4 MINDS

Jenny Dooley
Bob Obee

STUDENT'S BOOK

B2+

Express Publishing

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Atelier please change colour in WELCOME

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monologues about food miles (multiple matching	• exploring alternatives • discussing ways to save money	an essay based on prompts (W.T. reference words)
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Symbols think, groupwork, flipped video, find examples, audio, Vocabulary from text, Culture, pairwork, video, mediation, ICT research, Values, Debate

1 TOMORROW'S WORKPLACE

OBJECTIVES

Vocabulary: employment
Reading: an article about AI recruitment (multiple choice)
Grammar: adjectives/adverbs/intensifiers; comparisons
Listening: monologues about career choices (multiple matching)
Spoken English: clarifying, justifying and conceding arguments
Writing: an opinion essay
Culture: employee rights in the UK
Mediation: explain an HR manager's duties
Values: communication
Life Skills: How can we write a good CV?

"AI will not replace jobs but it will change the nature of work."
Kai-Fu Lee

"Artificial intelligence will digitally disrupt all industries."
Dave Waters

"Artificial intelligence will be part of our future. It's inevitable."
Sundar Pichai

Watch the video. Which industry sectors does the narrator believe have been most impacted by AI?

Watch the video. Write three questions based on what you noted/observed for your partner to answer.

Which one of these things do you think is implied by the quotations and the image?

a The use of AI will have both positive and negative effects on people.
b The introduction of AI will mean people will no longer need to work.
c In the future, AI will be a part of every workplace.

1a READING

Watch the video. List four reasons why AI is useful in the world of recruitment.

1 **Watch the video. What do the following figures refer to: 43%? 50%? 55%? 68%?**

2 **a) Look at the picture and the title of the text. Which of these things do you think the text might mention in connection with AI recruitment?**

a personalised interview questions
b word choice analysis
c employee productivity prediction
d facial recognition
e biases in AI algorithms
f employee training
g workplace diversity

b) Listen to and read the text. Were your guesses correct?

NEXT GEN RECRUITMENT

The use of artificial intelligence (AI) in job interviews is set to **shake up** how businesses hire new staff. As companies worldwide aim to improve their recruitment processes, AI-powered interviews are becoming increasingly popular. These interviews involve candidates interacting with AI systems that interpret their responses and evaluate them based on a variety of different factors, including word choice, body language and more.

One reason for the increasing use of AI in job interviews is the potential for more fair assessments, as AI systems do not have biases that human interviewers might have. Since they assess candidates purely based on the data provided, they can focus on qualifications and responses rather than other factors like gender, ethnicity or cultural background, which could influence the decisions of a human interviewer without them even realising. So, it's very possible that the use of AI interviews could **bring about** the creation of stronger workforces.

AI interviews could also help companies to significantly enhance the efficiency of the hiring process. AI systems can quickly process applications and handling in the early selection stages and provide hiring managers with a shortlist of the most suitable candidates. This can save time and money for companies that receive high numbers of applications by helping them to fill vacancies more quickly. What's more, it can allow managers in HR departments to focus on other more strategic tasks.

Nonetheless, there are concerns regarding the loss of personal interaction in the hiring process. Some argue that AI cannot fully understand the most important aspects of our conversations, saying it lacks the emotional intelligence to judge if a candidate will **fit in** naturally within a specific company culture. Additionally, there is a risk that AI systems could overlook candidates who are highly qualified, but do not **match up to** the exact expectations set by their algorithms. For this reason, human hiring managers should take control of the final decisions in hiring processes to avoid confusion.

Some companies now encourage candidates to experiment with AI tools in the build-up to an interview. For instance, there are now online AI interview platforms which can **come up with** common interview questions and provide feedback on candidates' responses. This can help job seekers **level up** their interview skills, as the AI can highlight areas where they require improvement and **put forward** ideas on how to present themselves better to potential employers.

As the development of AI technology continues to **pick up** speed, its role in recruitment will likely grow. While the use of AI interviews may not take the place of human interviewers entirely, AI will almost certainly become an integral part of the hiring process, supporting recruiters and HR managers in making more intelligent decisions. Those companies that do decide to embrace AI models will need to be careful to avoid biases and ensure equality in their selection. If they do, they could **tap into the potential of** AI for a more effective recruitment process.

