

Map of the book

Unit	Get on board	Experience the world
1 The changing world of work <i>T2</i>	Changes in today's workplace <i>T3</i>	Listening 1 Global employment trends <i>T4</i> Listening 2 Work skills that modern employers look for <i>T6</i> Language in focus <i>T8</i>
2 You're hired! <i>T22</i>	Important character traits for jobs <i>T23</i>	Listening 1 "Why should we hire you?" <i>T24</i> Listening 2 Finding your first job <i>T26</i> Language in focus <i>T28</i>
3 The corporate jungle? <i>T42</i>	Important factors in modern corporations' success <i>T43</i>	Listening 1 "Where are you working now?" <i>T44</i> Listening 2 An employee-friendly corporate culture <i>T46</i> Language in focus <i>T48</i>
4 Let's talk business <i>T62</i>	Qualities that ensure good communication <i>T63</i>	Listening 1 What is public relations? <i>T64</i> Listening 2 How to handle disagreements with your boss <i>T66</i> Language in focus <i>T68</i>
5 Creating opportunities <i>T82</i>	A creative idea you know about <i>T83</i>	Listening 1 Innovation in the tech industry <i>T84</i> Listening 2 Two approaches to the development of technology <i>T86</i> Language in focus <i>T88</i>
6 Making a difference <i>T102</i>	Corporate social responsibility and professionalism <i>T103</i>	Listening 1 What is corporate social responsibility (CSR)? <i>T104</i> Listening 2 Rules and expectations for employees <i>T106</i> Language in focus <i>T108</i>

Understand the world	Over to you	Further listening
<p>Listening 1 Starting a business in college <i>T10</i></p> <p>Viewing Developing robots to work with humans <i>T12</i></p> <p>Listening 2 – Voice of China The Chinese logistics industry <i>T14</i></p>	<p>Project Giving a presentation on an emerging profession or job <i>T16</i></p>	<p>Conversation <i>T18</i></p> <p>Passage 1 <i>T19</i></p> <p>Passage 2 <i>T19</i></p> <p>Passage 3 <i>T20</i></p>
<p>Listening 1 Fun jobs <i>T30</i></p> <p>Viewing Get my job – Virtual reality animator <i>T32</i></p> <p>Listening 2 – Voice of China Chinese people returning from overseas <i>T34</i></p>	<p>Project Role-playing a job interview <i>T36</i></p>	<p>Conversation <i>T38</i></p> <p>Passage 1 <i>T38</i></p> <p>Passage 2 <i>T39</i></p> <p>Passage 3 <i>T39</i></p>
<p>Listening 1 The origins of modern business enterprises <i>T50</i></p> <p>Viewing Common features of learning organizations <i>T52</i></p> <p>Listening 2 – Voice of China Traditional Chinese philosophy and modern business <i>T54</i></p>	<p>Project Introducing a company at an on-campus recruitment event <i>T56</i></p>	<p>Conversation <i>T58</i></p> <p>Passage 1 <i>T58</i></p> <p>Passage 2 <i>T59</i></p> <p>Passage 3 <i>T60</i></p>
<p>Listening 1 Cultural differences regarding time <i>T70</i></p> <p>Viewing How to deal with customer disappointment <i>T72</i></p> <p>Listening 2 – Voice of China An American businessperson’s experiences in China <i>T74</i></p>	<p>Project Giving a training session about foreign business etiquette <i>T76</i></p>	<p>Conversation <i>T78</i></p> <p>Passage 1 <i>T79</i></p> <p>Passage 2 <i>T79</i></p> <p>Passage 3 <i>T80</i></p>
<p>Listening 1 A new virtual reality product <i>T90</i></p> <p>Viewing Creative thinking: How to connect the dots <i>T92</i></p> <p>Listening 2 – Voice of China Innovations at the Palace Museum <i>T94</i></p>	<p>Project Presenting a development proposal for an innovative product <i>T96</i></p>	<p>Conversation <i>T98</i></p> <p>Passage 1 <i>T99</i></p> <p>Passage 2 <i>T99</i></p> <p>Passage 3 <i>T100</i></p>
<p>Listening 1 A failed CSR campaign <i>T110</i></p> <p>Viewing How to implement CSR <i>T112</i></p> <p>Listening 2 – Voice of China The story of Run Run Shaw <i>T114</i></p>	<p>Project Making an enterprise publicity video <i>T116</i></p>	<p>Conversation <i>T118</i></p> <p>Passage 1 <i>T118</i></p> <p>Passage 2 <i>T119</i></p> <p>Passage 3 <i>T120</i></p>

Unit

1

The changing world of work



LEARNING OBJECTIVES

After learning this unit, you will be able to:

- ◆ develop transferable skills
- ◆ listen for the speaker's attitude
- ◆ interpret the relationship between technology and humans
- ◆ evaluate figures or statistics used to support a statement
- ◆ give a presentation on an emerging profession or job
- ◆ analyze your audience

穷则变, 变则通, 通则久。

——《周易》

*When things reach their extreme, change occurs.
After the change they evolve smoothly, and thus
they continue for a long time.*

– The Book of Changes

*The only way to make sense out of change is to
plunge into it, move with it, and join the dance.*

– Alan Wilson Watts (U.K.)

Get on board

Here are some changes taking place in today's workplace. Which ones are you happy about? Which ones make you worried?

more international competition for jobs

new workplace technologies

more working from home and more virtual meetings

more frequent job-hopping

a longer hiring process with more interviews and tests

increasing educational requirements

aging labor force

Work in pairs and discuss your ideas.

A: I've noticed more competition in the job market among international candidates. I'm worried that it might make it difficult for me to get the job I really want.

B: There are also constant changes in technology in the workplace. I put quite a lot of time into staying up to date with the latest tech trends ...

Quotation notes

The topic of this unit is how the workplace is changing and in what ways workers' roles are evolving. The first quote indicates the process of change, and the second recommends an approach to dealing with change.

The first quote is from *The Book of Changes*, an ancient Chinese philosophical text. It offers an insight into the mechanism of change to help people understand it. The quote suggests that people can take the extreme of things as a turning point at which change may take place. Then, people can look forward to a steady, long-term evolution.

The second quote is from Alan Wilson Watts (1915–1973), a British philosopher and writer. Much of his work involves interpreting Chinese philosophy and helps popularize it among international audiences. Watts uses a metaphor of dance to suggest that we take part in change willingly and make it an integral part of our personal development.

- I worry about the effects of more frequent job-hopping. It could lead to a world in which workers don't do their best at work because everyone is looking around for a better position instead of focusing on their work at hand.
- A longer hiring process with more interviews and tests is a change I'm not very happy about. On one hand, the hiring process becomes more time-consuming. On the other hand, it puts more stress on candidates.

Teaching tips

- Read through the list of workplace changes with Ss. Provide explanations for those that Ss don't understand clearly.
- Put Ss in pairs to give and discuss their opinions about why workplace changes take place.
- Let Ss know that it is recommended to discuss other workplace changes that are not listed on Page 3 (e.g. creative and inspiring office spaces, more teamwork and collaboration, a focus on eliminating discrimination).
- Ask some Ss to present their opinions for each of the changes. Then ask for opinions on other workplace changes that Ss have discussed.

Get on board

Reference answers

- For me, more working from home and more virtual meetings is definitely a positive change. I think that working from home would spare me the dreadful commute, and I would have a few extra hours every day to get things done.

Listening 1

New words

retail /'ri:teɪl/ *n.* 商品零售

a. 零售的

automation /ɔ:tə'meɪʃn/ *n.* 自动化系统; 自动化

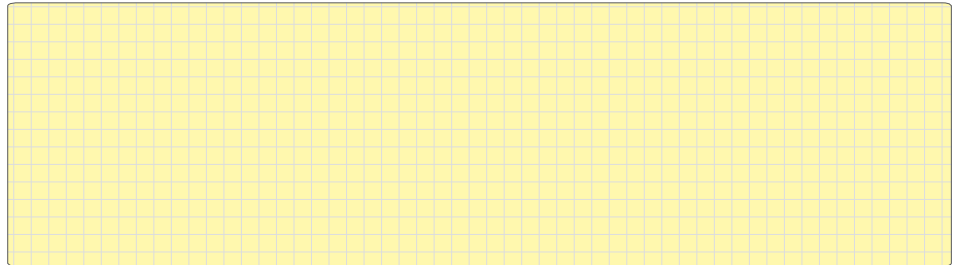
retiree /rɪ'taɪə'ri:/ *n.* 退休者

warehouse /'weə,haʊs/ *n.* 货仓; 仓库

estimate /'estɪ,meɪt/ *vt.* 估计; 估算

Before you listen

- 1 Can you list three types of jobs which are more or less common compared with 10 years ago? What do you think has made this happen? Work in pairs and discuss your answers.



