

21st Century Communication Level 2: Assessment Audio Scripts

UNIT 1 ASSESSMENT

Listening Comprehension: Question 12

[Track: 21cc2e_assessment_L2_U1_question12.mp3](#)

We experience different kinds of emotions every day, but have you ever thought about why you feel a certain way? Being aware of our emotions and knowing how to manage them is part of our emotional intelligence, or EQ. Emotional intelligence skills are important for building and maintaining positive relationships with the people around us. Research also shows that people with higher EQ tend to be more successful in the workplace.

So, you might be thinking – can emotional intelligence be developed? Well, yes! Like any other skill, emotional intelligence can be learned and improved.

Keeping a mood diary is one way to develop our EQ. Dr. Mark Brackett, a psychology expert, has designed a mood meter app for this purpose. The app gets people to think about how they are feeling and to record their emotions. Users can record their mood as often as they like, and write notes on why they feel a certain way. Over time, app users can track their mood and see patterns in their feelings. In addition, the app suggests different strategies people can use to turn their negative emotions into more positive ones.

Learning to recognize our emotions can also help us improve our EQ. It can be hard sometimes to describe how we feel. Dr. Brackett recommends that we develop our vocabulary for describing emotions, so that we can more accurately understand our feelings. Author and research professor, Dr. Brené Brown, has a similar opinion. Dr. Brown studies human emotions, and in her book, *Atlas of the Heart*, she looks at over 80 different emotions that people can feel. She defines each type of emotion, and explains the differences between similar emotions. She also shares examples from her own experiences. By giving readers a way of talking about their emotions, Dr. Brown hopes to help people build meaningful connections with one another.

UNIT 2 ASSESSMENT

Listening Comprehension: Question 8

Track: 21cc2e_assessment_L2_U2_question8.mp3

Have you heard of the movie *Yes Man*? It's a 2008 movie in which Jim Carrey plays an unhappy man who decides to say "yes" to everything. In one part of the movie, he meets a girl and they decide to buy tickets for the next plane. And so they end up on a flight to Lincoln, Nebraska, in the middle of the United States.

Most people would think this was a pretty boring holiday destination, but it actually turns into an amazingly fun travel experience. The characters joke around at a tiny museum. They have fun at a football game. They get stuck in the middle of nowhere in the rain. These are all simple events, but they add up to a beautiful holiday.

What's the lesson here? According to travel writer Robert Reid, it's to say "yes" as much as you can. Also, don't travel with *low* expectations—travel with *no* expectations.

In Reid's opinion, when you go travelling, the most memorable experiences happen when you least expect it. This doesn't mean you have to choose places you think will be boring. It just means that you should be open to the experiences that can happen in any place.

Reid shares an example of a young traveler. The traveler told him that she usually feels disappointed after her trips. Once, she was looking for amazing tacos in Austin, Texas, because she had heard that they were great. She had expected to find some, but she didn't. And so she was disappointed.

The problem, Reid points out, was her expectations. They were too high. If the tacos were delicious, she would be happy. If they weren't, she would be disappointed. There was no in-between.

How then, should we manage our expectations? Reid suggests that we should try to do things differently. In the young traveler's example, she could first look for an interesting *neighborhood* to explore. *If* she happened to find delicious tacos, she would be happy. And if she *didn't* find delicious tacos, she would *still* be happy because she had visited an interesting neighborhood.

Maybe if we all learn to set realistic expectations, we would find it easier to start having a great time!

UNIT 3 ASSESSMENT

Listening Comprehension: Question 12

[Track: 21cc2e_assessment_L2_U3_question12.mp3](#)

There are many places in the United States that help people remember and learn about African American history and culture. However, until recently, these places were often not given attention or in bad condition. They needed money to develop, but they did not receive the same funding as other historic places. To begin to change this situation, the National Trust for Historic Preservation started a fund in 2017, called The African American Cultural Heritage Action Fund.

The Fund aims to protect African American cultural and historical places, large and small. Each year, the Fund gives money to support preservation projects all around the United States. So far, it has raised 80 million dollars and supported more than 200 projects. In 2021, the fund contributed to a wide range of places and organizations including churches, libraries, museums, universities, arts centers, and community theaters.