CHECK THESE WORDS

recruitment, evaluate, assessment, bias, enhance, efficiency, shortlist, strategic, emotional intelligence, overlook, algorithm, integral, embrace

STUDY SKILLS

Text analysis questions

Some reading tasks present a variety of reading question types to focus on understanding the text at different levels. For example:

A guessing the closest meaning of a word or phrase
B understanding the main idea in the text
C comprehending a specific detail in the text

3 **Look at the questions (1-6) in Ex. 4. Decide which level of understanding (A-C in Study Skills) each one relates to.**

4 **Read the text again and answer questions 1-6. Then explain the highlighted words.**

1 What is the main idea in the first paragraph?
- **A** AI has been in use in job interviews for some time.
- **B** AI job interviews have already affected many hiring outcomes.
- **C** AI job interviews are changing how candidates behave.
- **D** AI job interviews are becoming more widespread.

2 What is one difference between AI interviews and human interviews?
- **A** the data they interpret
- **B** the importance they place on qualifications
- **C** the responses they require
- **D** the aspects affecting their choices

3 What aspect of the hiring process can AI interviews reduce?
- **A** the number of candidates on shortlists
- **B** the cost of processing applications
- **C** the number of applications for a vacancy
- **D** the need for managers in HR

4 What have critics pointed to when arguing against the use of AI in job interviews?
- **A** a tendency to interact unnaturally with candidates
- **B** difficulty with following conversations
- **C** a lack of understanding of human emotion
- **D** a negative impact on the company culture

5 What are companies most likely to do in the years to come?
- **A** completely replace human interviewers with AI
- **B** use AI to inform the choices that recruiters make
- **C** create their own AI models to avoid biases
- **D** return to traditional selection methods

6 Which of the following is closest in meaning to **tap into the potential of** in the last paragraph?
- **A** access the full power of
- **B** discover new applications of
- **C** overcome the challenges of
- **D** learn about the workings of

VOCABULARY

5 **a)** **Without looking back at the text, decide which verb (1-8) collocates most strongly with which noun (a-h).**

1	interpret	**a**	feedback
2	influence	**b**	biases
3	process	**c**	vacancies
4	fill	**d**	applications
5	overlook	**e**	control
6	take	**f**	decisions
7	provide	**g**	responses
8	avoid	**h**	candidates

b) **Now check your answers against the text.**

6 **Look at the phrasal verbs in bold in the text. Decide which of the verbs in the list could be used to replace them.**

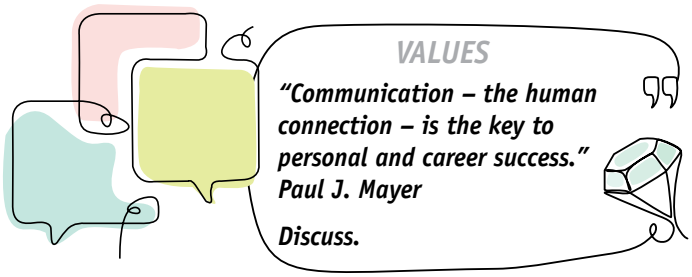
• gain • adapt • meet • generate • suggest
• improve • cause • transform

7 **Use one of the phrasal verbs in the text to complete each sentence.**

1 The CEO of the IT company aims to _____ the industry with his original ideas.
2 The introduction of AI technologies will _____ a lot of positive changes in our company.
3 Ann is doing a course to _____ her soft skills and become more employable.
4 Unfortunately, Simon didn't get the job he wanted because he didn't _____ the requirements.
5 It took John weeks to _____ at his new company, but he loves it there now.
6 Ms Bennet _____ some very interesting proposals during her marketing presentation.
7 Angela was able to _____ some valuable sales experience working in a temporary job with a marketing team.
8 Kevin sometimes struggles to _____ good answers in interviews because he gets very nervous.

SPEAKING

8 **What are the potential risks of relying too heavily on AI in the hiring process? Discuss.**



1b VOCABULARY

EMPLOYMENT

1 **Fill in:** • on (x3) • within • by • through • for (x2)

Nowadays, it's getting more common for office workers to be hired **1)** _____ a short-term basis, especially in certain industries. People can be employed **2)** _____ temporary contracts **3)** _____ the duration of a particularly busy period, for instance, and can work **4)** _____ weekly wages or be paid **5)** _____ the day as they are needed. Those who seek employment **6)** _____ agencies typically do this kind of work, but building contacts **7)** _____ a specific industry can help with eventually finding more long-term positions, enabling workers to find jobs in which they are **8)** _____ a fixed salary.