While you listen

- 2 Listen to an interview with an expert in global employment trends and complete the fact sheet with the words and phrases you hear.

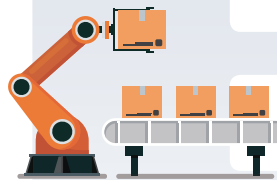
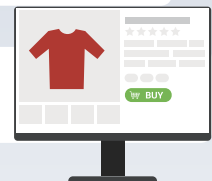
Global employment trends Fact sheet

Three major trends impacting global job markets



The 1) _____ population

The growth of 2) _____



The widespread adoption of 3) _____

Advice from the expert

When choosing a career, 4) _____ that will affect you in the years to come.

Listening 1

Scripts

Susan: Today on “Economics in Focus”, I’m speaking with Dr. Theodore Asher, who studies global employment trends. Welcome, Dr. Asher.

Dr. Asher: Thank you for having me.

Susan: Dr. Asher, which trends are impacting global job markets the most?

Dr. Asher: Well, according to my research, there are three major trends currently impacting global job markets: the aging population of some countries, the growth of online retail, and the widespread adoption of automation.

Susan: I see. Why does population aging impact global job markets?

Dr. Asher: Population aging leads to more retirees. And this comes with some benefits, such as an increase in health care job openings. By 2030, the United States will need 100,000 more doctors, and Europe 600,000 more doctors!

Susan: That’s great news for health care workers!

Dr. Asher: Yes, it is. Another trend is that the number of jobs in physical retail stores continues to fall, while online retail jobs increase. However, these new jobs are only available where online retailers have physical facilities such as warehouses.

Susan: You mean online retailers like Jingdong or Amazon, right?

Dr. Asher: Exactly. The third trend is automation, using AI and robots. It’s estimated that as many as 50 percent of existing jobs could eventually be automated. Repetitive physical jobs like dishwashing are most likely to be replaced, and jobs like accounting and data collection will also be increasingly affected.

Susan: So what advice would you give our listeners?

Dr. Asher: I’d say this: When choosing a career, research the trends that will affect you in the years to come. Otherwise, you may need to retrain for a new career in the future.

Susan: Thank you for your advice, Dr. Asher.


Dr. Asher: You’re welcome.

Questions:

1. What impact will an aging population have according to Dr. Asher?
2. What does Dr. Asher say about new online retail jobs?
3. What prediction does Dr. Asher make regarding physical jobs?

1 Reference answers

- I have noticed that there are more openings than ever for data analysts. I think the reason is that the Internet allows us to collect an enormous amount of data on a wide range of topics, which can only be put to good use with professional analysis.
- I think that the number of jobs in the manufacturing industry has definitely declined. This is probably due to the use of AI and robots, which can do many repetitive physical jobs with higher efficiency than human workers.
- There are probably fewer travel agents than before. I wouldn’t be surprised if they disappeared someday because it has become so easy to book your own travel reservations online. Also, more and more people prefer self-guided tours, so they won’t need travel agents.

3  Listen to the interview again and choose the best answer to each of the questions you hear.

1. A. It may lead to increased job automation.
B. People will work longer than ever before.
C. It will have a negative effect on the economy.
D. It may result in an increase in health care jobs.
2. A. They will allow more retail workers to work remotely.
B. They will likely not pay as well as current physical retail jobs.
C. They will be available when physical retailers start selling online.
D. They will be available where online retailers have physical locations.
3. A. Jobs that are repetitive will probably be replaced.
B. A majority of the physical jobs will be automated.
C. AI will likely affect accounting more than data collection.
D. Robots will be able to do most jobs better than humans can.

After you listen

4 How might the trends mentioned in the interview affect the professions below? Work in pairs and discuss your ideas.

- fitness trainer
- university professor
- advertising designer
- artist
- lawyer
- retail manager

A: I think an aging population will definitely lead to an increase in the number of fitness trainers.

B: Really? Why do you think so?

A: I think that as people get older, it will be more important for them to keep fit, so there will certainly be more demand for fitness trainers.

...



Teaching tips

- To help Ss think of jobs that are more or less common than they were 10 years ago, provide them with a list of employment sectors.

Employment sectors

- Banking and finance
- Marketing
- Retail sales
- Information technology
- Engineering and manufacturing
- Creative arts and design
- Education
- Law enforcement and security
- Medical and health care
- Farming
- Tourism

- Conduct a brainstorming session with Ss to come up with some jobs for each sector, and ask Ss to discuss whether they are more or less common. Ask Ss to call out the jobs they think of as you go down the list. Write the jobs beside each employment sector, e.g.
 - Banking and finance: Bank tellers are less common.
 - Retail sales: Online retailers are more common.
 - Creative arts and design: Digital graphic designers are more common.

2 Answers

- 1) aging
- 2) online retail
- 3) automation
- 4) research the trends

3 Answers

1. D
2. D
3. A

4 Reference answers

- Fitness trainers would be affected by the aging population. They would work with more older people, so they would have to learn about common health issues faced by older people and how such issues might affect physical training.
- The widespread adoption of automation might affect university professors because it could be used to organize and supervise exams, and robots might even work as teaching assistants in the classroom. For example, they can distribute handouts and collect papers.
- The aging population could affect advertising designers because more and more products would be aimed at older people and the advertisements would need to be designed for them.
- The widespread adoption of automation would likely affect artists. Some artwork production has already been automated. Some artists might only need to program and run software rather than create artworks themselves.
- The growth of online retail has created new opportunities for lawyers who specialize in this area. They can help new Internet entrepreneurs set up their online businesses properly, settle disputes, and draw up contracts.
- Brick-and-mortar retail managers will be affected by the growth of online retail as well as the widespread use of automation, because there will be fewer employees in stores and the business operation model will also change. Therefore, the managers will have to learn new management strategies.

Listening 2

New words

emotional intelligence

/ɪm'etʃ(ə)nəl/ n. 情商

tone /təʊn/ n. 声调; 语气; 口气

flexibility /ˌfleksə'bɪləti/ n.

可变性; 灵活性

adaptability /ə,dæptə'bɪləti/ n.

适应性

literacy /'lɪt(ə)rəsi/ n. 了解和

使用...的能力

platform /'plæt,fɔ:m/ n. 平台

Before you listen

1 Rank the work skills listed below according to their importance. Then work in pairs and explain your reasons to your partner.

- self-motivation
- digital literacy
- emotional intelligence
- flexibility and adaptability
- problem-solving ability

While you listen

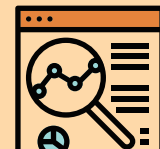
2 Listen to a talk about three work skills that modern employers look for in a candidate and choose the statement that best explains why each of the skills is in such demand according to the talk.



Emotional intelligence



Flexibility and adaptability



Digital literacy



- A. It helps to build relationships and trust.
- B. People are changing jobs more often than before.
- C. Modern workplaces are high-tech and information-rich.
- D. People will be expected to work together with AI.
- E. Professionals from different fields must work together.

3 Listen to the talk again and complete the sentences with the words and phrases you hear.

1. The skills described might never have been used by your _____.
2. Currently, AI and automation _____ the emotional intelligence of human beings.
3. If your digital literacy needs improving, don't _____ – do it now!
4. Many technology courses available _____ are free.
5. The skills described will give you _____ over the average candidate.

Listening 2

Scripts

Workplaces everywhere are becoming more interconnected, diverse, and automated. Workers now need a set of skills that their parents' generation barely ever used, if at all. Let me give you three examples.

First, employers want people with high emotional intelligence. These individuals are aware of their own emotions. They are also very good at judging others' feelings by their tone of voice, facial expressions, or gestures. Emotional intelligence is vital in diverse, interconnected workplaces because it helps to build relationships and trust. It's also a human ability that AI and automation currently can't match.

Second, flexibility and adaptability are in demand. Large-scale business projects bring together professionals from many fields. Employees must have the ability to learn quickly and apply knowledge from areas with which they are unfamiliar, for example, knowledge about a new technology, or a new culture or language.

Third, today's high-tech, information-rich workplace calls for digital literacy, which is defined as the ability to find, analyze and produce information on various digital platforms. If your knowledge of social media, mobile technology, data analytics, or cloud computing needs improving, don't put it off. There is a wide variety of courses on these topics available on the Internet, many of them free.

