

Reading

A career change

A Before you read the article, discuss these questions.

- 1 Did you have a 'dream job' when you were a child?
- 2 What is the rat race? Is it a
 - a) game where people bet money on rats that race?
 - b) very busy and competitive way of life?
 - c) group of criminals driving fast cars?
- 3 To swap means 'to exchange': true or false?

B Read the article. Then answer the questions that follow it.

Banker swaps rat race for bus lane

BY SIMON DE BRUXELLES

A BANK manager has given up his £30,000-a-year job with NatWest to realise his childhood ambition of becoming a bus driver.

Despite the £11,000 salary and anti-social hours, John Burgin, 48, has never been happier. 'Banking was a career but in the end it became just a job,' he said. 'Once I knew I was leaving, I used to go outside at lunchtime and watch as the buses drove up and down. The time had come.'

His passion was awakened as a boy growing up in Sheffield, where he collected bus maps and timetables. But Mr Burgin, from Nailsea, near Bristol, went on to spend nearly 30 years working his way up through NatWest.

'The levels of stress are totally different,' he said. 'At the bank, things were very political. I worked hard all



day then took work home, and it never really finished. There is stress in driving a bus around Bristol, but it's a different kind and I don't take it home.'

From *The Times*

- 1 What job does John Burgin do now? What job did he use to do?
- 2 How much did he earn? How much does he earn now?
- 3 What did he collect when he was a child?
- 4 How long did he work in a bank for?
- 5 'Banking was a career but in the end it became just a job.' What does Burgin mean by this?
- 6 Why is Burgin's new job less stressful than his old one?

C Look at the words below. Which go with the job of a) a bank manager or b) a bus driver? Label them a) or b).

a customer	a) a timetable	an account	a garage
a nine-to-five job	wages	a shift	a passenger
a salary	a terminus	an overdraft	

D Find words and phrases in the article which mean:

- 1 to stop doing an activity (paragraph 1).
- 2 to achieve a dream (paragraph 1).
- 3 times when people do not usually work, for example the weekend or at night (paragraph 2).
- 4 to get better and better jobs in the same company (paragraph 3).
- 5 to do extra work outside the office (paragraph 4).

Vocabulary

Stress in the workplace

Discussion

Stressful jobs



A Match the words to their definitions.

- 1 lifestyle a) a time or date by which you have to do something
- 2 workaholic b) a system where employees choose the time they start and finish work each day
- 3 workload c) the way people choose to organise their lives
- 4 deadline d) someone who cannot stop working and has no time for anything else
- 5 flexitime e) the amount of work a person is expected to do

B Complete each sentence with an appropriate word from the list in Exercise A.

- 1 I worked until 11 o'clock at night to meet the for presenting the report.
- 2 I work six days a week and never have a holiday. My girlfriend says I'm a
- 3 Karl has a heavy at the moment because several colleagues are sick.
- 4 She gave up a highly paid job to join a meditation group in India. She's completely changed her
- 5 A system can help to reduce stress levels of employees by giving them more control over their working hours.

A Look at the words in the box. Discuss where to put the jobs in the stress league below. Then turn to page 140 and check your answers.

Actor Hairdresser Librarian Banker Bus driver Teacher

Your place in the stress league

Rating is from ten to zero: the higher the rating, the greater the pressure

Miner	8.3	Musician	6.3	Accountant	4.3
Police officer	7.7	Social worker	6.0	Solicitor	4.3
Construction worker	7.5	Sales assistant	5.7	Architect	4.0
Journalist	7.5	Stockbroker	5.5	Optician	4.0
Airline pilot	7.3	Advertising executive	7.2	Postman	3.7
Doctor	6.8	Diplomat	4.8	Vicar	3.5
Film producer	6.5	Farmer	4.8	Nursery nurse	3.3
Fireman	6.3	Vet	4.5		2.0

Source: University of Manchester Institute of Science and Technology

- B Is your own job (or one you intend to do) included in the table? Do you think it is in the right place?
- What about the other jobs in the table?
- If your job is not included, where would you place it?

C Discuss these questions.

- 1 Do you like working under pressure? Why or why not?
- 2 What deadlines do you have to meet in your daily life?
- 3 Which are the most difficult to meet?
- 4 Why do people become workaholics?

Language review

Past simple and present perfect

Answer the questions about the sentences in *italics*.

- 1 *She has worked in Warsaw for five years.*
 - Does she work in Warsaw now?
- 2 *She worked in London for three years.*
 - Does she work in London now?

Which sentence (1 or 2) uses the past simple? Which uses the present perfect?

We use the past simple:

- to talk about completed actions that happened in the past.
*They **worked** over last weekend to meet the deadline.*
- to refer to a definite moment or period in the past.
*They **made** the presentation on Monday.*

The present perfect connects the past and the present. We use the present perfect:

- to talk about past actions that affect us now.
*Our company **has just introduced** flexitime and everyone's delighted.*
- to talk about life experiences.
*I've **worked** with many companies where stress was a problem.*
- to announce news.
*The CEO **has appointed** a new management team.*

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A Cross out the incorrect sentence in each pair.