2 **Which word has the opposite meaning of the word in bold?**

1 The law firm has just **hired** a new legal receptionist.
a pushed **b** sacked **c** ended

2 I have a new **temporary** position with an IT company.
a permanent **b** constant **c** persistent

3 My ideal job would be if I could work **part-time** in the film industry.
a all-time **b** long-time **c** full-time

4 For someone with her level of experience, she has quite a **junior** position at this organisation.
a minor **b** senior **c** superior

5 The company is under new management and has just announced a small pay **rise** for all staff.
a fall **b** cut **c** slip

6 The job ad said **previous** experience is required because it's an entry-level position.
a prior **b** former **c** current

3 **Choose the best option.**

Gone are the days when workers signed **1) contracts/receipts/signatures** which kept them in a job for life. In today's world, almost no businesses engage in this **2) practice/strategy/employment** anymore. In fact, it's becoming increasingly common for people to work on individual projects as **3) freelancers/employers/vacancies**, rather than joining companies as permanent staff members. While previous generations took a job at **4) start/entry/arrival** level and aimed to eventually obtain more **5) chief/high-ranking/officer** roles by receiving **6) promotions/professions/occupations**, many of today's young workers are essentially self-employed. They manage themselves, participating in **7) understanding/learning/awareness** experiences like seminars and **8) scholarships/memberships/internships** to develop new skills, build networks of industry **9) relations/contacts/companions** and steer their careers in the directions they choose. While those who work this way may not receive the benefits or **10) pensions/perks/permits** that come with working for a big company, they certainly have more freedom.

4 **Fill in:** *onboarding*, *references*, *compensation*, *self-employed*, *disciplinary*, *leadership*, *bonuses*, *self-assured*, *resolution*, *trainees*.

HR managers play a critical role in an organisation. Their main responsibilities include reviewing CVs to find qualified candidates, checking **1)** _____ from past employers and managing **2)** _____ processes so that new staff can adapt smoothly to the workplace. HR managers provide feedback on employee performance, handle conflict **3)** _____ when disputes occur and take **4)** _____ actions if employees fail to follow office policies. They also deal with **5)** _____ contractors that work with their companies, and oversee apprentices and **6)** _____ during work placements and on-the-job training. In addition to all of this, they also work to ensure that employees receive fair **7)** _____ for their work, and reward them with promotions, perks and **8)** _____ that recognise their efforts. Since they manage all of the different people working for a company, even in difficult situations, HR managers need to possess good **9)** _____ qualities and be **10)** _____ so they are confident in their decision-making. A good HR manager can greatly contribute to their company's overall success.

5 **Explain to your partner an HR manager's duties.**

6 **Place yourself on these different employee character scales. Compare with your partner, then discuss.**

	1	2	3	4	5	6	7
good-natured	○	○	○	○	○	○	○
confident	○	○	○	○	○	○	○
sceptical	○	○	○	○	○	○	○
level-headed	○	○	○	○	○	○	○
moody	○	○	○	○	○	○	○
gullible	○	○	○	○	○	○	○
absent-minded	○	○	○	○	○	○	○

GRAMMAR IN USE 1C

ADJECTIVES/ADVERBS/INTENSIFIERS (pp. GR1-GR??)

Cobots at Work

Cobots, or collaborative robots, are designed to work alongside humans. Unlike traditional robots, which operate separately from people, cobots are built to be interactive. They are used to perform tasks that are dangerous or require high precision. Companies often use cobots in factories. On assembly lines, they can handle metal product parts that are too heavy for humans, for example. In healthcare, cobots assist medical staff by performing tasks such as moving supplies around hospitals. They could also help with the more tiring aspects of care jobs. For instance, they could help lift patients with mobility issues, such as the elderly or the disabled. Cobots are particularly effective as they can work continuously without breaks, boosting productivity while also reducing risks for human employees. In this way, they help make workplaces safe and efficient.

1 **Read the text. Why are cobots effective?**

2 **Look at the highlighted examples in the text. Explain the position of adverbs.**

3 **Complete each gap with the correct form of the word in bold. Decide whether you need the *adjective* or *adverb* form of the word.**

THE ROLE OF RECRUITERS

Recruiters, also known as 'headhunters', play a crucial role in the hiring process. They **1)** _____ seek **2)** _____ candidates for positions at different companies. By **3)** _____ reviewing CVs and conducting interviews, they identify the most **4)** _____ individuals for a company's needs. Recruiters work **5)** _____ with hiring managers to understand the **6)** _____ requirements of each role. They often use social media and job boards to **7)** _____ find potential employees. Additionally, headhunters often negotiate job offers and ensure that new hires are **8)** _____ integrated into their new company. Their ability to **9)** _____ match candidates with job openings makes them **10)** _____ to businesses looking to build strong teams.