The modern business world is constantly changing, and employers need candidates ready for this fast-paced environment. If you work on the three skills described above, it will give you a big advantage over the average candidate.

1 Reference answers

1. emotional intelligence

Emotional intelligence is essential for any job since all jobs require interacting with people at some level. Without emotional intelligence, you simply cannot succeed.

2. digital literacy

Digital literacy is also required for almost all jobs. For your daily work, you always need to search, evaluate and synthesize information on the Internet. Without digital literacy, it would be very difficult to finish your work, let alone advance your career.

3. problem-solving ability

Problem-solving ability is a higher-level thinking ability that allows you to cope with problems effectively, especially the unexpected ones. This ability helps you identify the problem, come up with the best solution and implement it.

4. flexibility and adaptability

It's important to be flexible and to be able to adapt in the workplace, but not all jobs need to deal with a lot of changes all the time.

5. self-motivation

Self-motivation is a great skill, but if you have a good manager, it might not always be so necessary.

2 Answers

Emotional intelligence:	A
Flexibility and adaptability:	E
Digital literacy:	C

3 Answers

1. parents' generation
2. can't match
3. put it off
4. on the Internet
5. a big advantage

Developing transferable skills

Transferable skills are the abilities or talents that can be applied in many different positions and careers. As the modern workplace often requires employees to change roles frequently, transferable skills are essential.

- There are many examples of transferable skills.
- **Interpersonal skills:** communication skills, listening skills, flexibility and adaptability, emotional intelligence
 - **Technical skills:** digital literacy, technical troubleshooting, programming
 - **Decision-making skills:** problem-solving skills, analytical skills, critical thinking skills
 - **Management skills:** project management, motivating others, leadership, conflict resolution, goal setting

You can acquire and develop transferable skills

through jobs, internships, volunteering, or even hobbies. Here are some tips for you:

- Each time you learn a new skill, assess whether it's transferable. If so, add it to your résumé and practice it often.
- To develop your interpersonal skills, seek advice from more experienced colleagues and pay careful attention to your actions, thoughts, and emotions when dealing with others.
- Technical skills can be developed through online tutorials, classes, and by taking an interest in the various technologies in your workplace.

Transferable skills are very important. They demonstrate to your potential employers that you are able to learn, and that you are flexible and adaptable. Most importantly, transferable skills show that you have a lot to offer in terms of knowledge and experience.

4 Work in pairs and discuss how college students can develop each of the three transferable skills described by the speaker. Complete the table with one more way for each skill. Then choose another transferable skill from the skill box and find ways to develop it.

Transferable skills	Ways to develop it
Emotional intelligence	<ul style="list-style-type: none"> • Listen actively when collaborating with other students. • 1) _____
Flexibility and adaptability	<ul style="list-style-type: none"> • Take a class in a subject that you're not familiar with. • 2) _____
Digital literacy	<ul style="list-style-type: none"> • Create your own website or improve an existing one. • 3) _____

4 Reference answers

1)

- Practice paying attention to how you feel, especially in stressful situations.
- Pay more attention to the facial expression and body language of others to understand their emotional state.

2)

- Join student clubs or societies of different interests.
- Do internships in various industries.

3)

- Use apps that could improve your productivity.
- Use more visual aids in your reports and presentations.

Other transferable skills:

Problem-solving

- Find a good problem-solver and observe how that person solves problems.
- Use mind maps to help identify the problem, figure out its main causes, and explore the resources you can use.

Project management

- Break the activity down into tasks, and try to estimate how long each task will take and what resources it will need.
- Order your tasks by importance and prioritize the most important tasks.

Teaching tips

This exercise aims to teach Ss that anyone can develop transferable skills if they make an effort. In order for Ss to benefit from each other's suggestions, give them an opportunity to share and assess their ideas after they have completed the activity.

- Ask Ss to go through the transferable skills in the Career skill box. Have Ss explain the skills in their own words. Make sure all Ss are clear about what all the transferable skills are before asking them to complete the table.
- Call on some pairs to share their suggestions for improving these three transferable skills and write them on the board.
- For each transferable skill, have Ss vote for the ways they feel the most effective. Call on individual Ss to explain their thoughts.

Language in focus

Usage

①  Listen to the sentences and repeat after the speaker. Pay attention to the words and expressions in bold.

1. This comes with some benefits, such as an increase in health care **job openings**.
2. **Repetitive physical jobs** like dishwashing are most likely to be replaced, and jobs like accounting and data collection will also **be increasingly affected**.
3. Workers now need a **set of** skills that their parents' generation barely ever used, if at all.
4. Second, flexibility and adaptability **are in demand**.
5. **Large-scale business projects** bring together professionals from many fields.
6. The modern business world **is constantly changing**, and employers need candidates ready for this **fast-paced environment**.

② Complete the sentences by translating the Chinese in brackets into English with the words and expressions in bold from Activity 1. Change the form of the words and expressions if necessary.

1. The economic downturn resulted in _____
(一系列我们公司无法应对的挑战).
2. If you need work, _____
(你可以在学校就业中心的网站上找到招聘职位的列表).
3. Don't work in a high-tech company if _____
(你无法适应快节奏的工作环境).
4. I'm a creative person, so _____
(我不喜欢重复性的体力工作).
5. It is expected that our company's profits will _____
(越来越多地受到美元价值变化的影响).
6. More than 15 firms _____
(与我们在一个大规模商业项目上开展合作).
7. I can't tell you the exact price of that cryptocurrency (加密货币) right now _____
(因为它在不断发生变化).
8. Weiming received more job offers than he had expected because right now _____
(像他这样优秀的程序员十分抢手).

Language in focus

Usage

Language notes

job opening a vacant position in a company that people can apply to fill

There are a lot of new job openings at this multinational corporation in Georgia because they have just opened a new computer assembly plant there.

repetitive physical job a position that has a lot of physical demands and repeated motions

Robots can do repetitive physical jobs more efficiently than humans.

be increasingly affected to be influenced more and more, often in a negative way

Manufacturers across the country, which are increasingly affected by international competition, have asked the government to introduce regulations on the import of foreign goods.

a set of a group of things that form a whole

They asked a set of questions to collect facts and participants' opinions about this issue.

be in demand to be wanted or needed by many people or companies

Workers with excellent emotional intelligence are always in demand.

large-scale business project a project carried out by a company that is extensive and challenging in scope

This space program is defined as a large-scale business project, because it involves more than 1,000 experts from various fields, and it will cost over 30 billion U.S. dollars.

be constantly changing to never stay the same

Technology is constantly changing, which is why it's so important to keep learning about its latest trends.

fast-paced environment a place where things happen quickly

The lobby of this hotel in Las Vegas is a very fast-paced environment where guests are continually checking in, checking out, and making special requests.

2 Reference answers

1. a set of challenges that our company couldn't deal with
2. you can find a list of job openings on the website of the university's employment center
3. you can't adapt to a fast-paced environment
4. I don't like repetitive physical jobs
5. be increasingly affected by changes in the value of the U.S. dollar
6. collaborate with us on a large-scale business project
7. because it is constantly changing
8. good programmers like him are in demand

Pronunciation

1 Listen to the sentences and pay attention to the underlined words.

Circle the words or syllables which are stressed. Then read the sentences out loud.

1. There are three major trends currently impacting global job markets: the aging population of some countries, the growth of online retail, and the widespread adoption of automation.
2. The number of jobs in physical retail stores continues to fall, while online retail jobs increase.
3. Jobs like accounting and data collection will also be increasingly affected.
4. Employers want people with high emotional intelligence.
5. Large-scale business projects bring together professionals from many fields.
6. Today's high-tech, information-rich workplace calls for digital literacy.
7. I'm building up a great reputation as a first-class photographer.
8. Some human skills and abilities can't be automated, such as creative problem-solving and interpersonal communication.

2 Read the sentences and pay attention to the underlined words.

Circle the words or syllables which are stressed. Listen to the recording and check your answers. Then read the sentences out loud.

1. We are moving slowly into an era where big data is the starting point, not the end.
2. We are now living in a fast-paced technological era where every skill that we teach our children becomes obsolete in 10 to 15 years due to exponentially growing technological advances.
3. As the world we live in is so unpredictable, the ability to learn and to adapt to change is imperative, alongside creativity, problem-solving, and communication skills.
4. Outstanding leaders go out of their way to boost the self-esteem of their personnel.
5. Corporate culture is the only sustainable competitive advantage that is completely within the control of the entrepreneur.
6. Millennials, as a group, tend to be highly educated, love to learn, and grew up with the Internet and digital tools in a way that can be highly useful.
7. One machine can do the work of fifty ordinary people. No machine can do the work of one extraordinary person.

