in the U.K. During the COVID-19 lockdowns in 2021, more than one million people participated.