ACTIVE
QUALIFY
CARE
SUIT
CLOSE
SPECIFY
EFFECT
SMOOTH
ACCURATE
VALUE

4 **Some adverbs have two forms and different meanings. Choose the correct option in each sentence.**

1. Jessica worked **hard/hardly** to get the marketing project finished by the deadline.
2. The HR manager **right/rightly** selected the candidate with the most experience for the position.
3. Have you been working **late/lately** this week? You look tired.
4. Our boss is very relaxed and allows us to speak **free/freely** during staff meetings.
5. The receptionist held the door open **wide/widely** for our clients as they entered.

5 **Make compound adjectives to describe the following:**

1. A seminar that lasts three days.
   a three-day seminar
2. An electrician who employs himself.
   _____
3. A manager that has a broad mind.
   _____
4. An employee with good qualifications.
   _____
5. An intern who speaks French.
   _____
6. A clerk that gets paid well.
   _____
7. An office with poor lighting.
   _____
8. A proposal which has been crafted carefully.
   _____

We use words like *very*, *really*, *extremely*, etc to make adjectives stronger. *Both candidates were **really** impressive.* We do not normally use *very* with strong adjectives e.g. *awful*, *brilliant*, *amazing*, *huge*, *wonderful*, etc. Instead we can use intensifiers such as *absolutely*, *terribly*, *completely*, *extremely*, *exceptionally*, *utterly*, *really*, *quite*, *totally*. *Your new job sounds **absolutely** fantastic!*

6 **Cross out the intensifier that does NOT fit in each sentence.**

1. The company let some employees go because profits have been **really/completely/terribly** low.
2. It's **very/quite/really** incredible to see just how efficient Mia is at her job.
3. The recruiter is searching for a(n) **exceptionally/totally/highly** experienced IT specialist for his client's company.
4. The workplace environment at this company is **really/absolutely/extremely** relaxed.
5. Our office printer is **totally/utterly/very** broken – we need a new one.

1d GRAMMAR IN USE

COMPARISONS (pp. GR??-GR??)

Robots vs human workers

AI-powered robots are becoming **1)** more and more common in the workplace, and for good reason. In many areas, such as manufacturing, they can be **2) far more efficient** than people and are able to produce work whose quality is **3) as good as** that of humans, if not **4) slightly better than** what humans can produce. What's more, in some situations, they are **5) almost as capable as** humans in decision-making, though they require controlled conditions.

However, while in many ways the capabilities of robots are basically **6) the same as** those of human workers, humans still excel in many areas where robots fall short, such as creativity, for instance. People are **7) a lot more skilled than** robots at interpreting new and unfamiliar situations too, and their problem-solving skills are **8) much better developed**.

9) The more advanced AI technology becomes, the more applications there will be for robots. Despite the rise of automation, however, humans are likely to remain the preferred option in many jobs. Our unique abilities simply make us **10)** too valuable to replace, so there will always be a place for people in the workforce.

1 **Read the text. Explain why humans will continue to have a role in the working world.**

2 **a) Look at the phrases in bold in the text. Which ones:**

A emphasise a great difference between people or things?
B emphasise a tiny difference between people or things?
C emphasise hardly any difference between people or things?

b) Look at the text again. Which of the underlined phrases emphasise that …

D one thing depends on another thing?
E something is increasing/decreasing?
F something is more or at a higher degree than necessary?

3 **Put the adjectives/adverbs in brackets into the correct form.**

1 The _____ **(much)** qualifications you gain, the _____ **(well)** your CV will look to employers.
2 Mark has to travel _____ **(far)** to work than his colleagues do.
3 Amanda learnt the new accounting software _____ _____ **(quickly)** of everyone in our office.
4 Anne started working here before Tom, so she is _____ _____ **(experienced)** than he is in this job.
5 I've received three good job offers, but the one at the IT company pays by far _____ **(high)** salary.
6 Now that he is working from home, Kevin is much _____ _____ **(satisfied)** with his work-life balance.
7 Since he became a manager, Eric works _____ _____ **(long)** hours.
8 Fred tries to avoid speaking with clients because customer service is what he does _____ **(effectively)** of all.

4 **Choose the correct option.**

1 Glen got a new job because his old one paid **as/too/enough/the** little for him to save any money.
2 Paula's new office isn't **the/far/any/less** larger than her old one.
3 Thankfully, we finished the project quick **far/enough/much/and** to meet the deadline.
4 Our company's HQ building is **as/even/a lot/much** impressive as I expected.
5 It's getting rarer **the/as/and/far** rarer for workers to receive permanent contracts.
6 Ian didn't get the job he applied for as he was the least qualified candidate **as/of/in/than** all.
7 Both Olivia and John are marketing managers, so she earns the same salary **than/of/as/and** him.
8 Dan works overtime less often **of/as/than/to** his co-worker Matt does.