Pronunciation

1 Reference answers

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5. Corporate culture is the only sustainable competitive advantage that is completely within the control of the entrepreneur.

6. Millennials, as a group, tend to be highly educated, love to learn, and grew up with the Internet and digital tools in a way that can be highly useful.
7. One machine can do the work of fifty ordinary people. No machine can do the work of one extraordinary person.

Teaching tips

- Depending on a collocation or expression's form, different parts will be stressed.
- In the following cases, the main stress will usually be on the first part:
 - 1) noun + noun (e.g. **fire** extinguisher)
 - 2) noun + *-ing* form (e.g. **time**-consuming)
 - 3) noun + past participle (e.g. **star**-shaped)
- In the following cases, the main stress will usually be on the second part:
 - 1) noun + adjective (e.g. blood-**red**)
 - 2) adjective + noun (e.g. short-**term**)
 - 3) adverb or adjective + past participle (e.g. fully-**grown**)
 - 4) words using *self-* as the first part (e.g. self-**sufficient**)
- These basic rules show the normal stress pattern, but there are always exceptions. In the cases of "adjective + noun", for example, sometimes the main stress will be on the first part (e.g. **blind** spot). Also, the main stress may shift depending on the part being emphasized.

Listening 1

New words

entrepreneur /ˌɒntrəprə'nɜː/ n.

企业家

mortgage /'mɔːgɪdʒ/ n. 抵押贷款

guaranteed /ˌgærən'tiːd/ a. 保证的; 确保的

resume /rɪ'zjuːm/ vt. (短暂停顿之后)重新开始; 继续

suit /suːt/ vt. 适合

Before you listen

1 Work in groups and discuss the questions.

1. Have you ever thought about starting your own business? If yes, would you consider starting it before graduating from college?
2. What do you think are the advantages and disadvantages of starting a business as a college student?

While you listen

Listening skill 

Listening for the speaker's attitude

When you listen to someone, there's more to understand than just the meaning of their words. To really understand what they are saying, you often need to pick up on the speaker's attitude. Some attitudes are directly displayed by using verbs (e.g. *doubt*, *recommend*, and *appreciate*) or adjectives (e.g. *positive*, *negative*, and *valuable*) and are therefore easy to catch, but others are merely implied by signal words (e.g. *however*, *furthermore*, and *likewise*). For example:

Starting a business requires careful planning; so, beware if you're disorganized.
(The speaker's cautious attitude is emphasized by the verb "beware".)

Starting a business can be risky; nevertheless, it's a risk worth taking.
(The speaker's positive attitude is made clear in the clause introduced by "nevertheless" and the adjective "worth".)

Even if you've studied business at school, you'll learn a lot from starting a business of your own.
(The speaker's attitude regarding the limits of studying business at school is revealed in the clause introduced by "Even if".)

2  Listen to a podcast about starting a business in college and check (✓) the sentences that express the speaker's attitudes.

- 1. Forty-three percent of college students and 61 percent of high school students would rather start up a company than work for someone else.
- 2. The student lifestyle can also be an advantage, as students often have a lot of free time for networking – not to mention youthful energy!
- 3. Although you have less to lose, the negative aspects of starting your own business can be huge.
- 4. Research shows that half of all new businesses fail within the first five years.
- 5. Young entrepreneurs should consider the pros and cons very carefully; make a decision that best suits your own personality and situation.

Listening 1

Scripts

A recent study of about 5,000 students in the U.S. found that 43 percent of college students and 61 percent of high school students would rather start up a company than work for someone else. I imagine they're inspired by the example of entrepreneurs like Bill Gates. However, starting a business before, or even after, graduating has advantages and disadvantages.

As students usually have fewer bills and no mortgage to pay, starting a business is less risky. In my view, the student lifestyle can also be an advantage, as students often have a lot of free time for networking – not to mention youthful energy! Furthermore, young entrepreneurs confirm that starting a business can be a great way to learn about finance, marketing, and management.

But, although you have less to lose, the negative aspects of starting your own business can be huge. Firstly, it can be a lonely lifestyle compared to working with others, and there is no guaranteed income. This can be very stressful. Then, if the business fails, it might be difficult to resume a traditional career later.

Though the rewards of starting your own business can be great, research shows that half of all new businesses fail within the first five years. This is why I believe young entrepreneurs should consider these pros and cons very carefully; make a decision that best suits your own personality and situation.

Language notes

start up to begin operating a new business or company

In the 1990s, with the increase in the number of Internet users, many people started up online companies.

not to mention used to add additional information that makes your point even stronger


Some of the benefits of getting a Master's degree are increased knowledge and greater professional respect – not to mention career advancement.

1 Reference answers

1. Yes, I have thought about starting my own business. I'm interested in buying and selling used musical instruments. I think it's the kind of business that I could easily do as a college student.
2. I think there are some advantages of starting a business as a college student. First, many students don't need to support their families, so they have more time and energy to put into their business. Second, they have easy access to professional support from professors and mentors. But there are disadvantages, too. For example, they might not have enough start-up capital. Also, they might meet a lot of difficulties due to lack of business experience.

2 Answers

2, 3, 5

- 3  Listen to the podcast again and complete the summary with the words and phrases you hear.

Starting a business in college

Research results

- Forty-three percent of the U.S. college students surveyed would rather 1) _____ than work for someone else.

Starting a business – Advantages of and benefits for students

- They have fewer bills to pay.
- They have more free time for 2) _____.
- They have youthful 3) _____.
- It is an opportunity to learn about 4) _____, marketing, and 5) _____.

Starting a business – Drawbacks for students

- It can be lonely.
- There is no guaranteed 6) _____.
- Failure makes resuming 7) _____ difficult.

Other considerations

- 8) _____ of all businesses fail in the first 9) _____, so young entrepreneurs should consider it carefully before they decide to start up a company.

After you listen

- 4 Imagine you are starting your own business. Which of the following businesses would you like to choose? You may also propose something different.

- a used textbook store
- a guide service
- a dating business
- a pet care service

Work in pairs and discuss the questions.

- What are the advantages and possible challenges of your chosen business?
- What preparations do you think should be made before starting the business?

A: I'd love to start a dating business.

B: Really? Why?

A: I think that in today's society, many people have a busy lifestyle, and dating businesses can help them meet new people openly and quickly.

...

3 Answers

1. start up a company
2. networking
3. energy
4. finance
5. management
6. income
7. a traditional career
8. Half
9. five years

4 Reference answers

- I'm interested in starting up a used textbook store. Some of the advantages are that I'd have lots of customers around and I could obtain textbooks from other students at the end of each semester. There would be some cost, though. Therefore, I'd need an investor to start up the business. This could be a challenge for me because I need to persuade the investor. One important thing to do in preparation would be to find a place where I could store a lot of books. More importantly, I should think of ways to promote my business. I should perhaps start by building an email list of students I already know.
- I'd like to start up a pet care service. One of the advantages is that I have pets and I've cared for pets for many years, so I have some experience. Another is that the neighborhood of my college is full of pet-lovers. One challenge would be to find an ideal place for the business where the noise wouldn't annoy the neighbors. Another would be to find a way to advertise; maybe advertisements in a local newspaper would be a good way to start. I'd also need an employee or two to help me. To prepare, I think I'd need to take a course in pet care because I'm not a professional yet.

Teaching tips

- As it is very likely that many of the Ss have no experience or knowledge of running their own business, it would be helpful to ask them to consider some of the general demands of starting up a business. Before putting them in pairs to discuss the questions, write the following questions on the board to help them think about the advantages and challenges of their chosen business, and the preparation involved.
 - *Where will you start up the business?*
 - *Will you have employees? How many?*
 - *What equipment will you need?*
 - *Who will be your customers?*
 - *Will you need money to start up your business? How will you get it?*
 - *How will you market your business?*

Additional activity

Ask Ss to research the information about a young entrepreneur who started up a successful business in college. Have them write a short report about the person and present it in class. Guide Ss with the "five Ws and one H" of journalism: *who, what, when, where, why, and how*. For example, they could answer questions like the following in their report:

- *Who started up the business?*
- *What kind of business was it?*
- *When did they start it up?*
- *Where did they start it up?*
- *Why did they choose this type of business?*
- *How did things go?*

Reference answers

My roommate has set up a printing business. He found that students at college had a great demand for printing because they had to hand in printed assignments all the time. He bought two used printers and put a poster at the entrance of the dorm building. He has had good business as demand is high. Sometimes he is so busy that he has to ask me to help him. He has a plan to expand his business next semester. He has saved up enough money for two new printers.