But the Fund is not just about protecting the past. Lonnie Bunch, an advisor for the Fund, believes that the program is a powerful way to preserve African American history and culture, and also help communities in the present. For example, in 2021, the home of famous blues musician Muddy Waters was recognized as a historic place. Now, with the support of the Fund, and other donors, the home is being developed into a museum, education space, music studio, and community garden.

The Fund also plays an important role in changing the way people think. Brent Leggs is the executive director of the fund, and the author of *Preserving African American Historic Places*. He believes that people should learn about Black culture and history to understand what it means to be American. He wants African American historical places to be seen by more people and recognized as equally important. His goal is to make sure that the stories of African American lives and achievements are never forgotten.

Pronunciation Skill: Question 14

[Track: 21cc2e_assessment_L2_U3_question14.mp3](#)

seven point three eight

Pronunciation Skill: Question 15

[Track: 21cc2e_assessment_L2_U3_question15.mp3](#)

three hundred fifty-two dollars

Pronunciation Skill: Question 16

[Track: 21cc2e_assessment_L2_U3_question16.mp3](#)

sixty percent

Pronunciation Skill: Question 17

[Track: 21cc2e_assessment_L2_U3_question17.mp3](#)

six million

Pronunciation Skill: Question 18

[Track: 21cc2e_assessment_L2_U3_question18.mp3](#)

six hundred and seventy-five thousand, six hundred and seventy-seven

UNIT 4 ASSESSMENT

Listening Comprehension: Question 12

Track: [21cc2e_assessment_L2_U4_question12.mp3](#)

On vacation and still reaching for your phone? You're not alone.

The impact of email and other communication apps on work-life balance has affected a generation. With technology making it easier to connect with other people, it has become nearly impossible to escape work life in our free time. And in many ways, the pandemic has made "grind culture" – or the expectation of always being available for work – even worse by making the lines between home and professional life less and less clear.

For travelers, there are other problems – stress and burnout can cause us to miss out on the relaxing pleasures of a holiday. Emily Nagoski, a health educator and author, observed that burned-out travelers often come down with a cold as soon as they arrive at their destination. This happens when a person's body has kept them running and productive much longer than it was meant to, so it breaks down when it finally has a chance to rest, she explains.

It's clear that we need to regularly set aside time for rest and relaxation. But how can we make the most of our time away from work or school? Experts suggest the following tips to help people reduce their stress when taking a vacation.

One. Plan a trip that's a little over a week long. Research from a study by the University of Tampere in Finland showed that it takes time for people to get used to a new routine. Researchers found that it takes eight days for the benefits of a break to be fully felt.

Two. Take time to rest before and after your trip. Prepare your mind and body for a vacation by spending less time after hours checking in on work. Also, plan some time to rest after coming back. This can help make the positive feelings from your trip last longer.

Three. Do creative activities or be in nature. Getting involved in creative activities allows you to release any negative feelings related to stress. Being in natural environments will also give your mind a chance to slow down and relax.

MID-TERM ASSESSMENT

Listening Comprehension: Question 22

[Track: 21cc2e_assessment_L2_midterm_question22.mp3](#)

Thanks to the internet and our devices, we can easily communicate with people all over the world, through text, voice, or video call. These tools help us build long-distance relationships in a way that was impossible before.

During the global pandemic, people had to stay home. So video chat apps, like Zoom, became a common way for people to work and study online, or talk to friends and family. But many found this form of communication to be very tiring. Why is this?

When we meet face-to-face, we don't only use words to communicate. We also use body language – expressions on our face, eye contact, hand movements, and so on. We do this naturally and often without realizing it. But this is much harder to do when looking at people on a screen. The video quality may mean it's difficult to see someone's expression. The size of someone's face may also be unnatural. And when we can only see someone's face on the screen, it's impossible for us to see their body language. So, the brain works extra hard to try to make sense of things when communicating this way. And it gets worse when you're in a group chat. Often, you can only see the person who's speaking, so it's difficult to see how other people are reacting.

Eye contact is another factor. On a video call, we often look at someone directly in the eye when speaking. But studies suggest that eye contact that lasts for more than three seconds can make us feel uncomfortable. In addition, research shows that it's much more difficult to stay focused when looking at people on a screen. All of this makes video calls a tiring experience.