TRANSFORMATIONS (Review)

5 **Complete the second sentence using the word in bold. Use between two and five words.**

1 The company gave a bonus to the three salespeople who reached their annual targets before everyone else. **FIRST**
The company gave a bonus to _____ _____ to reach their annual targets.
2 Rachel and Sarah are equally good at negotiating business deals. **WELL**
Rachel negotiates business deals just _____ _____ Sarah.
3 Tom stayed late at the office after everyone else had gone home yesterday. **THE**
Tom stayed _____ _____ at the office yesterday.
4 My cousin Anna earns double what I do in a month. **MUCH**
My cousin Anna earns _____ _____ I do in a month.
5 Jill chose to work for a charity so she could help poor people to improve their lives. **THE**
Jill chose to work for a charity so she could _____ _____ to improve their lives.

PHRASAL VERBS (related to jobs)

knuckle down: to begin to work hard
follow through: to continue a task to its conclusion
burn out: to become exhausted from work
knock off: to end the workday
get ahead: to be successful in your career
call off: to cancel an event
slack off: to work with less energy
fill in for: to do sb else's task temporarily

1 **Complete the gaps with a phrasal verb from the box in the correct form.**

1 Paul has managed to _____ in his career by making smart choices.
2 Rachel usually _____ work at 5 pm.
3 David said he'd finish the report by Friday, and he _____.
4 In her job, Emily often has to _____ sick colleagues.
5 My boss _____ the team meeting as he had to take an urgent call.
6 If you work long hours every week, you could _____ _____ eventually.
7 We need to _____ or we won't be able to finish this project on time.
8 Anyone who _____ at work puts themselves at risk of being fired.

PREPOSITIONS

2 **Fill in:** *in (x4)*, *with (x2)*, *for (x2)*, *from (x2)*, *under*, *to (x2)*, *on*.

Dear Staff,
With our General Manager retiring **1)** _____ her position, our Assistant Manager, John Smith, will be promoted **2)** _____ the role. John first specialised **3)** _____ customer service here, but has gained experience **4)** _____ all aspects of our business. He has proved he can work **5)** _____ pressure, coping **6)** _____ the stresses of customer issues and keeping products **7)** _____ stock throughout the year. He's always patient **8)** _____ the employees he is responsible **9)** _____, and has never been absent **10)** _____ work. Since joining us, John has contributed **11)** _____ an amazing 200% increase **12)** _____ profits. All in all, we feel there is no one more qualified **13)** _____ the role. Please join us in congratulating John **14)** _____ his promotion.

WORDS EASILY CONFUSED

3 **Choose the correct option. Check in your dictionary.**

1 Eva has **quitted/retired/discontinued/abandoned** her job because a better opportunity came up.
2 As an HR manager, Keith spends a lot of time interviewing **consumers/applicants/customers/buyers**.
3 Tom and I are **partners/comrades/colleagues/candidates** and we own the company together.
4 After paying her running costs, Fiona made a 20% **earning/profit/benefit/money**.

WORD FORMATION

4 **Complete each gap with the correct form of the word in bold.**

How to Spot a JOB SCAM

It can be exciting to receive a call from a **1)** _____ professional about an attractive job **2)** _____, but be aware that it could be a scammer looking to take advantage of the **3)** _____ of hopeful jobseekers. Here are some warning signs to look out for:

- The caller promises a high income for little effort with no **4)** _____ required.
- The **5)** _____ process is hurried, with no real interview or discussion about your education, experience or **6)** _____.
- The caller doesn't ask for a CV or any **7)** _____ from your previous jobs.
- You are required to pay a fee or buy **8)** _____ materials before starting the job.

RECRUIT
VACANT
VULNERABLE
QUALIFY
HIRE
ACHIEVE
REFER
TRAIN

IDIOMS WITH *GET* & *GAIN*

5 **Fill in *get* or *gain*. Sometimes you can use both.**

1 An internship is a great way to _____ *a foothold* in an industry that you want to work in.
2 Ms Davis says the sales team needs to perform better for this company to _____ *ground* on its competition.
3 Our CEO says other companies are using AI, so we should _____ *on the bandwagon* and use it too.
4 Every staff member has their own login details so they can _____ *access* to the company network.

SUMMING UP

Choose the correct option.

