

B2

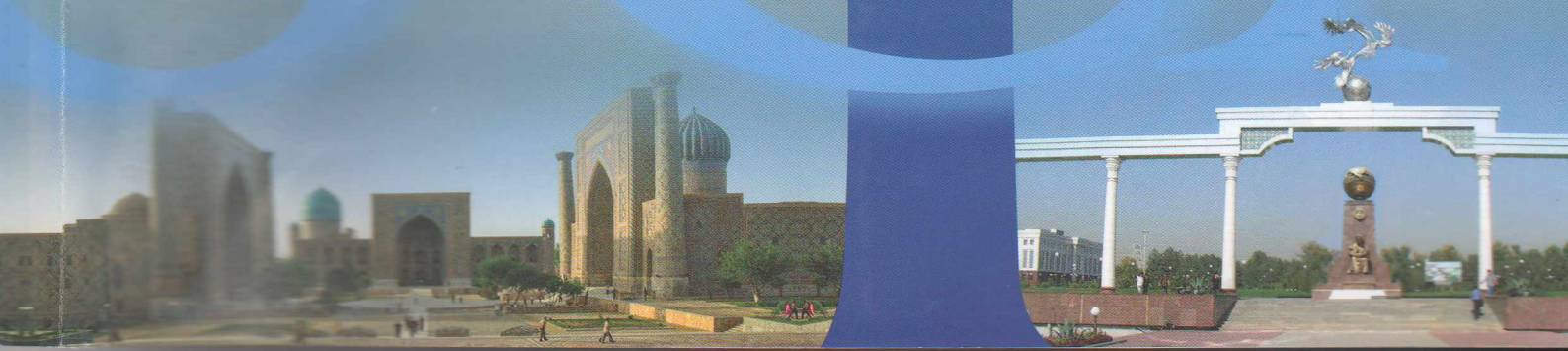
AUDIO

SCALE UP

Student's book

Course 1

SCALE UP



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Scale Up
Student's Book
Course 1

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PREFACE

The Decree of the President of the Republic of Uzbekistan PD-1875 as of 10 December 2012, “On Measures on Further Improvement of Teaching of Foreign Languages”, was the essence of the country’s reforms in the field of foreign language learning. Since the adoption of the system-generating decree all the work in this area has been intensified and major reforms in modernization of teaching foreign languages at all levels of continuous education have started. According to the targets set by the Government of the Republic, new State Educational Standards, based on international experience – CEFR were adopted.

In 2013, on the initiative of the Ministry of Higher and Secondary Specialized Education of the Republic of Uzbekistan the work on developing a set of learning materials for foreign languages meeting international requirements has been launched. A group of English language teachers from all over the Republic developed truly innovative language learning manual that meets newly established requirements.

“Scale Up” is B2 level academic language course designed to meet the communication needs of Undergraduate, English for Specific Purposes students as well as independent academic learners in Uzbekistan. B2 level Course book consists of three courses to encourage undergraduate students for continuous learning and involve in academic life.

Rich selection of motivating and informative, authentic and semi-authentic texts to improve both reading and listening skills with variety topics are presented in themed topics. Interactive activities focus on learners’ «can do» statements and follow the principles of the Common European Framework of Reference requirements. Meaningful topics and materials are designed so that they enhance students’ horizons and provide a thought-provoking, purposeful approach to learn English, including autonomous learning.

“Scale Up” Course 1, Student’s Book consists of four themed units, with four topical lessons and a unit review in each. Course 1 is assumed for approximately 100-110 hours. Each lesson starts with colorful lead-in activity shifting students focus on new topic. Lead-in activity is followed by listening and speaking and then grammar, reading, writing activities respectively. Reading and listening have pre-, while-, post-activities which allow students practice their receptive skills.

In addition to language practice, users are provided with interesting facts in ‘Did you know...’ section, which carries both informative and sobering effects.

A complete package consists of ‘Student’s Book’ and ‘Workbook’ for students, with ‘Teacher’s Book’ designed for teachers. Audio materials are offered in CDs, separately for Student’s Book and Workbook.

Student’s Book

- For classroom use
- Topic based lessons with communicative exercises
- CD with tracks

Workbook

- Lesson by lesson revision and practice
- CD with tracks

Teacher’s Book

- Full teaching notes and ideas for each lesson
- Additional materials
- Instructions for grouping
- Answer keys

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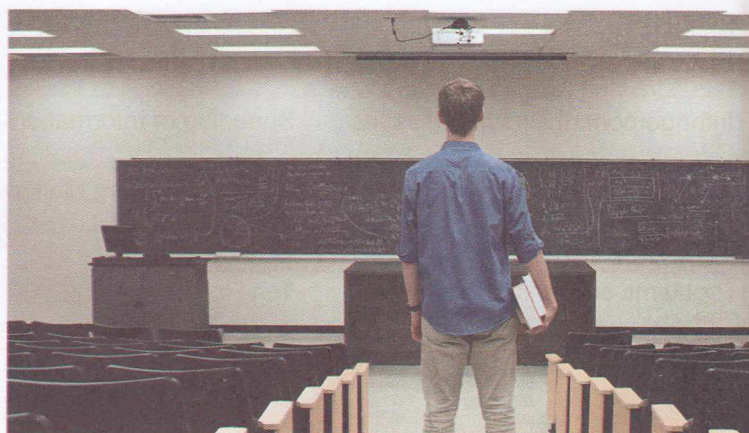
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2				

An Introductory Lesson. Revision of B1. Personal and Professional Development.



Look at the pictures and share your preferences with the group



1 Match the words 1-10 and their definition a-j.

1. aid (v)	A) rationally
2. advice (n)	B) the feeling of being certain that something exists or is true
3. efficiently (adv)	C) money which is owed to someone else
4. recover(v)	D) unequal
5. belief (n)	E) clearly shown
6. debt (n)	F) an opinion which someone offers you
7. affect (v)	G) to harm or spoil something
8. damage (v)	H) to get back something lost
9. unique (n)	I) help or support
10. define (v)	J) influence

2 (T0) Listen and decide if the statements are true(T) or false (F).

No	Statements	T	F
1	It is crucial to research different sources of information to support your goals in personal development		
2	Use your working time rationally so you are able to do more in a shorter period of time.		
3	Health is not connected with the personal development so there is no use mentioning it		
4	Almost all people have the same skills, which make people similar to each other on the planet we live on.		
5	If you are getting angry, think ten seconds before saying something.		

3 Fill in the gaps with words in Ex.1. Listen again and check.

1. It is important to research various sources of information to _____ with your goals in personal development.
2. Taking more breaks actually gives your mind a chance to _____, allowing you to return and work more _____.
3. You must know your _____ are in order to make a self improvement plan. It wouldn't make sense to work on areas of your life.
4. Stress can _____ your body, so take it all in a single step.
5. Make a target goal for yourself. Goals that are specifically _____ will have specific results.

4 Complete the sentences with should/must.

a) should/must

1. I think you _____ know about a priority organiser. It's good for your future plans.
2. Students _____ behave well when they're in class.
3. If you drive a car, you _____ stop at marked crossings.
4. I think waiters _____ try to be pleasant with customers.
5. Some workers _____ wear hard hats because their jobs are considered to be dangerous.
6. If you feel sick, you _____ stay at home. It's better for you.

b) must/have to

7. I _____ do my homework. My teacher always checks if we have done the exercises.
8. We _____ organise our portfolio. At the end of the term it will be marked.
9. I _____ study hard. I want to pass the exam.
10. In Uzbekistan, children _____ go to vocational colleges or academic lyceums after finishing school.
11. You _____ phone your parents every day, when you are abroad.

c) mustn't/don't have to

12. You _____ accept things from strangers!
13. You _____ offend your friend or colleague.
14. Children _____ think about their future profession seriously.
15. Children _____ play computer games all day.
16. We _____ get up very early at the week-ends.