Virtual communication is here to stay, so what can we do to make things better? Firstly, we can use other methods to communicate. Send an email or make a regular phone call, when possible. If a video chat is the best way, perhaps we can turn the camera off. And we can make online meetings as efficient – and therefore short – as possible.

Pronunciation Skill: Question 24

[Track: 21cc2e_assessment_L2_midterm_question24.mp3](#)

Strong relationships with family and friends / help us to lead happy / and healthy lives.

Pronunciation Skill: Question 25

[Track: 21cc2e_assessment_L2_midterm_question25.mp3](#)

If your parents have unrealistic expectations, / I think it's important to talk to them / and to explain why.

Pronunciation Skill: Question 26

[Track: 21cc2e_assessment_L2_midterm_question26.mp3](#)

In my opinion, / soft power, / or influencing other countries without force, / is much more effective than hard power.

Pronunciation Skill: Question 27

[Track: 21cc2e_assessment_L2_midterm_question27.mp3](#)

My friend Zara, / who I've known since elementary school, / is a kind and responsible person.

Pronunciation Skill: Question 28

[Track: 21cc2e_assessment_L2_midterm_question28.mp3](#)

If you set yourself a simple goal, / like taking a 10-minute walk every day, / it's much easier / to make it into a habit.

UNIT 5 ASSESSMENT

Listening Comprehension: Question 12

Track: [21cc2e_assessment_L2_U5_question12.mp3](#)

A sea of golden leaves is spread across the ground as Greg O'Neill makes his way through a forest of tall larch trees in Okanagan Valley in British Columbia, Canada. O'Neill works as a forester for the government, and his job is to manage forests.

"Such a beautiful tree," he says. "When it finds its happy place, it goes wild."

But the "happy place" for many trees is changing as Earth's climate warms. These larch trees, in fact, didn't come from tree parents in the Okanagan Valley, or even from Canada. They came from 450 kilometers south, in Idaho, the United States. As a result of climate change, weather conditions in the Okanagan Valley are now similar to the trees' original home in Idaho.

The larch trees in British Columbia are part of an experiment called "assisted migration." The aim is to move trees to new homes with an environment that's suitable for them. If the experiment is successful, it may be a way to help forests continue growing healthily.

For more than ten years, O'Neill and his colleagues have collected different tree seedlings from areas along the West Coast of the United States, and planted them up north in Canada. They want to see how far and how quickly foresters need to move tree populations north to keep up with climate change. And so far, the trees they planted have been growing well.

However, even with this method, there will be limits to how quickly forests can adapt. New trees are not likely to grow faster than the rate of climate change. And planting trees too far from their original environment may also end up killing them.

Despite all the challenges of climate change, researchers aren't giving up on saving the forests. "It's not like they're a lost cause," tree scientist Sally Aitken says. "We're just trying to figure out a way to keep up."

UNIT 6 ASSESSMENT

Listening Comprehension: Question 12

Track: [21cc2e_assessment_L2_U6_question12.mp3](#)

Recently, discussions about the internet have become quite negative. We're worried about things like cybercrime, cyberbullying, and identity theft. But we've forgotten that the internet is a wonderful invention that we are very lucky to be able to access. In Cuba, until recently, it was a completely different story.

About twenty years ago, when other countries were exploring the internet for the first time, Cuba still did not have the basic technology needed for internet access. But a few people slowly managed to get access and by 2007, a new business had appeared: The Weekly Package. This was similar to a subscription service. People who subscribed for the package received a USB drive of videos, movies, music, and games every week. It was very popular – in fact, half the island's population received the package each week. Even though it was offline, it was the best way for Cubans to enjoy content from the internet at that time.

Then, in 2015, the Cuban government began opening Wi-Fi hotspots in parks and plazas. Internet cafés also began to open. Cubans began opening Facebook accounts, listing their homes on Airbnb, and watching Netflix.

Then, in December 2018, Cubans were finally given access to the internet through mobile data technology. Suddenly, Cubans were able to use the internet for multiple purposes, from their mobile phones, without needing to find a Wi-Fi hotspot or an internet café.

This was very lucky, because in January 2019, a terrible tornado hit the country. Thanks to the internet, Cubans were able to share information about the disaster quickly. They were also able to make donations and find lost relatives quickly.

Since the tornado, internet use in Cuba has continued to grow. Many Cubans now use the internet as a tool to express themselves and share their opinions. It has been a long journey to get to this point. Their story also reminds us to appreciate having internet access and remember the positive impact that it can have on society.