Interview skills are some of **1) more/most/much/the most** important career skills to have. Whether you're applying for a seasonal job or a **2) temporary/permanent/constant/persistent** position, you'll almost always need to attend an in-person interview with the **3) applicant/employer/contact/trainee**. When you do, you'll need to present yourself as **4) good/the better/well/the best** as possible to get **5) through/down/out/ahead**. Companies look for **6) candidates/colleagues/apprentices/comrades** who can perform **7) with/through/by/under** pressure and cope **8) with/to/in/for** the stress of a fast-paced work environment. In fact, hiring managers often select the person who speaks **9) the most impressively/more impressive/the most impressive/the more impressively**, even if they aren't quite **10) as/more/too/enough** qualified as the competition. So, take the time to practise. Learn to speak **11) more confident/confidently/as confidently/most confident**, so you can show you're someone who follows **12) down/through/off/out** on what they promise to deliver. It could land you your dream job!

1f LISTENING SKILLS

MULTIPLE MATCHING

Preparing for the task

1 **a) Read question 1 and the possible viewpoints (A-C). Pay attention to the underlined words.**

1 Can you predict what the speaker might say in each one?

A "I wasn't sure I had the right skills for this career."
B "I always knew that I'd pursue my current career."
C "I couldn't have predicted the path my career would take."

b) Read the extract from an audioscript. Look at the underlined words in the viewpoints (A-C). Which viewpoint best matches what the speaker says? Why?

Growing up, Sarah always dreamt of becoming a successful, wealthy lawyer. While she was studying law at university, she began volunteering at a citizens advice centre to help improve her CV for her future career. There, she assisted people from poor communities in getting legal advice and accessing public services, and soon realised she had a passion for helping others. So, she switched her course of study from law to social work. Now, she's a social worker, helping those less fortunate than herself.

STUDY SKILLS

Predicting content

In multiple matching tasks where you match summary sentences to different speakers, you are generally listening to identify the speaker's viewpoint/opinion, reason/purpose for doing something or feeling/attitude to what they are describing. Use the time you are allowed before the listening to try to predict what you might hear. Look at each summary statement and imagine the type of things you might hear for each option.

For example, with statement A in Ex. 2: "I had false expectations of my career based on the media," you might hear: "The day-to-day reality of this job is nothing like what I'd seen on TV."

2 **Predict how speakers might rephrase each option (A-H). Discuss with a partner. Listen to speakers 1-5 and check. Then match them. Three options are extra.**

A "I had false expectations of my career based on the media."
B "I found an alternative way to serve my community."
C "A career change helped me find more job satisfaction."
D "It took me multiple attempts to qualify for my role."
E "My job is often underappreciated in society."
F "I switched jobs to access better promotion prospects."
G "I had a clear vision for my career from the start."
H "I underestimated the demands of my job."

Speaker 1 ☐
Speaker 2 ☐
Speaker 3 ☐
Speaker 4 ☐
Speaker 5 ☐

3 **Listen again and match each speaker (1-5) to the questions (A-H). Three options are extra.**

Which person:

A talks about the specific knowledge they need in their job?
B mentions feeling isolated in their previous job?
C makes a prediction about the future of their industry?
D discusses the pressure of responsibility in their job?
E talks about how they discovered a job opportunity?
F expresses concern about the use of technology in their job?
G mentions the physical demands of their work?
H discusses the perks of their current job?

Speaker 1 ☐
Speaker 2 ☐
Speaker 3 ☐
Speaker 4 ☐
Speaker 5 ☐

4 **What do you think of frontline workers? Look at these images. Explain to your partner what skills and equipment are needed to do these jobs. Use the ideas in Ex. 3.**

In the UK, working time regulations state that employers cannot make employees work more than 48 hours per week, unless employees themselves choose to do so. Workers are also entitled to a minimum of 11 hours of rest between working days. What about in your country?

Clarifying, justifying and conceding arguments

Ann: Did you hear that Nancy got laid off from her job yesterday? It's a pity … I'm not sure what she'll do next.

Beth: Are you serious? That's unfortunate news. Firstly, I think she needs to stay calm and focus on preparing for the challenges ahead.

Ann: **What do you mean**?

Beth: **I mean** she should create a budget and make a plan for the coming weeks. That will help her get by while she's out of work.

Ann: **You've got a point**, but what about after that? What about getting back into the workforce?

Beth: That's easy. Once she's ready to find work, she should update her CV. She should also be networking and asking her industry contacts about new opportunities.

Ann: **That makes sense**. And she should attend workshops or take online courses.

Beth: Yeah, sure. That would make her a more attractive prospect to employers. She should also be applying for jobs too, though.

Ann: What about volunteering? I guess that could help her stay productive.

Beth: I suppose so. But **the point I'm making is** that she should try to get back into the workforce right away.

Ann: So, you're saying she shouldn't invest time in volunteer work? Don't you think that it could help her stay motivated, and would look good on her CV?