Viewing

New words

construction /kən'strʌkʃn/ *n.* 建筑业

aerospace /'eərəʊspeɪs/ *a.* 航空航天的

assembly /ə'sembli/ *line n.* 装配线; 流水作业线

motion /'məʊʃn/ *n.* 运动; 移动

screw /skru:/ *n.* 螺丝钉

accurate /'ækjʊrət/ *a.* 精确的

algorithm /'ælgə,rɪð(ə)m/ *n.* 算法 (尤指计算机使用的算法和规则系统)

aeronautics /,eərə'nɔ:tɪks/ *n.* 航空学; 飞行学

rhythm /'rɪðəm/ *n.* 节律; 节奏

consistent /kən'sɪstənt/ *a.* 一致的

tedious /'ti:diəs/ *a.* 冗长乏味的

integrate /'ɪntɪgreɪt/ *vt.* 使结合

manufacturing

/,mænʃʊ'fæktʃərɪŋ/ *n.* 制造业

Proper names

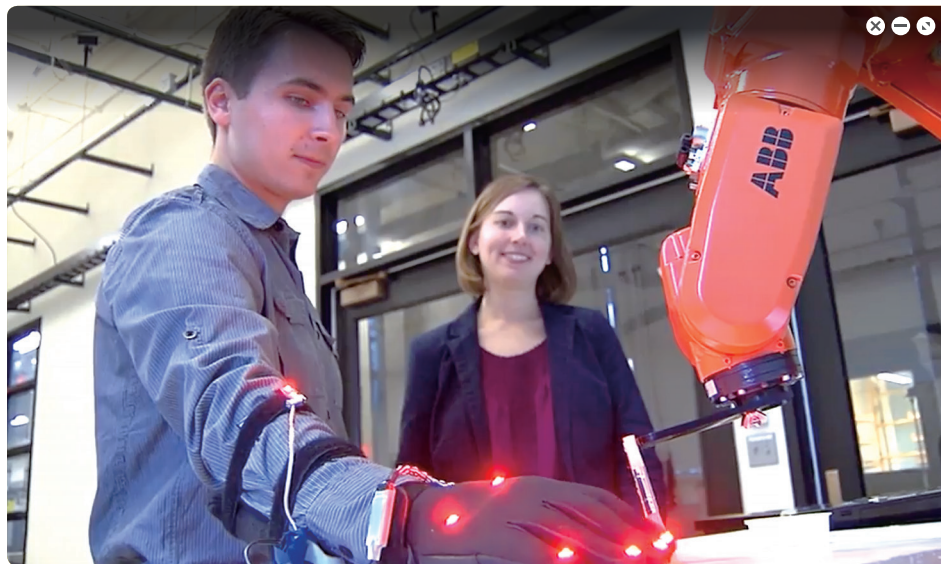
Julie Shah /,dʒu:li 'ʃɑ:/ 朱莉·沙 (人名)

Before you watch

1 Work in groups and discuss the questions.

1. Would you like to work with a robot? Why or why not?
2. What jobs could robots help humans with?

While you watch



2 Watch a video clip about developing robots to work with humans and complete the summary with the words and phrases you hear.

There are different types of robots for various purposes. Julie Shah and her team are trying to develop a kind of robot which can work 1) _____ with people. This is a big step 2) _____ from the current use of robots. Shah and her team 3) _____ the robots with AI, and try to find out how the robot avoids 4) _____. Although the robot's interaction with human workers is not very 5) _____ now, roboticists are working to improve the technology. Shah expects that humans and robots will be working together regularly in real manufacturing settings within 6) _____.

Viewing

Scripts

N = Narrator; **C** = Construction worker;

W = Woman; **Dad** = Dad; **Julie** = Julie Shah;

Pem = Pem Lasota

N: Robots come in all shapes and sizes, engineered for all kinds of tasks – some are cute, others are all arms. So, what about having to work next to one of these on the job?

C: I'm a construction worker. I do not want to work alongside any robots, OK?

W: As an educator, I think it would be cool to partner up with a robot and work together.

Dad: (What do) you think, Nick? ... You're gonna work on robots, huh? You want to build robots? Yeah.

Julie: We call her Abbie. She is our favorite robot in the lab because she's always there ... ready to work with the person that comes into the lab.

N: With support from the National Science Foundation, roboticist and aerospace engineer Julie Shah and her team at MIT are developing robots to work side by side with people, a big step forward from many robotic assembly lines today.

Julie: They're large. They're dangerous. They're fast moving. It's a very dangerous environment.

Pem: Let me make sure the connections are OK for me ...

Julie: We work on making robots that are not just safe enough but smart enough to work alongside people.

N: Shah and her team program the robots with artificial intelligence to learn from experience and become more people-friendly. Using overhead cameras and a motion capture system, they put "Abbie" through its paces, figuring out, as it goes, how to avoid human contact.

Pem: So, as you can see, I got into the robot's way and it has to wait for me to finish placing the screw.

Julie: We have a very accurate picture of where the person is in the space, and the robot can use that to ... in its decision-making, to decide what task it does next and how it moves through the space. We designed very fast algorithms that are able to take this real-time information and adapt the robot's motion plan.

Pem: The interaction is not very efficient because when I'm placing the screw here, the robot has to stop and wait for me to finish.

N: Aeronautics engineer Pem Lasota says, with a little practice, the robot eventually figures out a more efficient workaround.

Pem: While I was placing this screw, the robot could move around and work on this one.

Julie: If you and I were working together on a task, we would start out sort of slow, and then we'd fall into a rhythm, and then we would be able to do it with our eyes closed. We want robots to be able to learn from that experience, the way people learn from it. We want anybody to be able to come in and teach a robot, the way I would teach another person.

N: And to be reliable.

Pem: For a robot to be trustworthy, it has to be consistent in its performance.

N: The goal is not for robots to replace people altogether. Shah says there's a lot of work that requires the human touch – from building automobiles to fighter jets. But, skilled workers could benefit from robot colleagues working with them to handle more tedious or dangerous tasks.

Julie: Our algorithms provide an opportunity to begin integrating robots to do little pieces of this work.

N: Shah sees humans and robots working together regularly in real manufacturing settings within five years. Sometimes we can all use a helping hand.

3 ▶ Watch the video clip again and decide whether the statements are true (T) or false (F).

- 1. The people being interviewed indicate they would like to work with robots in different settings.
- 2. According to Shah, current robots are safe for humans to work with.
- 3. Shah and her team are developing robots that can learn from experience.
- 4. Abbie can learn to move around a person's hand and work in a different area.
- 5. A trustworthy robot is supposed to be consistent in its performance.
- 6. It is hoped that robots will do more tedious or dangerous work for skilled workers.

■ After you watch

Intercultural skill 

Interpreting the relationship between technology and humans

Technology has shaped the history of human civilization. From the first simple stone tools to advanced modern technologies like computers and the Internet, technology has always profoundly affected how we work, communicate, and even think.

Each new technology has allowed our society to progress in various ways. We are able to travel further and faster, produce more complicated items in a shorter period of time, and make difficult or complex tasks easier. This process continues to this day, with the advent of robot technology, AI and quantum computing. With these technologies, it is likely that our workplaces and societies will fundamentally change again, as most of us

move from the role of workers to coordinators of technological resources.

However, there are pros and cons to these changes. Sometimes these technologies alter how people work or reshape the economy to such a degree that some jobs disappear. Therefore, implementing new technologies can cause anxiety for workers as it is difficult to predict long-term consequences. There is also an impact on the natural world. Many new technologies require significant resources which can put pressure on the environment. Having said this, technology often also holds the key to solving many of these serious problems, such as climate change.

4 Work in groups and discuss how you think AI might influence human life in the future. Consider the following areas or use your own ideas.

- transportation
- health care
- education
- media
- leisure and recreation
- space exploration

A: I think AI will eventually allow cars and other vehicles to drive themselves. Humans will only be passengers, and taxi and truck drivers will be out of work.

B: Yes, I think that's very likely. I even think that the same will be true for air travel. Imagine! Self-flying passenger planes without pilots!

...

Language notes

workaround *n.* a strategy of dealing with a problem without completely solving it
I know it has been really hot in the office since the air conditioning broke down. As a workaround, I'm going to allow all employees to work from home until the problem is fixed.