Pronunciation Skill: Question 14

Track: [21cc2e_assessment_L2_U6_question14.mp3](#)

Is this the book you were talking about or is it that one?

Pronunciation Skill: Question 15

Track: [21cc2e_assessment_L2_U6_question15.mp3](#)

The green candies are popular, but the blue ones aren't selling.

Pronunciation Skill: Question 16

Track: [21cc2e_assessment_L2_U6_question16.mp3](#)

I thought we were supposed to write the answers, but actually we have to read them out.

Pronunciation Skill: Question 17

[Track: 21cc2e_assessment_L2_U6_question17.mp3](#)

Does it taste bad because I added too much salt or too little?

Pronunciation Skill: Question 18

[Track: 21cc2e_assessment_L2_U6_question18.mp3](#)

He told me the movie started at 8, but it actually started at 7!

UNIT 7 ASSESSMENT

Listening Comprehension: Question 8

Track: [21cc2e_assessment_L2_U7_question8.mp3](#)

The world generates more than 2 billion tonnes of waste a year. And according to the World Bank, by 2050, this number is likely to increase by 70 percent. One big part of the global waste problem is plastic waste. Single-use plastic products, for example, are only used for a very short time before they're thrown away. As a result, the amount of plastic waste is growing faster than we can manage.

In recent years, people and nations have become more aware of the problem of waste production. Schools are educating children to reduce, reuse, and recycle things. Governments around the world are implementing environmentally-friendly policies, such as banning the use of thin plastic bags. Some countries have made laws about the quality and quantity of plastic packaging. In addition, some governments have banned plastic straws and cups. All these measures are a step in the right direction.

Individuals are also doing their part to help reduce waste. Some of them are promoting a zero-waste lifestyle. Kathryn Kellogg, a popular zero-waste Instagrammer, is one example. In one year, Kellogg creates only around 230 grams of waste. That's about 0.03% of the amount the average American produces!

Some ways Kellogg reduces her trash are by purchasing fresh food instead of packaged food, buying in large quantities, and making her own cleaning and beauty products. She estimates that her lifestyle saves her about \$5,000 a year.

On Kellogg's social media account, she shares useful tips for reducing household waste with more than 400,000 of her followers. Some of her many tips include:

1. Buy metal cups for parties and picnics.
2. Use reusable cloths and towels instead of paper towels and wipes.
3. Replace plastic sponges with wooden brushes.
4. Reuse food jars instead of buying plastic containers.
5. Repair any old items instead of buying new ones.

"Zero-waste is really about trying to minimize your trash and making better choices in your life," Kellogg says. "Just do the best you can and buy less."

Pronunciation Skill: Question 10

Track: [21cc2e_assessment_L2_U7_question10.mp3](#)

Are you using a Mac or PC? (*falling*)

Pronunciation Skill: Question 11

Track: [21cc2e_assessment_L2_U7_question11.mp3](#)

Is it that a strong enough password? (*rising*)

Pronunciation Skill: Question 12

Track: [21cc2e_assessment_L2_U7_question12.mp3](#)

Will the upload take long? (*rising*)

Pronunciation Skill: Question 13

Track: [21cc2e_assessment_L2_U7_question13.mp3](#)

Would you like me to contact you via email or text message? (*rising*)

Pronunciation Skill: Question 14

Track: [21cc2e_assessment_L2_U7_question14.mp3](#)

Do you want me to send you the photos now? (*rising*)

UNIT 8 ASSESSMENT

Listening Comprehension: Question 8

Track: [21cc2e_assessment_L2_U8_question8.mp3](#)

Picture this: you're trying to think of an interesting idea for your school project. You spend hours and hours researching, but can't come up with anything good. Great ideas, however, can come anytime, anywhere, and in any form. To get inspired, check out these tips. Maybe one of these will lead you to that "stroke of genius."

One. Make time to do nothing. Giving your mind space to work on problems can be more useful than keeping busy. Augustín Fuentes has written about how creativity and imagination help humans evolve. He explains that "even the act of getting in a line to wait for a movie or a supermarket checkout is absolutely incredible."

Two. Get outside. You don't have to climb a mountain to get a boost. In fact, doing nothing while outside—or maybe just walking—is all the better. Being in nature can improve creative thinking skills. Studies have shown that people who regularly walk in the outdoors think more creatively.