Obligations:

must/mustn't – strong obligation

– We must respect elder people.

must – strong obligation. It's personal.

It involves the speaker's opinion.

have to – strong obligation. It's

external: law, rules....

– You must give back my dictionary. I

need it tomorrow.

–You have to follow the instructions

before doing something.

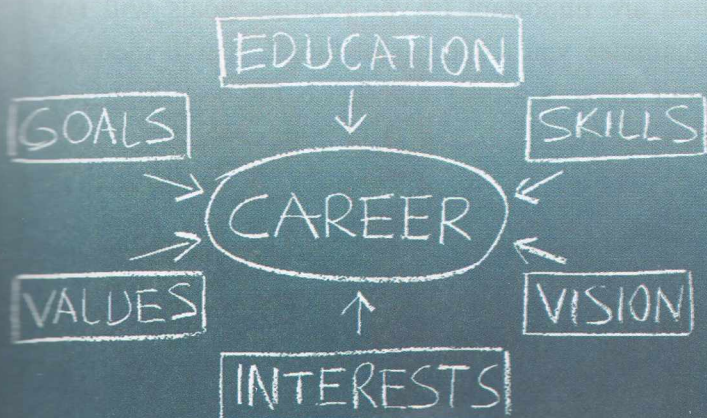
mustn't – strong prohibition.

don't have to – it's not necessary.

– You mustn't smoke.

– You don't have to copy this rule if

you know it.



5 Read the text and give a title to it.

One way we plan for the future is by setting goals. A goal is the end toward which effort is directed. Goal setting is a major component of the career planning process. Your goals, and the steps you take to achieve them, will make up your career action plan. This is the road map that will take you from choosing a career to succeeding in it. In this context, your goals will be your career objectives, for example a particular occupation, a step on the career stairs or earnings level.

Short-term goals and long-term goals. Goals can be widely classified into two categories: short-term goals and long-term goals. Generally, short-term goals are those you can achieve in six months to three years while it can take three to five years to reach long term ones. Your long-term goals may be, for instance, earning a bachelor's degree in accounting, passing your certified public accounting exam and getting a job as an accountant. Your short-term goals, which will lead to achieving your long-term ones, might be completing your college applications, getting accepted into college, enrolling, and earning a good grade point average.

How to increase chances for success. It's fairly simple to state a goal but actually achieving it isn't quite as easy. Of course, your actions are the biggest factor in deciding whether or not you will succeed but how you formulate your goals is almost as important. Make sure they meet these criteria:

Your goals must be specific. One might say, «I want to be successful». Well, who doesn't? But can you explain what success means to you? Success to one person may mean becoming a manager of a company while to another person it can mean getting home from work by 6 o'clock every night.

You must be able to measure the outcome of your goals. When you set a goal you must include a time frame for achieving it. You can also specify

amounts. For example, one can say «In three years I want to be halfway through graduate school.»

Don't be negative. Make sure your goal is something you want rather than something you want to avoid. For instance, instead of saying «I don't want to stay in this job for another four years,» say «I want to improve my skills over the next four years so that I qualify for a better job.»

Keep your goals realistic. Make sure your abilities and skills are compatible with your long-term goals. Your goal shouldn't be «I want to win a Grammy Award next year» if you don't have a recording contract, haven't made a record and can't even carry a tune.

Can you reach a goal within your time frame? Don't set yourself up to fail. If you have one big goal then you have to break it down into smaller parts, or short-term goals. Remember, you will do better if you take baby steps than one big giant movement.

There must be an action tied to each goal. For instance, if your goal is to graduate from college three years from now, the action tied to it would be to complete the remaining credits you need to complete your bachelor's degree.

Be flexible about your goals. If you meet barriers that seem like they might slow down your progress, don't give up. Instead, change your goals accordingly. Let's say you have to work and can't complete a bachelor's degree in four years. You can enroll in school part-time and change your time frame. However, if a particular goal becomes something that is no longer important to you, then you should consider letting it go. That will allow you to put your energy into trying to get objectives that are important to you. Setting goals will not guarantee you a successful future. It will increase your chances greatly and that is the best thing you can ask for.

Lesson 1

UBIQUITY OF ENGLISH



Look at the pictures and answer the following questions.

1. What words come to your mind when you see pictures?
2. What language are these words and do they have any equivalents in your own language?
3. What other examples of English in your daily life can you give?



1 Look at the photos and discuss the places you see with your partner.

- Possible location and services they offer
- Language used on the signboards
- Similar places you know



3. In what areas of Tashkent city English signs are less popular?
 - a) Chorsu, Chopon ota,
 - b) Kukcha
 - c) all areas
4. According to the speaker's opinion, what place can be good to enlarge one's vocabulary?
 - a) City center
 - b) Chopon ota street
 - c) language centers

3 Complete the sentences using the expressions from the box. Explain their meaning.

is inevitable; tonal nature; constructed rationally; in the foreseeable future; much less so the case; to say nothing of; inveterate homemakers;

1. In order to make it neutral and easily absorbed Esperanto was _____
2. It _____ that English becomes a single international language.
3. A specific _____ of the Chinese language hampers its spreading.
4. Popularity of French as a language of diplomacy and exchange is _____
5. English is unlikely to be replaced by any other language _____
6. Common words and expressions like 'open', 'close', 'enter', 'shop', 'happy' are popular even among _____
7. English words are popular enough in all cities and towns _____ tourist centers.



2 (T1) Look through the following questions. Listen and according to the record choose the right answers. (More than one answer is possible).

1. What makes communication easier?
 - a) language learning
 - b) words
 - c) knowledge of English
2. What languages were offered as an alternative international language?
 - a) Chinese, Russian
 - b) Mandarin, French
 - c) Esperanto

4 Look at the pictures and make a list of some other English words you think are known among particular groups of people in Uzbekistan.



5 Match the labels in the box and the sentences 1-12 below.

1. Present Simple 2. Present Perfect 3. Present Perfect Continuous 4. Past Perfect Continuous 5. Past Simple 6. Present Continuous 7. Past Perfect 8. Future Simple 9. Future Perfect 10. Future with 'going to' 11. Future Continuous 12. Past Continuous

1. Students are spending so much time on learning new words by heart. _____
2. Sailors in the Mediterranean Sea used 'lingua franca' for interaction. _____
3. They had researched the market carefully before they decided to open a new branch. _____
4. Diamonds don't have much intrinsic value and their price mostly depends on their scarcity. _____
5. I think they will explain everything precisely. _____
6. Saodat was reading her favorite 'Harry Potter' when her brother interrupted. _____
7. I have figured out 51 English words while coming to the university. _____
8. The number of English speakers has been increasing recently. _____
9. Consequently, Umar will be lying on the beach with his family next week. _____
10. We had been confusing things for two days when they finally illuminated the difference. _____
11. In my article I'm going to run through some of the main points of the matter. _____
12. Experts will surely have finished their work by the end of the next month. _____

6 Read the descriptions a-k and decide which sentence in Ex. 5 they match.

- a. _____ an action which is happening at the present moment.
- b. _____ a finished past action which occurs at a specific moment in the past.
- c. _____ talking about an action that is finished before another action in the past. This form is especially useful for giving reasons for a decision that was made in the past.
- d. _____ regular routines and habits.
- e. _____ making a future prediction or express a decision about the future made at the moment.
- f. _____ something that is happening at a precise moment in the past; an interrupted action.
- g. _____ something which has happened up to the present moment.
- h. _____ the duration of an activity that begins in the past and continues up to the present moment.
- i. _____ discussing an activity that will be in progress at a specific point in future.
- j. _____ expressing the duration of an activity up to another point in the past; stressing that a certain activity had been going on before something important happened.
- k. _____ speaking about future intentions or plans made before the present moment.