1 Reference answers

- I think it would be cool to work with a robot. It would be great to have a partner with incredible strength and a perfect memory, a partner who never gets tired.
• Working with a robot sounds kind of boring to me. I mean, they can't really understand my feelings and my thoughts because they're not real humans.
- Robots could help humans with repetitive physical jobs. This might include some jobs in building homes, packaging things, serving fast food, and picking up litter in public places. As technology improves, we might see more complex uses of robots, for example, performing surgeries.

2 Answers

- side by side
- forward
- program
- human contact
- efficient
- five years

3 Answers

1. F 2. F 3. T 4. T 5. T 6. T

4 Reference answers

- I think that AI might eventually be used to analyze the teaching techniques of a large sample of human teachers, learn which are the most effective and then lead classes using these methods.
- By reading and learning from news articles, AI will be able to write basic news stories so well that it will be impossible to tell whether they're written by a human or AI.
- I don't know how long it will take, but I think AI will become very skillful in the area of graphic arts. For example, it will learn to create wonderful paintings and computer graphics, and do it much more quickly than humans.

Listening 2

Voice of China

II Before you listen

New words

destination /,destɪ'neɪʃn/ *n.*

目的地

logistics /lə'dʒɪstɪks/ *n. (pl.)* 物流

facilitate /fə'sɪləteɪt/ *vt.* 使便利;

推动; 促进

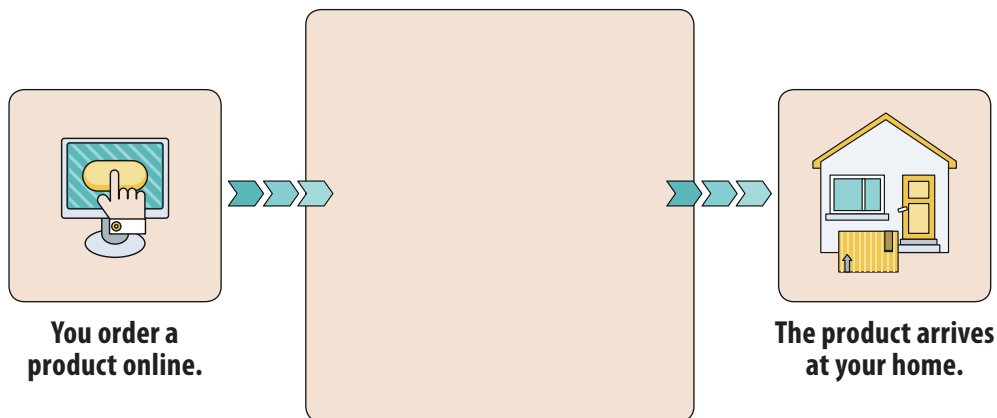
refrigerated /rɪ'frɪdʒəreɪtɪd/

a. 有冷藏设备的

agricultural /,ægrɪ'kʌltʃ(ə)rəl/

a. 农业的

- ① What are the steps between you ordering a product online and it arriving at your home? Work in pairs and write the steps in the chart.



▶ While you listen

- ② Listen to a radio report about the Chinese logistics industry and check (✓) the issues that are discussed in the radio report.

1. The size and operations of the Chinese package delivery system.
2. The costs involved in delivering packages in China.
3. The quality of human resources in the Chinese package delivery system.
4. Difficulties that hinder the delivery of packages in China.
5. The benefits of the package delivery system to Chinese citizens.

- ③ Listen to the radio report again and complete the sentences with the words and phrases you hear.

- China has an immense logistical system serving its domestic market. The number of packages has increased by an average of _____ annually.
- The logistics network is facilitated by hundreds of _____.
- By using automation and advanced robots, China is able to save _____ at its sorting centers.
- China's skilled workers give the country a _____.
- China has developed and operates some of the most efficient _____ in the world.
- China's reliable delivery system gives people access to the products of its highly developed _____.
- Thousands of refrigerated vehicles carry _____ to cities for the urban population.

Listening 2 – Voice of China

Scripts

In recent years in China, airplanes, ships, high-speed trains, trucks, vans, and electric bikes carry over 50 billion packages to various destinations each year. That's over half the world's total – more than the U.S., Japan, and Europe combined. The number has increased by an average of 46 percent annually since 2010 and continues to grow. This immense and efficient system serves a domestic market of over 1.4 billion people.

The huge capacity of this logistics network, handling up to 420 million packages per day, is facilitated by hundreds of automated sorting centers. There, fully automated sorting lines and advanced robots sort packages 50 percent to 70 percent more efficiently than humans can, while saving 40 percent on manpower. Where human employees are required, Chinese companies enjoy a competitive advantage in terms of skilled workers. China's high-quality school system means that the population is highly educated. This, along with its millions of university graduates every year, allows China to develop and operate some of the most efficient logistical systems on earth.

In fact, the reliable delivery of products ordered online allows every citizen to enjoy the products of the country's highly developed manufacturing industry. Furthermore, thousands of refrigerated vehicles carry agricultural products to cities for the urban population. This hugely efficient supply chain has enabled China's domestic and overseas markets to grow, improving both the economy and the standard of living of its people.

1 Reference answers

1. The order is confirmed and assigned by the system.

2. The item is picked from a warehouse either by hand or by machine.
3. The order is packed and labeled.
4. The package is shipped by truck, rail, air or combined methods, and delivered by a courier.

2 Answers

- 1, 3, 5

3 Answers

1. 46 percent
2. automated sorting centers
3. 40 percent on manpower
4. competitive advantage
5. logistical systems
6. manufacturing industry
7. agricultural products



Critical thinking skill 

Evaluating figures or statistics used to support a statement

In formal contexts, like presentations or reports, figures or statistics are often used as evidence to make statements more convincing. These figures or statistics may seem impressive and persuasive, but you should always think critically and assess whether they are valid and reliable. There are a few simple steps you can take to evaluate the figures or statistics used in a statement.

Firstly, you need to consider if the figures or statistics actually relate to the statement. In the radio report, the speaker wants to demonstrate the scale of the Chinese market, so he uses figures to illustrate its size: “a domestic market of over 1.4 billion people”.

Secondly, you should assess whether or not the figures or statistics can support the statement sufficiently. When making the statement that the huge logistical achievements in China are made possible by automation, the speaker provides the compelling statistics that advanced robots used for sorting work “50 to 70 percent more efficiently than humans can” and that this has the effect of “saving 40 percent on manpower”.

Finally, you need to evaluate the reliability of the figures or statistics. You should consider where the data come from, if it is a reliable source, and if it is up to date.

4 Work in pairs and read the statements in Activity 3. Which statements are supported by figures or statistics? For those that aren't supported by figures or statistics, suggest ideas for how they could be.

A: The speaker uses “46 percent annually” as evidence of the expansion of the “immense” Chinese package distribution system.

B: That's true. However, I noticed that there are no figures or statistics supporting the statement that Chinese companies enjoy a competitive advantage in terms of skilled workers.

Figures comparing China with other countries would have made the point more convincing and memorable.

...



China Post's package sorting robots at work

4 Reference answers

1. *China has an immense logistical system serving its domestic market. The number of packages has increased by an average of 46 percent annually.*

This statement is supported by a figure.

2. *The logistics network is facilitated by hundreds of automated sorting centers.*
This statement is supported by a figure, but if the exact number of sorting centers can be given, instead of using the vague expression “hundreds of”, this statement will be much more persuasive.

3. *By using automation and advanced robots, China is able to save 40 percent on manpower at its sorting centers.*

This statement is supported by a figure.

4. *China’s skilled workers give the country a competitive advantage.*

This statement is not supported by a figure. A few figures that describe Chinese workers’ educational attainment would be useful.

5. *China has developed and operates some of the most efficient logistical systems in the world.*

No figure is used to support the statement, but it was illustrated by the figures presented earlier in the audio about the logistics of the package sorting system.

6. *China’s reliable delivery system gives people access to the products of its highly developed manufacturing industry.*

This statement is not supported by a figure. A figure showing how highly developed China’s manufacturing sector is would be helpful.

7. *Thousands of refrigerated vehicles carry agricultural products to cities for the urban population.*

This statement is supported by a figure to illustrate the scale of the business.

Teaching tips

The purpose of this activity is to raise Ss’ awareness of using figures to support statements and to encourage them to think critically in using figures. Ask Ss to search the Internet to find real examples of the statistics they suggested for the statements in Activity 4. Ask some Ss to present to the class and explain how well the statistics they found support the statements. Remind Ss to always keep a note of the sources of the information, assess them critically, and if necessary, find other sources where more reliable statistics could be found.

Project

Giving a presentation on an emerging profession or job

As a member of the Career Development Department of the Student Union, you are invited to give a presentation on an emerging profession or job to a group of international students.