- 1 Stress levels have increased in recent years.
~~Stress levels increased in recent years.~~
- 2 The role of women changed dramatically over the past 100 years.
The role of women has changed dramatically over the past 100 years.
- 3 He has worked as a stress counsellor since 1999.
He worked as a stress counsellor since 1999.
- 4 I resigned two months ago.
I have resigned two months ago.
- 5 Have you ever been to a stress counsellor before?
Did you ever go to a stress counsellor before?
- 6 I have seen a stress counsellor last week.
I saw a stress counsellor last week.

B Write the time expressions from the box under the correct heading.

Past simple

two years ago

Present perfect

so far

~~so far~~ ~~two years ago~~ ever in 1999 yet just
yesterday for the past two weeks already never
last Monday during the 1990s over the last few years
since 2001 when I was at university

C Work in pairs. Ask and answer questions about the subjects below.

- attend a conference
- be late for an important meeting
- make a telephone call in English
- travel abroad on business
- make a presentation
- go on a training course

A Have you ever attended a conference?
A Where was it?

B Yes, I have.
B In Madrid.

Skills

Participating in discussions



A 5.4 A personnel manager and two colleagues are discussing ways of improving the staff's health and fitness. Listen and note down their suggestions.

B 5.4 The speakers use several expressions to make suggestions. Listen again and fill in the missing words.

- 1 We all staff a free medical checkup.
- 2 having a no-smoking policy in the staff restaurant?
- 3 I think we the food.
- 4 True. We the menus and offer healthier meals.
- 5 setting up a counselling service, Vincent?

C 5.5 Later in the same meeting they discuss whether to buy group membership to their local Sports Centre. Listen and tick the expressions they use. Then write A if the expression shows agreement, or write D if it shows disagreement.

- 1 Mm, I don't know. ☒ D
- 2 It sounds interesting, but it could be very expensive. ☒ D
- 3 I agree with you, Tanya. It'd cost a lot ...
- 4 I don't agree at all. It's got a very good pool and sauna.
- 5 Yes, it's worth checking out, I suppose.
- 6 A sauna is very relaxing, I must admit.
- 7 Maybe, but there are so many other things we could do.

D Work in pairs. You work in the personnel section of a large bank. Discuss how to deal with the problems below. Use expressions from the Useful language box to help you.

- 1 Staff often arrive at work late and leave early.
- 2 Abuse of the telephone and e-mail systems. Staff often use them for personal matters rather than for company business.
- 3 High staff turnover of front-desk cashiers in all the bank's branches.

Useful language

Making suggestions

- We could offer staff a wider choice of food.
- Why don't we change the menus?
- How about offering healthier meals?
- What about having a no-smoking policy?
- I think we should send out a questionnaire.
- (strong suggestion)

Giving opinions

- I think that we should ask the staff.
- I feel that we have to consider the cost.
- I'm sure/convinced/positive that people would like it.

Agreeing

- Yes, that's right.
- I think I agree with you.
- Exactly.
- Good/Excellent idea.

Disagreeing

- Yes, but what about the cost?
- I'm not sure I agree.
- I really don't agree.
- (strong disagreement)

Vocabulary

A Decide what the missing word could be.

Some people have too little, some have too much, and some have just enough. But for everyone, it can sometimes be a cause of stress.

B Match the following 'money words' to their definitions.

- | | |
|-----------------|--|
| 1 an account | a) a plastic card that you use to buy goods |
| 2 an overdraft | b) a printed form that you use to pay for something instead of using money |
| 3 a loan | c) a sum of money that you borrow |
| 4 interest | d) an arrangement between a bank and a customer for the customer to pay in and take out money |
| 5 savings | e) an arrangement between a bank and a customer for the customer to take out more money than they have paid in |
| 6 a cheque | f) extra money that you get if you have invested money, or that you pay if you have borrowed money |
| 7 a credit card | g) money that you keep in a bank to use later |

C Complete the sentences with a word from exercise B.

- We have taken out a *loan* to build up our business. Let's hope we can pay it back!
- If you lose your, don't panic – just tell your bank immediately.
- I have just opened a deposit with Kommerzbank. Do you think they are OK?
- 'Oh no! The banks are closed now, so I can't cash this today!'
- Don't keep your under your pillow, they'll be safer in the bank, and it's less stress for you.
- Something else to worry about – my bank manager wants me to repay my at once!
- A deposit account is better than a current account because your money earns

D Match the sentence beginnings with the correct endings.

- | | |
|--|--|
| 1 After six months she'd saved enough money | a) so they never have anything to worry about. |
| 2 I'm sure you'll earn enough money | b) so we can't afford new equipment this year. |
| 3 If you've never invested money before, | c) to buy your own flat. |
| 4 They make a lot of money, | d) to have her shop redecorated. |
| 5 We are going to organise a concert | e) to raise money for the homeless. |
| 6 We've spent a lot of money on advertising, | f) why don't you ask your bank manager for advice? |

E Write down the verbs from exercise D which often go with the word *money*.

to

to *save*

MONEY

to

to

to

to

F Complete the text with the best words.