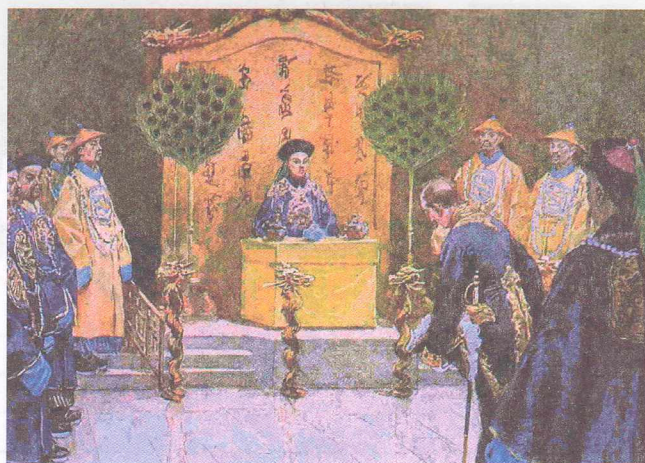


The word 'News' is actually an acronym standing for the four cardinal compass points - North, East, West, and South!





7 Look at the photos and answer the following questions.



1. What do you think these people are doing?
2. What nationality or race do they belong to?
3. How do you think they understand each other?

8 Read the text. Match the definitions 1-6 and the highlighted words and expressions in the text.

1. the medium, method, or tool used to obtain a result or achieve an end _____
2. to come or bring into being _____
3. very steep _____
4. before, until _____
5. time in the past when something or someone was popular or common _____
6. easy to see or understand; evident _____



More people in China speak English than in the United States.



Working Language

A lingua franca (LF) is a working language used by different populations to communicate when they do not share a common language. It is also called a bridge language, venicular language or unifying language. Generally, a lingua franca is a third language that is distinct from the native language of both parties involved in the communication, sometimes for commercial reasons («trade languages»), but also for diplomatic and administrative convenience, and **as a means of** exchanging information between scientists and other scholars of different nationalities.

The use of LF may be almost as old as language itself. Certainly, they have existed since antiquity. The term **originates** with one such language, Mediterranean LF. Latin and Greek were the LF of the Roman Empire.

Arabic was another early LF to develop because of the **sheer size** of the Islamic Empire dating back to the 7th Century. Arabic also served as the LF of science and diplomacy in the 1200's because at that time, more books were written in Arabic than in any other language. Still in some European languages (including Georgian), there are some

9 Read the article again. Which of the following bits of information is not given (NG) in the text?

1. Lingua Franca is a single language for traders from all around the world. ____
2. A greater amount of books in XIII century were written in the Arabic language. ____
3. Before Malay, people used Arabic in Southern Asia. ____
4. Isaac Newton's book was published after his death. ____
5. Still, there are some lingua francas in different places. ____
6. Nowadays, all the pilots communicate in their own lingua franca. ____

Arabic words as admiral, algorithm or aubergine.

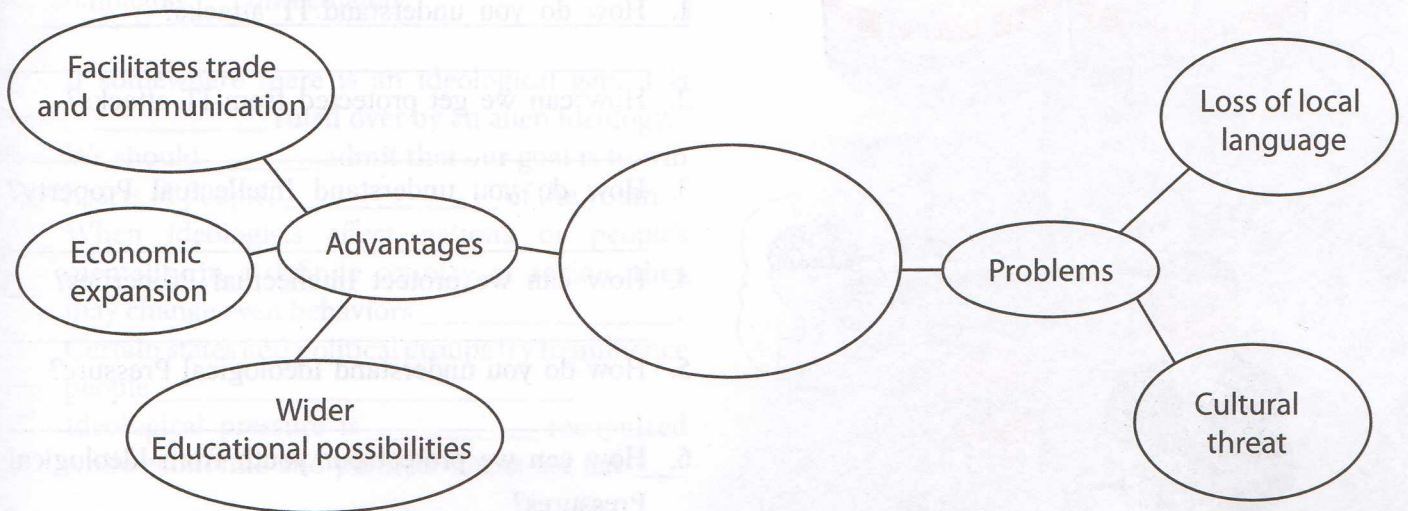
Malay was the LF of Southeast Asia and was used by Arab and Chinese traders there **prior to** the arrival of the Europeans. Once they arrived, people like the Dutch and British also used Malay to communicate with the native peoples:

In fact, **in its time** distinct spheres used to have distinct LF, for example, Latin – in science. In 1687, Isaac Newton published his “Mathematic Principals Of Natural Philosophy” in Latin. English interpretation was published only 42 years later after his death.

Today, LFs play an important role in global communication as well. Examples of LFs remain numerous, and exist on every continent. The most **obvious** example as of the early 21st century is English. The United Nations defines its official languages as Arabic, Chinese, English, French, Russian, and Spanish. The official language of international air traffic control is English. In certain countries, the LF is also used as the national language; e.g., Urdu is the LF of Pakistan as well as the national language.

10 Look at this mind map and choose appropriate central theme for it.

- a. Having a single language as an official international
- b. Having English as a trade language
- c. Language courses abroad



Mind maps help you to brainstorm and organise your ideas before you start your piece of work.



11 Teacher will provide you with a new mind map. Complete the mind map, add some more options if necessary.

12 Read the following questions and write two paragraphs using the map in ex.11.

Do you think it is important to have a single international official language?

What consequences this can lead to?

Due to globalization, a single international language is inevitable. _____

But, the critics opposing the adoption of an international official language argue that it would lead to _____

Lesson 2

INFORMATION AND SECURITY



Look at the picture and answer the questions below.



- What is the message of the picture?
- Is there any relationship between humanity and information?