Step 1 Select an emerging profession or job for your presentation, and search for some background information about it. You may include the following aspects:

- how the profession or job first came into being
- the history and development of the profession or job
- well-known companies or professionals in this field

Step 2 Research the trends in the profession or job and conduct a trend analysis. Some aspects to include are as follows:

- the development trends of the profession or job
- the kinds of work this profession or job currently does
- the growth potential of this profession or job

Step 3 Research the job requirements of this profession or job, including the following:

- educational requirements
- hard skills
- soft skills

Step 4 Practice giving your presentation to a partner and revise it according to the feedback.

Step 5 Give your presentation to the class. Then the class vote for the top three presentations using the Evaluation form on Page 21.



Project: Giving a presentation on an emerging profession or job

Teaching tips

- Direct Ss' attention to the tips listed in the Presentation skill box on Page 17. Remind them that they need to tailor their presentation to a group of international students. Tell Ss that they should keep in mind their audience's expectations and background knowledge.
- At the beginning of Step 1, work with Ss to make sure that they have each chosen a different profession. Remind them to make a list of their sources of information in order to follow good academic practice, and for their classmates to use if they are interested in doing further research on this profession or job.
- In Step 2, tell Ss to begin by choosing trends they'd like to look at. Tell them that when performing a trend analysis, it is usual to focus on a specific period of time.
- For Step 3, tell Ss that one of the best ways to research the current requirements of a profession or job is to review its job descriptions or help-wanted advertisements. Tell them to note the requirements that they see most often and highlight those in their presentations.
- For Step 4, tell Ss to stay within the time limit when they practice their presentations. Advise Ss to keep track of their partner's time when they practice and let the partner know if time is running out.

Project builder

A presentation on an emerging profession or job is sure to interest your audience. However, it may also be challenging to provide the content that your audience expect. So it is important to analyze your audience in advance and be well-prepared. You can organize your presentation in the following way.

Present background information

This part of your presentation might be most interesting if you present it in the form of a story or narrative. And visual timeline might be useful to tie this section together.

- *First we need to understand the background ...*
- *Let me give you some context ...*

Present trends

Trends are often best presented with graphs, charts, or graphics. To keep the audience interested and to aid their understanding, you can refer your audience to the visuals as you present your analysis.

- *As we can see from the graph ...*
- *So far there has been a fall in ...*

Present job requirements

A list of job requirements could well be long, so try to present it visually as a bulleted list.

- *An ideal candidate would possess the following ...*
- *These are the key skills for this role ...*

Close the presentation and invite questions

When closing your presentation, you can thank your audience and invite questions from them.

- *That brings me to the end of this presentation. Thank you for listening. If you have any questions, I'll be happy to answer them.*

Presentation skill

Analyzing your audience

Analyzing your audience helps you tailor your presentation to your audience's expectations and needs. It can also help you design visual aids where appropriate. Here are some tips:

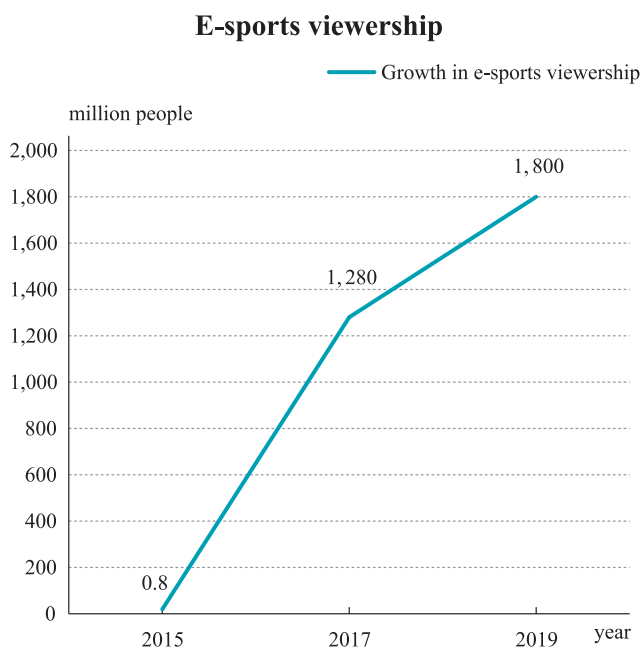
- Be aware of the size of your audience to prepare interaction approaches.
- Understand your audience's expectations of your presentation.
- Be aware of your audience's background knowledge of the topic to avoid unnecessary information.
- Take into account the cultural background of your audience when you do your presentation, especially in a second language.

Reference answers

E-sports, or electronic sports, is a type of competitive video gaming. It has been around since 1972, and its soaring popularity has created the new position of e-sports coach. E-sports coaches often manage e-sports teams, while assistant coaches help individual competitors sharpen their performance. Coaches also buy equipment, handle scheduling, and develop competitive team strategies. The top e-sports coaches can make \$100,000 per year or more. Two of the most well-known are Ming “Clearlove” Kai of China and Bok “Reapered” Han-gyu of South Korea.

Thanks to the rapidly expanding e-sports market and the real possibility of students becoming highly paid e-sports athletes, more and more colleges and universities are developing e-sports programs to train e-sports professionals. Even some high schools are setting up e-sports programs. These trends seem to indicate that there will be lots of job openings for skilled e-sports coaches in the future, especially in the Asia-Pacific region.

This graph shows how quickly e-sports viewership has been growing in recent years:



As we can see in this graph, in 2015, 0.8 million people would view e-sports games. However, the number of people who watched e-sports games leaped to more than 1.2 billion in 2017. In the next two years, the viewership of e-sports continued to grow significantly.

To get a coaching job in e-sports, you will need high-level video game skills and experience in e-sports competitions. Most employers will also require a college degree. You also need to understand the rules of different competitions that your team will enter. So, if you're interested in the job of e-sports coach, make sure you have the necessary credentials and skills.

This brings us to the end of my presentation. Thank you for your attention. If you're interested in the sources of my information, I'll be happy to provide them to you. Now I'll be glad to answer any questions you might have.

Conversation

New words

gig /gɪg/ *n.* 工作; (尤指自雇的) 谋生之道

freelance /ˈfri:lɑːns/ *a.* 自由职业者的

apartment /əˈpɑːtmənt/ *n.* 一套房间; 公寓套房

expenses /ɪkˈspensɪz/ *n. (pl.)* (可报销的) 工作花销

reputation /ˌreɪpjuˈteɪʃn/ *n.* 知名度

① Listen to a conversation between two friends about career change and choose the best answer to each of the questions you hear.

1. A. He is going to a wedding as a guest.
B. He works for several online platforms.
C. He used to be a real estate photographer.
D. He has been a freelancer for several years.
2. A. He has more work to do.
B. He loves to photograph weddings.
C. He can have more flexibility at work.
D. He can make friends with different people.
3. A. It is an advertising company.
B. It provides many training sessions.
C. It covers much of its employees' expenses.
D. It provides many opportunities to travel.
4. A. Switch to another job.
B. Start his own company.
C. Provide training to others.
D. Travel the world taking photos.



Conversation

Scripts

Gerald: Hi, Wendy!

Wendy: Hi, Gerald! Where are you going?

Gerald: I'm on my way to a gig. I'm photographing a wedding this afternoon.

Wendy: A wedding? But you work as a real estate photographer, don't you?

Gerald: Not anymore. I left that job several months ago. I'm a freelance photographer now. I photograph different things, depending on the gig.

Wendy: How interesting! But how do you find work as a freelancer?

Gerald: A few different ways. There are several online platforms where people can post advertisements for jobs they need. I also get work through word-of-mouth recommendations by satisfied clients. Plus, I sell digital photos through stock photography websites.

Wendy: That's great! Do you like having more flexibility than before?

Gerald: Definitely. I love being my own boss and having more free time. And I really prefer being able to choose what I photograph. It was boring taking pictures of apartments and houses all the time.

Wendy: I see what you mean. But I thought the company you used to work with covered a lot of your expenses?

Gerald: Yeah, they did. That was one good point about working for a company. After I left my job, I spent a lot on cameras, lights, and other equipment. I also needed a new computer to handle professional photo editing, and a state-of-the-art printer.

Wendy: That must have been quite an investment!

Gerald: Yes, but it's been worth it. I made more money this month than I ever did before.

And my clients love my work! I'm building up a great reputation as a first-class photographer.

Wendy: That's fantastic! Have you thought about starting your own photography company?

Gerald: Maybe someday. But for now, I'm happy as a freelancer in the gig economy.