Beth: **That's true to some extent**, but **I just think that** Nancy should focus on opportunities that pay. Volunteer work has benefits, for sure. **All I'm saying is that** she has bills to think of, so she'll want to start earning again soon.

1 **Read and listen to the dialogue. Which two points that Beth makes does Ann see some truth in?**

a) Nancy should make a plan while she's unemployed.
b) Nancy ought to use her contacts to find out about employment opportunities.
c) Nancy should get back into the workforce quickly.

2 **a) Replace the phrases in bold in the text with ones from the language box.**

Asking for clarification

• Such as? • In what way? • Could you elaborate (on that)? I don't quite follow … • I'm (a little) confused.
• What do you mean by …? So, you're saying …?

Offering justification

• How about … ? • My point is … • In the first place …
• My reason for saying that … • As far as I'm concerned, …
• All I'm saying is … • What I'm getting at is …
• I'd like to explain …

Conceding to a speaker's argument

• I get what you're saying, but … • You have a point.
• That's true to some extent, but … • Yes, that is clear.
• I agree with you. • I see it that way, too.
• I was just going to say that. • That makes sense.

b) Use the highlighted phrases in the dialogue in exchanges of your own.

3 **Act out a similar dialogue to the one in Ex. 1 about what to consider when looking for a job. Use some ideas in the list and phrases from the language box. Follow the diagram.**

• salary • opportunities for career advancement
• benefits • flexible work options

A	B
Tell B about sb looking for a job.	Express opinion to A about what the person should prioritise.
Ask B for clarification.	Offer justification to A.
Concede B's point and ask for additional factors.	Express opinion to A and offer justification.
Concede B's point and offer own argument.	Concede A's point and express agreement.
Suggest another factor for B to consider and give own opinion.	Disagree with A and offer justification for argument.
Ask B for further clarification.	Offer additional justification and explain opinion to A.

4 **Which is the best way to search for a job? Discuss.**

job fairs | **social media** | **staffing agencies** | **online job boards** | **employer websites**

1h WRITING SKILLS

AN OPINION ESSAY

RUBRIC ANALYSIS

1 **Read the rubric and answer the questions (1-4).**

In English class, you have had a class discussion about remote work. Now your teacher has asked you to write an essay.

Some people believe remote work improves productivity. Do you agree?
Write about:
1 the impact of working environments
2 the effects of commuting
3 …… (your own idea)

Write an essay (150-220 words) using all the notes and giving reasons for your point of view.

1. Who is going to read your essay?
2. What style should you use: formal or informal?
3. What points should you include?
4. What can your own idea be?

WRITING TIP

Expressing opinion
Opinion essays are normally written in a **formal style**. This includes:

- **discourse markers (introducing points):** First of all, Secondly, Lastly, etc.
- **advanced grammar structures:**
  prepositional phrases (people dream of working)
  comparative adjectives (far greater importance)
  relatives (those who are lazy)
  passive (has been recognised)
- **advanced linking devices** (Yet, Thus, However, Despite, Therefore, After all, etc.)

MODEL ANALYSIS

2 **a) Read the model. Find three examples of discourse markers, three advanced grammar structures and four advanced linking devices.**

A All companies have hopes of achieving greater productivity, don't they? Some people believe remote work greatly improves it. I fully agree that remote work can enhance productivity.

B To start with, remote work allows individuals to create more comfortable working environments. Without the distractions of a traditional office, people can work on tasks with far fewer disruptions. Therefore, their overall productivity improves.

C Furthermore, it has been shown that remote workers often feel more energised during the work day. This is because they don't have to endure long and tiring commutes. In this way, they are better able to concentrate and thus can achieve more.

D On the other hand, there are those who argue that remote work would lead to a lack of motivation since employees would be unsupervised. However, this overlooks the sense of ownership that comes with remote work. When employees are trusted to manage their tasks independently, they feel a greater sense of responsibility which consequently increases motivation and leads to higher productivity.

E All things considered, it seems clear that remote work can in fact enhance productivity. Given the benefits of reduced disruptions, improved concentration and increased motivation, remote work is an attractive option for workers in a wide variety of industries. In the years to come, is it possible that everyone will be working remotely?

b) What techniques does the writer use to start/end their essay?

3 **What idea has the writer added?**

WRITING TIP

There are techniques to start/end opinion essays.

- **To start an opinion essay** we can refer to an unusual situation or ask a rhetorical question.
  One person today can do the work of a whole 1960s office. Where would we be without machines?
- **To end an opinion essay** we can use a thought-provoking statement/question or a prediction about the future.
  There is more to life than sitting in an office for hours.
  In the future, will we all be working longer hours?