1 Match the following treats and the adequate threats.

THREATS

- Hacking
- Ideological pressure
- Infringe copyright



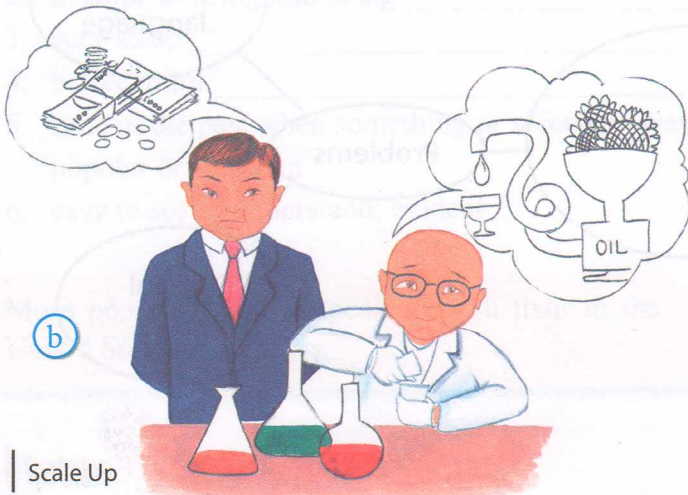
TREATS

- Immune tolerance
- Law on Intellectual Property
- Updating Software



2 Work in pairs and discuss the following question:

- What other ways of treatments or preventions do you know?
- Which of the given pictures best describes the concept of “Copyright Infringement”? Why?



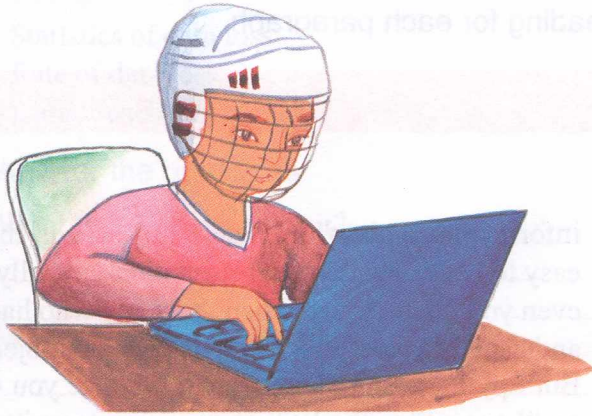
3 (T2) Listen to the survey interview. Decide which University students have been interviewed and list them down.

- _____
- _____
- _____
- _____

4 Write the names of students with the questions they have answered.

- How do you understand IT attacks? _____
- How can we get protected from IT attacks? _____
- How do you understand Intellectual Property? _____
- How can we protect Intellectual Properties? _____
- How do you understand Ideological Pressure? _____
- How can we protect our youth from Ideological Pressures? _____

5 Work in groups of 3 or 4. Give examples of a Copyright Infringement which you have heard or witnessed. Discuss them. What were the consequences?



- 51% of Internet traffic is “non-human”. 31% is made up from hacking programs, spammers and malicious phishing.
- It would take 1,000,000 human brains to store all of the information that can be found in the Internet.



6 Write adverbs for the given adjectives and make up sentences using them.

Adjective	Adverb	Example
Confidential	<i>e.g. confidentially</i>	<i>The information was used confidentially</i>
Dramatic		
Critical		
Suspicious		
Traditional		
Extreme		
Artificial		

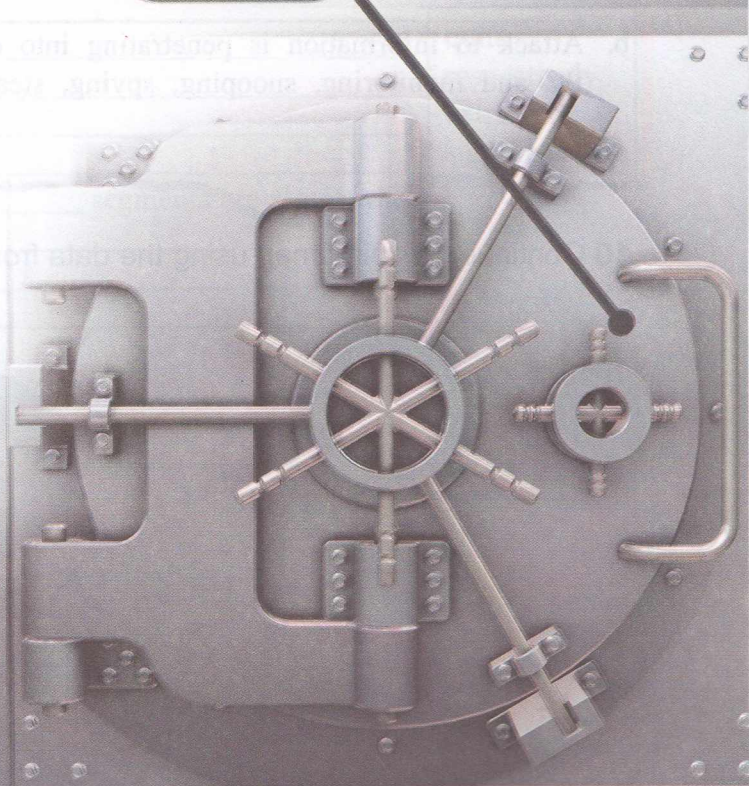


7 Fill in the gaps with appropriate adverbs from the box. There are more adverbs than the gaps.

naturally hardly rapidly happily
 ideologically well artificially
 openly spiritually primarily dramatically
 completely immediately

1. If somewhere there is an ideological gap, it is _____ ruled over by an alien ideology.
2. We should _____ admit that our goal is to win hearts of people, _____ of the youth.
3. When ideologists affect nation's or people's mentality in a definite country or region, they may change even behaviors _____.
4. Certain states and political groups try to influence people _____.
5. Ideological pressure is _____ recognized while economic and political forces are felt _____.

SECURE INFORMATION





8 Work in pairs. Read the statement and discuss it.

Ideological attack is more powerful than military assault

9 Read the text, choose and circle the appropriate heading for each paragraph.

Headings:

1. Dangers of Virtual World/Stealing Information/Hacking
2. Information for Business/Infringement of Copyright is Illegal/Intellectual Property
3. Ideological Pressure/Ideology is Bad/Ideology is a Set of Ideas
4. Information is Speeding/Difference between Attacks/Introduction

a. As there are advantages and disadvantages of every invention, sphere, and revolution, speeding of information also has two sides. When something happens or is discovered or invented in one corner of our planet, the whole world learns about it immediately. But there is a notion of information attack. It can be understood in two ways; the first interpretation is "attack to information" and the second is "attack somebody or something with the help of information". Both of them are more dangerous showing catastrophic consequences than any type of attack with weapons or tanks.

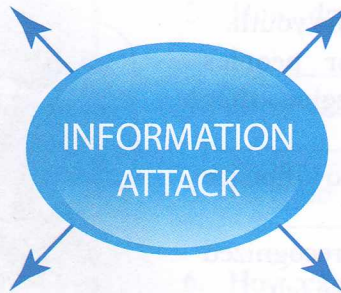
b. Attack to information is penetrating into ones PC and monitoring, snooping, spying, stealing

information and so on. The worst site is that is easy to hack (steal) your information virtually and even you do not know when, how and who hacked and usually you cannot mind the event or object to. But Spying is sometimes legal, because you click on "I accept" in the licence agreements written in small prints even not reading.

c. Information threat in business purposes also exists; it can be understood as attack to intellectual property. What is an intellectual property? Simply, we can say that it is someone else's intellectual working results such as musical, literary, and artistic works; discoveries and inventions; and words, phrases, symbols (trademarks), and designs. But owners usually suffer from not being able to prove that idea was originally created by them. File swapping with your friend is also against law.

d. Attack with the help of information is making someone or group of people accept someone's ideas, set of beliefs or ideological views; especially it is made with pressure in different ways. Those ways may be encouraging, persuading or even financially supporting.