Three. Look around at what you can improve. Many of the most useful ideas aren't completely new. They're only changes to things that already exist. For example, the phone existed long before smartphones like the iPhone came along. In fact, start-ups that focus on improving ideas are 39% more successful than start-ups with original ideas.

Four. Make time to play. Some people may think play and fun get in the way of serious work. However, this is not always true. Author Catherine Price, who writes about the power of fun, explains that once she made fun a priority in her life, she began to think more creatively without trying.

Five. Try, try again. According to experts, determination is as important as creativity. "The number one predictor of impact is productivity," says Dean Keith Simonton, of the University of California. Those who put in the work to improve on their ideas—and keep trying when the first attempt fails—are more likely to succeed.

Pronunciation Skill: Question 14

Track: [21cc2e_assessment_L2_U8_question14.mp3](#)

I love this book because it has a lot of ideas for improving writing skills.

Pronunciation Skill: Question 15

Track: [21cc2e_assessment_L2_U8_question15.mp3](#)

My uncle is the most creative person I know.

Pronunciation Skill: Question 16

Track: [21cc2e_assessment_L2_U8_question16.mp3](#)

There's a good chance of our team winning the competition.

Pronunciation Skill: Question 17

[Track: 21cc2e_assessment_L2_U8_question17.mp3](#)

Could you read everything from the beginning, please?

Pronunciation Skill: Question 18

[Track: 21cc2e_assessment_L2_U8_question18.mp3](#)

What are you thinking of wearing for the party?

FINAL ASSESSMENT

Listening Comprehension: Question 18

Track: [21cc2e_assessment_L2_final_question18.mp3](#)

In 2009, a team of scientists traveled to a faraway part of the Pacific Ocean. Their destination was the Southern Line Islands of Kiribati. The team wanted to learn more about the coral reefs and sea life in the area. They found reefs that were very healthy, with lots of corals and fish. But in 2015, a powerful El Niño event warmed the oceans in the Pacific. When temperatures rise too much, corals die. In fact, the El Niño warming killed two-thirds of the Great Barrier Reef in Australia. But what about the Line Islands reefs? The team went back in 2017 to find out – and saw that half the coral had died.

A few years later, in 2021, the team returned again to check on the reefs. And to their amazement, the reefs were completely healthy! When the scientists studied the corals more closely, they found two reasons for the recovery. First, some corals were able to live in higher water temperatures, so they didn't die. Second, there are many fish in the area. Usually, when corals die, seaweed grows quickly on them, and this stops new coral from growing. But fish eat seaweed, and because there were so many, they stopped the seaweed from covering the old coral. That allowed new coral to grow.

So, why does this matter? Well, a quarter of the world's sea life and half a billion people around the world depend on coral reefs for food and protection. But reefs face many serious problems, especially warming oceans caused by climate change, higher amounts of carbon dioxide in seawater, pollution, and overfishing. Some scientists believe that by 2035, up to half of the world's coral reefs may be dying. And by 2055, almost all of the world's coral reefs may be at serious risk.

The findings from the Line Islands reefs provide hope for the future. We now know some corals can survive ocean warming. If we can reduce overfishing, we will increase the chance that corals can survive – and that may help the rest of the ocean to recover.

Pronunciation Skill: Question 20

Track: [21cc2e_assessment_L2_final_question20.mp3](#)

The team got third place in the competition **last year**, but **this year** it won first place!

Pronunciation Skill: Question 21

Track: [21cc2e_assessment_L2_final_question21.mp3](#)

Cybercrime can involve **targeting** computers with viruses and also **using** computers for a crime.

Pronunciation Skill: Question 22

Track: [21cc2e_assessment_L2_final_question22.mp3](#)

A lot of people may find it strange that **more** choice in life can mean **less** happiness.

Pronunciation Skill: Question 23

Track: [21cc2e_assessment_L2_final_question23.mp3](#)

Cooking is fun, but **cleaning up** after isn't as much!

Pronunciation Skill: Question 24

[Track: 21cc2e_assessment_L2_final_question24.mp3](#)

Yale professor Richard Foster states that **creativity** is not the same as **discovery**: discovery is **finding** something new, but creativity is **making** something new.