Stress

Stress is a part of life. The problem is that a high level of stress may lead to poor health, bad relationships at work, low morale, and a ¹ of productivity. It is important to be able to recognise the ² of stress, such as difficulty in communicating with colleagues, overeating, loss of appetite or sleeping badly. People in business may suffer ³ stress for many different reasons: if they are overworked, if they have to work ⁴ tight deadlines, if they always feel ⁵ pressure, if they cannot get their reports in on time or if they cannot meet their targets.

- | | | |
|------------|-------------|------------|
| 1 a) loss | b) fall | c) down |
| 2 a) shows | b) symptoms | c) signals |
| 3 a) on | b) from | c) under |
| 4 a) for | b) with | c) to |
| 5 a) on | b) below | c) under |

Language review
Using the present perfect tense

A Four business people were asked about stressful experiences. Look at the table; then answer the questions, as in the examples.

	Have you ever asked your boss for a pay rise?	Have you ever made a formal presentation?	Have you ever negotiated an important contract?
Sergio	x	✓	x
Marie	✓	x	✓
Lucy	✓	x	x

- Has Sergio ever made a formal presentation? *Yes, he has.*
- Has Sergio ever asked his boss for a pay rise? *No, he hasn't.*
- Has Marie ever negotiated an important contract?
- Has Marie ever made a formal presentation?
- Have Lucy and Sergio ever negotiated an important contract?
- Have Lucy and Marie ever asked their boss for a pay rise?
- Has anybody ever made a formal presentation?

B Now read about other people's stressful experiences, and make questions for the answers.

	suffered from jet-lag	dealt with an aggressive customer	been late for an important meeting
Tim	x	x	✓
Paola	x	✓	x
Mark	x	✓	✓

- | | |
|---|----------------------|
| 1 <i>Has Paola ever been late for an important meeting?</i> | a) No, she hasn't. |
| 2 <i>Have Tim and Mark ever been late for an important meeting?</i> | b) Yes, they have. |
| 3 | c) Yes, she has. |
| 4 | d) No, he hasn't. |
| 5 | e) No, they haven't. |
| 6 | f) No, she hasn't. |

Writing Punctuation

A Punctuate the sentences. Use capital letters where necessary.

- 1 has marko taken time off work recently
Has Marko taken time off work recently?
- 2 mr black didnt resign but the ceo did
- 3 she hasnt asked her boss for a pay rise yet
- 4 theyve just hired a stress counsellor havent they
- 5 over 14% of all employed people in the eu suffer from stress according to a survey

B Put these word groups in order to make sentences.

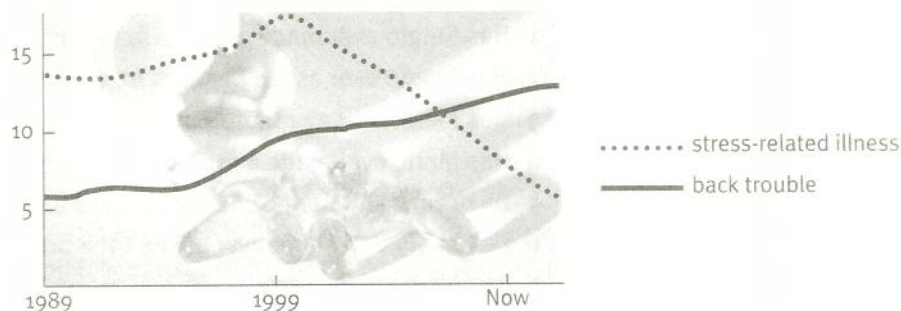
- 1 handle stress/Men and/very differently./women generally
Men and women generally handle stress very differently.
- 2 a) from stress-related illnesses./women suffer/However, more/men than/
b) as good/coping strategies/as women's./That is/are not/because their
- 3 a) come from/from work./home and/These pressures
b) are only/at work./Many men/under pressure
- 4 a) are much/than men./To begin/more flexible/with, women
b) with the/Also, they/than men./pressures better/usually cope

C Put the four sections in exercise B in the best possible order (a-d) to make a paragraph.

- a) b) c) d)

A report

D Write a report for the International Health Symposium based on the graph.



1 Complete the sentences with the correct form of the verbs in brackets (present simple, past simple or present perfect).

2 Put the sentences in the right order.

- a) The graph ¹ (show) the changes in the number of people staying off work because of back trouble and stress-related illness. ☐
- b) Secondly, absences caused by stress-related illness ² (show) a similar trend in the period 1989-1999. They ³ (increase) by 3%, to reach 17% in 1999. ☐
- c) In conclusion, back trouble is still a problem today, but we ⁴ (make) excellent progress in bringing down the number of people absent from work because of stress. ☐
- d) To begin with, we can see that absences caused by back trouble ⁵ (rise) gradually since 1989. ☐
- e) Since 1999, however, the number ⁶ (fall) dramatically and now ⁷ (stand) at 7%. ☐
- f) The number ⁸ (go up) from 6% in 1989 to 11% ten years later, and it now ⁹ (stand) at about 13%. ☐