10 Continue the mind map using the data from the text.



11 Look at the following chart and answer the question.

What is the chart about/what does it show? _____

12 Choose one of the alternatives for the title.

- a. Statistics of data loss
- b. Rate of data loss
- c. Data breach rates

13 Answer the questions.

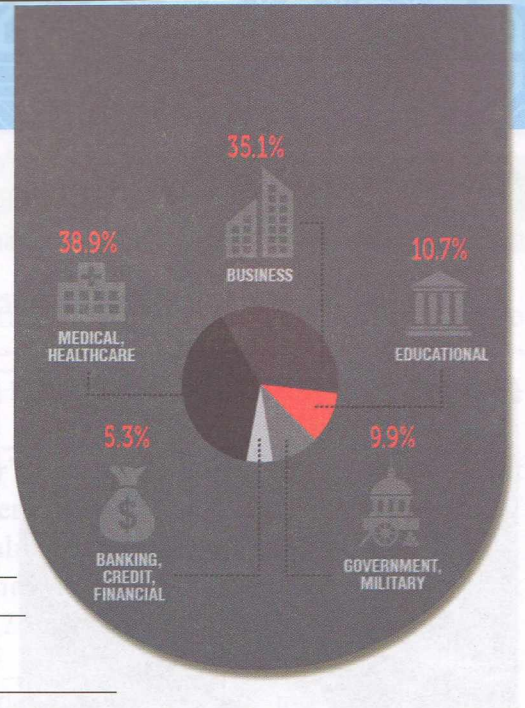
1. What type of diagram is it?

2. Which industry suffers most?

3. Which sphere is recorded with the least rate of data breach?

4. Which industry is represented as in the second place by lose?

5. Why do you think government/military sphere has a little breach?



14 Write a description of the chart using the given adverbs.

title

Introduction

The _____ shows _____ in percentages.

Body
Compare &
Contrast

quite
respectively
extremely
significantly

Loss of government profits and _____ segments are almost the same with _____% and 10.7% _____.

Conclusion

15 Draw a pie chart with imaginative percentage of Internet users by age (the elderly aged, middle-aged, adults, teenagers, the young etc) in Uzbekistan. And write an essay within 150 words.

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Lesson 3

STUDYING WITH MULTIPLE SOURCES

Look at the people in the photos and tell what they are doing and what they have in common.



1 Fill in the gaps using the words from the box.

contend stumble undoubtedly commonalities
conception route

- Additional readings and alternative sources *undoubtedly* create a richer understanding.
- Scientists _____ that working with a primary source is more effective than with a secondary source.
- When working with a single source you may _____ upon unclear information.
- Learners should discern the _____ between materials.
- When surfing through different sources, relating materials to the objective, helps to form a clear _____ of idea.
- Secondary source materials are more indirect _____ to the same information than a primary source.

2 (T3) Read the statements. Listen to the conversation and put the statements in order they appear.

- 1 recent research works assert that learning with multiple sources is more effective than with a single one.
- _____ getting information in a less structured text is comparatively more challenging than in well structured texts.
- _____ strategies of working with multiple sources should be taught.
- _____ it's better to understand connection than to learn details by heart.
- _____ one should be able to filter the context.

3 Read the recommendations. Listen to the conversation again and tick (✓) the information mentioned.

- Consider the impact of, and evaluate conflicts. _____
- Try to use a primary source. _____
- Analyze commonalities. _____
- Use in-class or on-line discussion time. _____
- Engage sources with facts. _____
- Refer to a secondary source if a primary one is not available. _____
- Practice and familiarize materials. _____
- Practice with multiple texts to improve your evaluative skills. _____

4 Read the sentences below and decide whom they belong to according to the script.

- Multiple sources demand great analytical procedure.
- Refer to shorter, more focused sources.
- Seeing emotions and hearing their tone will surely improve the comprehension.

Speaker 1	Speaker 2	Speaker 3

5 Work in pairs. Discuss the following questions. Provide a specific example.

- What are the primary and secondary sources in your studies?
- What are the effects of those sources?

Comparisons as....as, not so/as....as.

6 Make up sentences using comparatives given below.

Eg.: Studying with a single source is not as effective as studying with multiple ones.

- ___ not as important as...
- ___ as comfortable as...
- ___ not nearly as useful as...
- ___ as interesting as....
- ___ as quiet as...
- ___ as usefull as...
- ___ just as good as...
- ___ as much as possible....

7 Find which words in A column go with the one in B to form common coparative expressions with asas:

A		B
a. pretty	7	1. a pancake
b. weak		2. a rake
c. fresh		3. a peacock
d. thin		4. a post
e. stubborn		5. an ox
f. slippery		6. a mule
g. proud		7. a picture
h. strong		8. a daisy
i. dry		9. an eel
j. deaf		10. a bone
k. flat		11. a kitten
l. blind		12. a bat

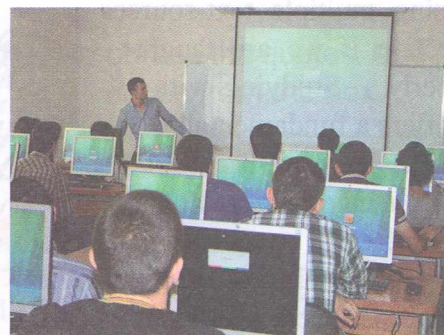
8 Complete the sentences with the expressions in Ex. 7.

Eg: - The girl entering the library looks very nice, doesn't she? — Oh yes, she is as pretty as a picture.

1. Ali is _____ he can't see anything without his glasses.
2. Oh, dear! We will have to change a tyre, it is _____.

3. If it doesn't rain soon, they will never grow anything in their garden, it is _____.
4. Shokir had a good sleep last night, so he is _____ in the morning.
5. Salim's friends woudn't lend him any money, he is _____.
6. Nabi has been in bed all week with a cold and he was _____.
7. My sister's daughter has been offered a place at the university. She is _____. She has already told all her relatives.
8. Davron has lost a lot of weight. Do you think he is OK? He looks _____ to me.
9. Olim is _____. Once he makes up his mind he does it. Nothing can stop him.

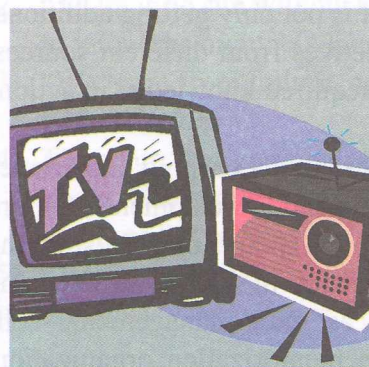
9 Work in pairs. Look at the photos and guess what the text is about.



Internet and Online Education



Labs



Mass Media, Radio and Television



Library and Books



The first newspaper was published in 1734, in the UK. The title of the newspaper was "The Lloyd's List".

10 Read the text and circle the best title from the box.

1. Studying with multiple sources 2. Getting information from different sources 3. Benefits of using multiple sources 4. Giving references



Multiple sources comprise the following: lectures, textbooks, fictional stories, novels, interviews and biographies, duplicates handouts, original source materials, electronic media, Internet and others. Stahl, Et Al found that using multiple text-sources can only be effective if we are taught to use them properly. Studying with multiple sources offers a fundamentally different view of the learning process from the traditional studying based on the use of single sources to complicated, up-to-date ways of the study i.e. studying with multiple sources, where new knowledge is achieved through confrontation among different sources. Furthermore, it is not only getting additional information and perspectives from different sources, but also implementing acquired knowledge in actions in real life.