Questions:

1. What can we learn about the man from the conversation?
2. Why does the man love being a freelancer?
3. What can we learn about the man's previous company?
4. What will the man probably do in the future?

1 Answers

1. C 2. C 3. C 4. B

Passage 1

② Listen to a news report about a new kind of restaurant and choose the best answer to each of the questions you hear.

1. A. The trend of automated restaurants.
B. The pros and cons of an automated restaurant.
C. The quality of the food in an automated restaurant.
D. The opening of the first robotized restaurant in South Korea.
2. A. Preparing the food.
B. Greeting customers.
C. Serving food and drinks.
D. Bringing knives and forks to the table.
3. A. A robot costs less than hiring an employee.
B. Robots currently in use rarely require repair.
C. Robots deliver food to the tables more quickly.
D. Customers are less likely to get sick from the food.
4. A. They are unable to suggest food items for customers.
B. They take the jobs of people in the restaurant industry.
C. They lack certain human qualities that customers want.
D. They have not been tested enough and might cause injury.

Passage 2

③ Listen to a radio report about some trends in the job market and choose the best answer to each of the questions you hear.

1. A. How technological advances create new jobs.
B. What jobs will remain despite technological advances.
C. How technological advances allow people to change jobs.
D. What jobs are likely to disappear due to technological advances.
2. A. Taxi drivers will be put out of business by 2028.
B. Human receptionists may be gone by the year 2050.
C. The cashless economy may lead to the lay-off of bank tellers.
D. Translators are safe because online translations are of poor quality.
3. A. Switch to safer jobs.
B. Develop skills to assist AI.
C. Develop human skills that cannot be automated.
D. Learn to use new technology as soon as possible.

New words

innovative /ɪˈnəʊvətɪv/ *a.* 创新的; 革新的
futuristic /ˌfju:tʃəˈrɪstɪk/ *a.* 先进的; 未来的
undeniable /ˌʌndɪˈnaɪəbl/ *a.* 不可否认的
initial /ɪˈnɪʃl/ *a.* 开始的; 最初的
germ /dʒɜ:m/ *n.* 病菌

New words

receptionist /rɪˈsepʃnɪst/ *n.* 接待员
fraction /ˈfrækʃn/ *n.* 小部分
transaction /trænzækʃn/ *n.* 办理; (通常指) 业务办理
occupation /ˌɒkjʊˈpeɪʃn/ *n.* 职业; 工作
threaten /ˈθreɪn/ *vt.* 威胁到; 危及

Passage 1

Scripts

Merry-Go-Kitchen, South Korea's first robotized restaurant, opened for business last Saturday. The innovative restaurant offers a futuristic dining experience facilitated by state-of-the-art technology.

After sitting down, diners use their cell phones to scan a QR code and order from an interactive menu. In response, small robots move along a track to deliver tableware and drinks. Soon, tall, touchscreen-faced, sensor-guided waiter-robots will deliver the order of delicious dishes prepared by human chefs to waiting customers.

The potential advantages of restaurant automation are undeniable. Robot waiters can carry more food than their human colleagues and work 24 hours a day – plus they never quit! And while the initial costs are significant, replacing people with robots could save more money as humans want higher payment. Furthermore, robot waiters reduce the chance of germs getting into your meal.

However, although robot hosts are a fun idea, for many, they lack human warmth and interaction. For example, restaurant owners doubt that machines can understand and respond to customers' preferences and requests. So, for now, robots are more likely to help than replace human restaurant staff.

Questions:

1. What is the news report mainly about?
2. Which job at the restaurant is performed by people?
3. According to the report, which of the following is a benefit of restaurant automation?
4. According to the report, which of the following is a disadvantage of robot waiters?

Answers

1. D
2. A
3. D
4. C

Passage 2

Scripts

Welcome to the "Business Minute". Technological advances are creating many new jobs while causing others to disappear. For example, human receptionists may soon disappear, since incoming calls can already be managed efficiently by phone menus, and touchscreens can handle visitors for a fraction of the same cost.

Bank tellers aren't safe either. Many bank transactions are now done online. Added to this is an increasingly cashless economy, and it makes you wonder what tasks will remain for bank tellers to do. Some predict this occupation may be gone by the year 2050.

Another dying occupation is the taxi driver. Ride-sharing services like Uber and Didi have been taking their business, and now self-driving taxi services are being developed in many countries around the world.

Translators also have reasons to be concerned about their jobs. The main problem is free online translation services. Although the online translations are currently of mixed quality, some companies claim that they will be able to produce perfect translations by 2028. That would put a lot of translators out of business.

Finally, if your job is threatened by technology, don't worry. Some human skills and abilities can't be automated, such as creative problem-solving and interpersonal communication. Remember to

Passage 3

- 4 Listen to a radio report about the trend of remote work and answer the questions with information from the report. Use no more than four words for each answer. You will hear the recording twice.

New words

remotely /rɪ'məʊtli/ *ad.* 远距离地

Israeli /ɪz'reɪli/ *a.* 以色列的

commute /kə'mju:t/ *n.* 每天上下班的路程

interruption /ɪntə'rʌpʃən/ *n.* 打断; 中断; 打扰

telecommuting /'telɪkə,mju:tɪŋ/ *n.* 远程工作; 在家办公

job-hunter /'dʒɒb ˌhʌntə/ *n.* 求职者; 找工作的人

1. What is the term for the countries in which more people work remotely than in the workplace?

2. Who spends more time commuting than any other people in the world?

3. How productive are workers at home when compared with at the workplace?

4. With telecommuting, what kind of companies can job-hunters approach without worrying about moving?

5. What does the trend of remote work promise to enhance for workers and businesses?



highlight these and other skills that AI lacks the next time you update your résumé.

Questions:

1. What is the radio report mainly about?
2. Which statement is true according to the report?
3. What's the speaker's advice to people whose jobs are threatened by technology?

3 Answers

1. D 2. C 3. C

Passage 3

Scripts

Working from home is increasingly common these days. In fact in some countries, more people work remotely than in the workplace. Economists describe these nations as “working-from-home economies”. This trend benefits workers in various ways.

Firstly, it saves time. Israeli workers, who have some of the world's longest commute times, could save an average of 97 minutes per day by working from home.

Secondly, it saves money. Data show that American workers could save between 2,000 and 5,000 dollars per year in transportation costs.

Working from home also means flexible working time and improved quality of life. It can really help one's peace of mind to have time to deal with important personal affairs as they arise, or even just keep up with housework!

Furthermore, employers indicate that workers are just as productive at home as at work. There are usually fewer interruptions and less noise at home. Plus, there are no unnecessary meetings or office politics taking up time.

Telecommuting also benefits job-hunters. For instance, it no longer matters whether you live 10 miles or 1,000 miles from the position you are applying for. You can approach companies in distant places without worrying about moving. Moreover, living in remote rural areas isn't a disadvantage.

Of course, some occupations aren't suited to working from home; and people living in crowded, noisy homes benefit less from working there. However, on average, remote working is a trend that promises to enhance the health, wealth, and productivity of workers and businesses everywhere.

4 Answers

1. Working-from-home economies.
2. Israeli workers.
3. Just as productive as at work.
4. Companies in distant places.
5. Health, wealth, and productivity.

What have you learned in this unit? Rate your performance.

Experience the world		very poor	poor	average	good	very good
Career skill	Developing transferable skills					
Understand the world						
Listening skill	Listening for the speaker's attitude					
Intercultural skill	Interpreting the relationship between technology and humans					
Critical thinking skill	Evaluating figures or statistics used to support a statement					
Over to you						
Project	Giving a presentation on an emerging profession or job					
Presentation skill	Analyzing your audience					

Answer the following reflection questions.

1. What are the three most useful things you have learned in this unit?

2. What do you still need to improve? How do you think you can improve it?

OTY Evaluation form

- Read the criteria below. Keep them in mind when you present and watch your classmates' presentations.
- Note down your comments in the "Written feedback" row when watching your classmates' presentations. Then grade the presentations in the "Points" column on a scale of 1–5.

Rating scale: very poor = 1 poor = 2 average = 3 good = 4 very good = 5

	Criteria	Points
Content	<ul style="list-style-type: none"> • stated the profession or job clearly and provided background information • demonstrated the trends of development with specifics • listed the most essential job requirements 	
Organization	<ul style="list-style-type: none"> • presented with a clear structure • connected the main points logically 	
Language	<ul style="list-style-type: none"> • spoke clearly, fluently and appropriately • used some expressions learned 	
Delivery	<ul style="list-style-type: none"> • met the expectations and needs of the audience • managed time effectively 	
Written feedback		