USEFUL LANGUAGE

Expressing opinion

- I strongly believe …
- In my opinion/view, …
- I strongly disagree with/that …
- I partly/fully agree with/that …
- I personally feel that …
- Without doubt, …

Listing viewpoints

- To start with, …
- First/Second of all, …

Giving reasons examples/results

- For this reason, …
- In particular, … such as/like, …
- In this way, …

Expressing contrast

- On the other hand, …
- However, …
- Nevertheless, … etc

Concluding

- Taking everything into account, …
- All things considered, …

4 **Read the model again and complete the tasks (a-d). You can use phrases from the Useful Language to help you.**

a Look at paragraph B. Write a different technique to start the first viewpoint.

_____

b Look at paragraph C. Write different example sentences that fit.

_____

c Look at paragraph D. Write a different idea to express an opposing view.

_____

d Look at paragraph E. Write a different technique to end the essay.

_____

YOUR TURN

5 **Read the rubric and underline the keywords. Then answer the questions in Ex. 1.**

In English class, you have had a class discussion about a four-day working week. Now your teacher has asked you to write an essay.

Some people believe that a four-day working week would benefit both employees and companies. Do you agree?

Write about:

1 employee work-life balance

2 opportunities for learning & development

3 …… (your own idea)

Write an essay (150-220 words) using all the notes and giving reasons for your point of view.

6 **Which of the following can be reasons for the third point in the rubric in Ex. 5? Tick (✓) the boxes.**

1 greater pressure on employees _____

2 easier to attract and retain staff _____

3 enhanced products & services _____

4 increased customer satisfaction _____

5 potentially reduced income _____

6 improved staff morale _____

7 **Listen and take notes of the examples/results the speakers give to support the viewpoints in the rubric in Ex. 5.**

8 **Use your answers in Exs 6 and 7 to write your essay for the rubric in Ex. 5. Use the Useful Language to help you. Follow the plan.**

Introduction

(Para 1) state the topic and give your opinion

Main Body

(Para 2) first viewpoint & reasons/examples/results

(Para 3) second viewpoint & reasons/examples/results

(Para 4) your own idea

Conclusion

(Para 5) restate points and opinion

CHECKLIST

When you have finished your essay, check that you have:

- started and ended the essay using a different opening/closing technique
- clearly introduced the situation
- organised your paragraphs clearly
- given reasons/results/examples for ideas
- added your own ideas
- used formal style with discourse markers, and advanced grammar structures
- used appropriate linking devices
- used spelling, grammar and punctuation correctly
- written more than the minimum number of words

1i LIFE SKILLS

HOW CAN WE WRITE A GOOD CV?

The abbreviation CV stands for Curriculum Vitae. This is the document you send to potential employers to promote yourself for a particular position. A CV basically provides a concise summary of your skills, experience and education.

1 **Look at these Top Tips (1-8) for a great CV. Match an explanation (A-H) to each one.**

1 ☐ "The presentation of the CV is a reflection of you."
2 ☐ "Put yourself in the employer's shoes."
3 ☐ "A CV should be concise – maximum 2 x A4 pages."
4 ☐ "Use a recommended format and font."
5 ☐ "Adapt your CV to each job you apply for."
6 ☐ "Good spelling and grammar are crucial."
7 ☐ "Support skills you mention with examples."
8 ☐ "Never lie on your CV."

A Ask someone to proofread it for you.
B It will come back to haunt you at interview.
C Evidence of your abilities will be discussed at interview.
D One size does not fit all. Tailor your CV to the job.
E Scruffy, poorly printed or disorganised is not good.
F What are you looking for in a future employee?
G Clear headings and bulleting are a must.
H A quick read, not an epic novel.

2 **Look at the recommended headings for the different parts of a CV. Discuss what kind of information might go in each section and decide on a suitable order for the sections in a CV.**

3 **ICT Go online and compare your answers in Ex. 2 to CV formats that are recommended there.**

4 **Imagine you see this advertisement for a work experience post. Think about what you would write in the Personal Profile section of your CV for this position. Write this in three lines (or bullets) for yourself and compare with a partner.**

> **WANTED**
> Enthusiastic, highly organised young people seeking a summer work experience position in the film industry. You will assist production assistants with office and on-set duties. Must be prepared to work flexible hours and have good computing skills.

5 **What type of things might people typically list under HOBBIES in a CV?**

6 **Following the key advice from Exs 1-3, produce and print a full CV for the position in Ex. 4.**

7 **Compare your CV to those of others in the class. Which sections on which CVs stand out as being well-organised, concise and clearly relevant to the work experience post?**

REVIEW 1