To begin with advantages, it teaches learners to be effective and find proper use of the received material, which encourages students to be creative, selective and develop their analytical skills and the most important thing is adapting acquired knowledge, where needed and using it in real life.

Secondly, information from different sources arouses students' curiosity and increases their comprehension of additional materials and assists interacting or engaging with facts, circumstances of the material, practicing and familiarizing with new material and concepts, improve their evaluative skills, like comparing, contrasting and analyzing which is a great experience and a big step forward towards a future career.

Thirdly, it helps learners to impede their learning by analyzing, reorganizing or synthesizing and filtering information as these skills impact the development of a person.

At the level of advantages, studying with multiple sources has a number of disadvantages like challenges in understanding of the received material because of their academic nature and tremendous size while processing, time consumptions owing to the variety of sources, concealment of bias and others. (Studying with multiple sources. Study guides and strategies. <http://www.studygs.net/multiplesrc.html>)

Finally, in addition to these practical benefits studying with multiple sources provides a wide range of opportunities in being more self-confident and enterprising. Furthermore, multiple sources can greatly improve and dress experience of learners if they know how to use them properly.



As Kolb, D.A. ("Experiential Learning: Experience as the Source of Learning and Development", Oxford University Press, 2010, p.138) points out: "...studying is a skill, being successful in life requires many different skills, such as time-management, self-discipline, concentration, memorization, organization, and effort. We must understand the nature and forms of human knowledge and the processes whereby this knowledge is created. It has already been emphasized that this process of creation occurs at all levels of sophistication when studying with multiple sources".

Studying with multiple sources has a number of advantages and disadvantages:

d.
e.

11 Answer the following questions.

- a. Which sources of study have been mentioned in the text?
- b. Are you more inclined to use traditional primary sources or up-to-date ways of studying? Why?
- c. To what extent do you think studying with multiple sources is better than using a single source?
- d. To what extent did the author use references in the text?

12 Look at the following examples and discuss them in pairs.

As Kolb, D.A. ("Experimental Learning: Experience as the Source of Learning and Development" Oxford Union Press, 2010, p.138) points out "...studying is a skill, being successful..."

Stahl, Et Al found that using multiple text sources can only be effective if we are taught to use them properly.
(...<http://www.studygs.net/>)

13 Write at least three reasons why we need to give references.

- 1. _____
- 2. _____
- 3. _____

15 Paraphrase the quotes. Use phrases for giving references from the box.

As x points out; According to x; to quote from x; X states/suggests that; X tells/shows us that; Referring to; X says that; X argues that;

14 Look at the first example in Ex. 12 and put the information in order.

- a. Relevant page numbers
- b. The name or the location of the publisher
- c. The name and initials of the author
- d. The year of publication
- e. The title of the book in full
- f. For journal articles the name of the journal and the number of volume

- 1. The core reason for all my triumphs is my diligence. ("Institutions of Temur")
- 2. "There is no sun without shadow, and it is essential to know the night." (Albert Camus)
- 3. "We learn from failure, not from success!" (Bram Stoker)
- 4. The more that you read, the more things you will know. The more that you learn, the more places you'll go." (Dr. Seuss)
- 5. "The only thing standing between you and your dreams is ... reluctance." (Carroll Bryant)



Lesson 4

ON-LINE ETIQUETTE/NETIQUETTE

▶ What do you think about these pictures and what differences can you see?



1 Sort out expressions in the box into two columns.

a) shaking hands b) using capital letters c) not mentioning the title in the mail you are sending d) listening attentively when smb. is speaking e) shouting at people f) putting private information to public which can be seen by everyone even criminals, government, future employers g) showing loyalty and good mood h) chain letters i) being very brief and clear j) being emotional k) no one can guess your mood l) citing others' work you use

Real life behaviour

On-line behaviour

a. _____

b. _____

2 Match the words and phrases with their definitions.

1. Surf the net		have experience of working with computers and know how to use them
2. Browse website		inappropriate message sent in the Internet to a large number of users
3. Virtual life		programs which allow you to store, look at or change a large amount of information quickly and easily
4. Spam		searching information in the Internet
5. Databases		computer-based online community environment that is designed and shared by individuals so that they can interact in a custom-built, simulated world.
6. Computer-literate		spending time looking at things in the Internet
7. Crash		software error
8. A bug		a sudden failure which puts a system out of action
9. Back up		to be often unkind to someone or hurt other people
10. Bullying		the fact or state of being unable to stop doing something
11. Addiction		breaking into someone else's computer system, often on a network to steal or change or destroy information as a form of cyber-terrorism
12. Hacking/cracking		making extra copies of data in case the original is lost or damaged

3 (T4) Look through the following forms. Listen to the tape and fill in the forms.

Speaker 1

Name _____, Age _____,
 Occupation _____,
 Started using Internet _____, Speaker used
 Internet for _____,
 Problems _____,
 Speaker's attitude _____

Speaker 2

Name _____, Age _____,
 Occupation _____,
 Started using Internet _____,
 Speaker used Internet for _____,
 Problems _____,
 Speaker's attitude _____

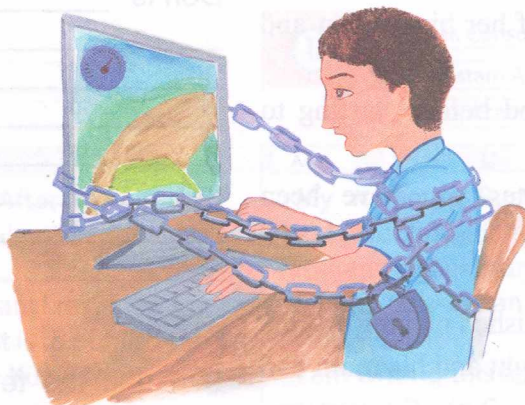
4 Listen again and fill in the gaps. Use no more than three words.

1. First I started spending hours then the whole days sitting _____ a computer.
2. Counter strike, the game which is _____ teens.

5 Work in groups of 4-5. Look at the photos, name and discuss the problems.



a) _____



b) _____



c) _____

3. I was _____ the net and couldn't imagine a second without it.
4. I _____ different guys whom I _____ who lived in our region.
5. Their _____ me was increasing day by day.
6. It lasted till I _____ my chaps
7. They threatened me using impolite words, _____ me
8. Guys chased me _____ me, _____ and beating me.
9. Now, I am going to be _____ school
10. By surfing the net I _____ various useful sites
11. I didn't _____ what was happening
12. Consequently, I couldn't _____ it.
13. The computer programmer who _____ that my kid/laptop was hacked or cracked.
14. I am sure it is _____ to destroy information this way.
15. I think we should _____ a solution to these kind of staff.



The first email was sent by computer engineer Ray Tomlison in 1971. He used @ (at) symbol in email addresses to separate username and computer's name. Nowadays, this symbol is being used all around the world.





6 Fill in the bubbles with the appropriate letters.

- Rely on smb. or smth.
- Find the information in a book, on a map or a timetable
- Watch what is happening and be careful
- Feel pleased and excited about smth. that is going to happen.
- Read smth. quickly and briefly
- Visit a place and look at the things in it
- Think about what is going to happen in the future and make plans
- Try to find smth.
- Visit a person or place for a short time
- Think about smth. that happened in the past
- Watch smth. without taking part

7 Use phrasal verbs from the exercise above to complete the sentences.

- _____ Fledu.uz, Wikipedia and Ziyonet.uz for educational purposes are becoming more and more popular with the youth.
- Nodir has studied _____ English-English dictionary in order to improve his vocabulary these days.
- Great people are used to _____ before acting.
- Rano was sitting with a book in her hand in the veranda enjoying the view of her big garden and _____.
- Identify what you really need before starting to _____ it.
- “_____ the web-sites you have been recommended for your research work”— said the supervisor.
- Mirzo _____ having finished playing on-line game. It was already a midnight and his mum had already dropped off.
- As Zulfiya was browsing the net, a sudden warning sign “_____!” appeared on her screen preventing her from entering the site.
- Football amateurs prefer _____ the game rather than playing themselves.
- I am _____ the opening date of online course “Academic writing”.

8 Work with your partner and make a list of Do's and Don'ts of being online.

Do's _____

Don'ts _____



9 Read the text and match the titles and the paragraphs.

- Adhere to the same standards online that you follow in real life.
- Respect other people's time.
- Remember the Human.
- Make yourself look good online.
- Ignore other people's mistakes.
- Respect the privacy of people.

- | | |
|--|--|
| a. Remember always to check your spelling and grammar before posting. Always be what you are talking about and make sense saying it. Be polite and pleasant to everyone. | |
| b. You need to behave the same way online that you do in real life. You need to remember that you can get caught doing things you should not be doing online just like you can in real life. You are still talking to a real person with feelings even though you can't see him. | |
| c. Remember people have other things to do besides read your email. You are not the center of their world. Keep your post and emails to a minimum by saying what you want to say. Remember everyone won't answer your questions. | |
| d. There are Ten rules of Netiquette that everyone who goes on-line should follow. You should remember them every time you go online. Netiquette is a set of rules for behaving properly online. You need to remember that you are talking to a real person when you are online. Remember this saying when sending an email: Would I say this to the person's face. | |
| e. Do not read other people's mail without their permission. Going through other people's things could cost you your job or you could even go to jail. Not respecting other people's privacy is bad Netiquette. | |
| f. Do not take advantage of other people just because you have more knowledge or power than them. Treat others as you would want them to treat you if the roles were reversed. Do not point out mistakes to people online. Remember that you were once the new kid on the block. You still need to have good manners even though you are online and can not see the person face to face. | |

10 Read the statements and decide whether they are true (T), false (F), not given (NG).

1. :)))))) means laughter. *eg. NG*
2. We shouldn't forget even being on-line we are dealing with a real person. ___
3. It is advisable to be brief and clear. ___
4. Going through other person's mails is OK if the person is your friend. ___
5. Pointing out mistakes to people online is a good way of teaching them not to do these mistakes again. ___
6. Writing in all capital letters means shouting. ___
7. Using lower case letters means you are mumbling. ___
8. Email can be read by no one but yourself. ___

11 Look at the letters and find out the differences.

a

To: Ray

Co: Zilola Akramova

Subject: Dear Ray, How are you?

Arial 8 B I U

I think I haven't told you yet. After workin for University Technology of MARA in Malaysia, I got a job here at Tashkent Islamic University.

Anyway, coming home to Uzbekistan, I resumed my research. I know what I have to do first is to publish the dissertation of mine ... When I was in Kuala Lumpur, it was too difficult.

These days I finally finished writing a summary in English, which is required for publication. Prof. Azimov gave me some comments. Could you also have a look at the attached file (it is the summary in question) and give me comments?

I'm not in such a hurry.

Best wishes,

...

b

To: Mr. Consul General

Co: Rustam Akramov

Subject: Application for visa

Arial 8 B I U

My name is Rustam Akramov, with permanent residence on the following address: 21, Almazar Street, Tashkent, Uzbekistan.

I hold Uzbekistan citizenship, and I am full time employed with.

I am writing this letter to support visa application of my friend David Grey for a tourist visa, so he can visit me and be my guest in Uzbekistan. We know each other for 10 years and I would like to see him this summer.

David Grey will submit this letter to you, along with other supporting documents to assure you that he will return prior to the expiration of his stay in Uzbekistan.

I would highly appreciate your consideration of his visa application.

Review 1

1 Match the words in columns to form phrases.

- | | |
|---------------|--------------|
| 1. slow | a. scale |
| 2. geographic | b. relations |
| 3. massive | c. globally |
| 4. cultural | d. sense |
| 5. to extend | e. words |
| 6. to coin | f. process |



2 (R1) Listen to the tape and fill in the blanks with the correct forms of phrases.

1. British council works hard to build between Britain and the rest of the world.
2. Within England itself, within the UK, there are many variations in English pronunciation and that, so you see English in America and used in Australia, which is different in accent and also in usage as well.
3. Cantonese, for example, a variant of Chinese, is spoken in many different places so it's global in a and it can be global in the numbers.
4. In the past, new by people, it might have been in a speech or a newspaper article or in a newspaper article or in a book, they were written down and then other people adapted them and used them and that could be quite a and new words might come into a languages to evolve much more quickly.
5. What the internet allows them is to read and often to read and translate languages like English on a



3 Read the text. Choose the best title.

1. English is great
2. International cooperation
3. Importance of English

People learn English for different reasons and knowledge of the language is often important in fields like medicine, business and computing. English is becoming more and more important in order to communicate in the international world.

English opens doors to employment, education and mobility. It helps teachers and learners engage across the globe. One of the best ways to learn English is to study in Britain. But what is it actually like to learn English here?

Clare: My name is Clare, I am 26 and I come from Italy. My course at the North West Academy was very good. I studied grammar, conversation and also words linked with my work place. The teacher was very good. She has always been available for problems during the lessons and outside the lessons. Over 600,000 learners a year come to Britain to help achieve their ambition, to experience modern UK life.

Maximiliano: My name is Maximiliano. I'm 23 years old and I'm from Venezuela. Everyone here is very friendly. When you tell them that you're a foreigner, everyone is very welcoming, as everyone tries to speak with you, everyone, tries to just stay close to you and ask you about your experience, how your life is in your own country. That actually helps you a lot, like, when you're not a native speaker.

Alexander: My name is Alexander. My surname is Yegurov. I'm 24 years old. I came to the UK from Russia, from Moscow. I'm studying here business English. Sometimes we have general lessons about social English. I'm an engineer in the building company. I will use English in my job. I think it will help me to improve my career.

Anthony: My name's Anthony, and I just turned 24 last February and I'm from Malaysia. The people here are very nice. The place is amazing and learning here is a really different experience, so just come over and check it out. Well, they seem to be enjoying learning English. What I've learned is, that the English language is more exciting than I'd first realized. Maybe, just maybe, in the future, I won't have to worry quite as much about my grammar and spelling.

(Source: www.gov.mb.ca/ctt/invest/busfacts/overviews/d_language.html)

4 Find synonyms of the following words in the text.

1. occupation(n) *eg. employment* _____
2. get connected (v) _____
3. associate (v) _____
4. accesible (adj) _____
5. a strong wish (n) _____
6. meet(v) _____
7. relating to society (adj) _____
8. understand (v) _____
9. concern (v) _____



5 Match the views (1-4) and the people listed below.

1. In some lessons we learn English related to society.
2. In the place where I live people welcome foreigners.
3. The tutor whom I rely on is always ready to support me.
4. I don't much care about my grammar and spelling.

- a. Maxmiliano
- b. Alexander
- c. Anthony
- d. Clare

6 Complete the table below. Write no more than three words.

Why do people learn English? - (1) For speciality field , e.g.-medicine, business and computing.				
How does English help to get employment in(2) _____ ? How can we learn English? Study in GB, Talking to the peers				
Name:	Age:	From	Purpose learning	of Expectations
Clare:	26	Italy	3) _____	Get better job
Maximiliano	23	Venezuela	Travel	Enjoy
Alexander :	24	Russia	ESP	(4) _____
Antony:	24	Malaysia	Communication	won't be worry about (5) _____

7 Read the statement and answer the following questions.

The widespread use of the Internet has brought many problems.

1. What do you think are the main problems associated with the use of the web?
2. What solutions can you suggest?



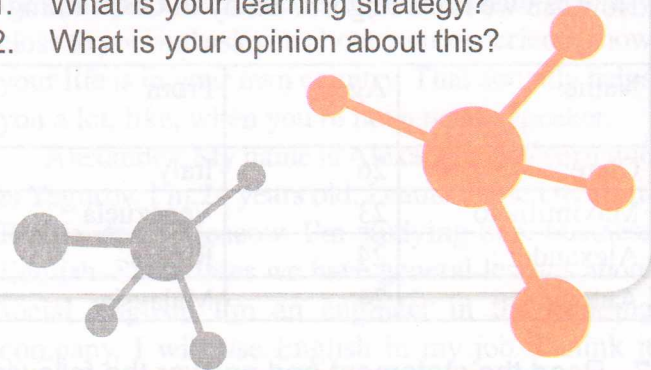
Lesson 5

LEARNING STRATEGIES

Look at the pictures and share your ideas about learning strategies with your partner.

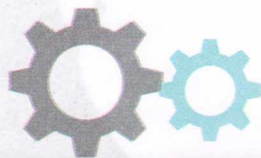


1. What is your learning strategy?
2. What is your opinion about this?



1 Match the words 1-10 and their definitions a-j.

1. To identify	A) an instrument or a special technique which helps us to do some work, job;
2. To comprehend	B) a future purpose a person has set;
3. Cooperative thinking	C) to become the owner of something;
4. Teamwork	D) a way of dealing with a situation or a tactics;
5. An approach	E) coming to one conclusion, mind together by discussing or debating in a group; pondering altogether;
6. Explicit	F) to understand;
7. A tool	G) the type of job doing which is fulfilled in a group, together;
8. Prior knowledge	H) vivid, exact, clear;
9. To acquire	I) to find out something suitable by analyzing deeply;
10. A goal	J) the previous set of information usually learnt at the early age;



2 (T5) Listen to the tape. Decide if the statements are true (T) or false (F).



	Statements	T	F
1	Professor Johnson hasn't made any work on methodology but is aware of specific features of it.		
2	A strategy is the only methodological term.		
3	Learning strategies must be studied and then used by students at educational institutions.		
4	Meta-cognitive learning strategies are general learning strategies.		

5	Organizing or planning strategies help learners to fulfill any complicated task.		
6	Monitoring learning strategy assists students to manage their anxieties or stresses.		
7	Personalizing strategy is used for getting information closer to a learner's own conditions.		
8	Learning strategies are only useful for foreign language studying.		

3 Listen to the tape again and fill in the gaps with suitable words.

- To use _____ knowledge is one of the basic data of task-based strategy.
- All specific features of learning _____ can help for setting _____ in future language learning process.
- Personalizing strategy assists students to bring information _____ to his or her personal feelings, ideas.
- Organizing strategy is responsible for _____ or arranging some educational issues.
- Effective and important _____ to learning can help a person to develop professionally.
- There are four various _____ of task-based learning strategies which are closely connected with each other.

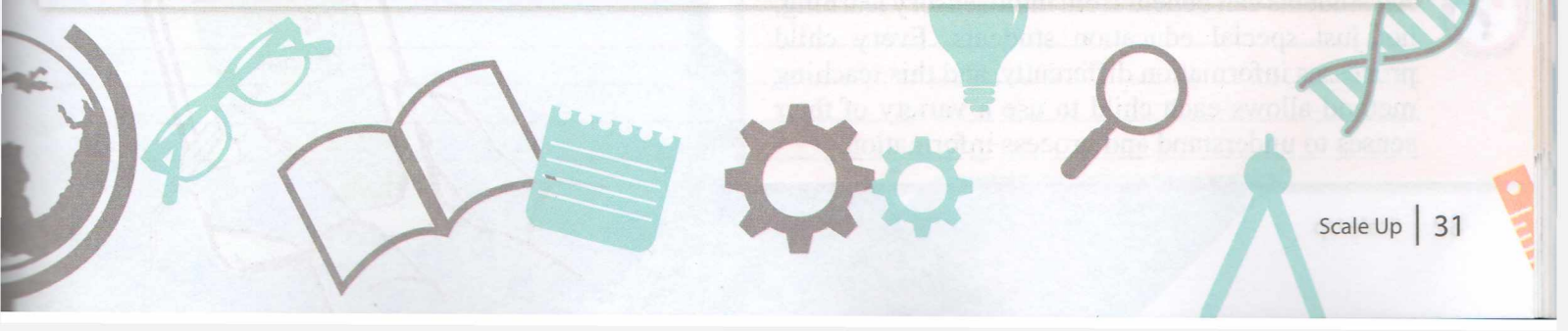
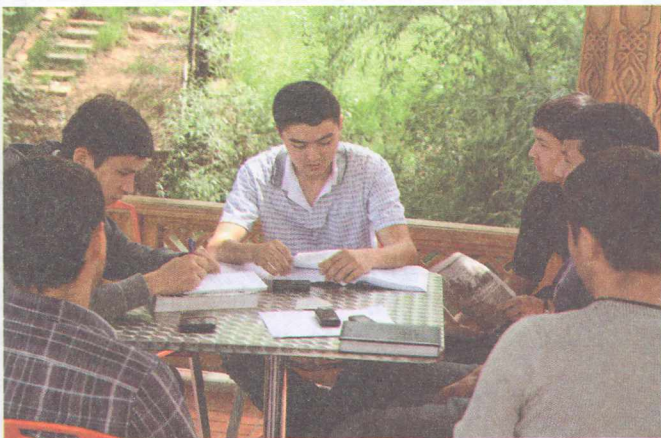
4 Answer the following questions.

- What is a strategy as a general idea? What is a life strategy and how it affects our behaviour?
- What is a meta-cognitive learning strategy?
- What are some types of meta-cognitive learning strategies? How do they help with our studies?

5 Look at the pictures and make as many sentences as possible using modal verbs **should, must, have to, can**.



Example: Students have to know appropriate learning strategies to reach their goals.



6 Make up sentences using appropriate modal verbs: *can, could, should, must, dare*.

- a. Students (learn) _____ to set proper goals in their studying.
- b. These young learners (know) _____ a lot of things about learning strategies.
- c. Ancient warriors (defeat) _____ their enemies after they had selected the right battle strategies.
- d. How did Rustam (change) _____ the whole strategies of the group on his own?!
- e. Everyone (analyze) _____ his/her errors with the help of monitoring strategy.

7 Remake the following sentences using proper modal verb forms.

- a. It would be morally right if you assist your younger brother to choose a correct learning strategy as he is facing some difficulties in his studying.
- b. They are obliged to do all tasks by Saturday as we have already appointed that date as a deadline.
- c. Everybody managed to get out of this complicated situation as we had been taught to choose the right way to cope with such situations before.
- d. Life sometimes has an ability to teach something essential for every human being, not everything goes exactly as you have planned to be.
- e. Do you want me to help you to analyze your testing results?

8 Look at the title of the text and think what the text is going to be about.

9 Read the text and choose the best title to each paragraph.

10 Find synonyms to the underlined words. Explain their meaning to your partner.

eg. *Effectiveness* — *use, productiveness*.

All students can benefit from multisensory learning, not just special education students. Every child processes information differently, and this teaching method allows each child to use a variety of their senses to understand and process information.

LEARNING

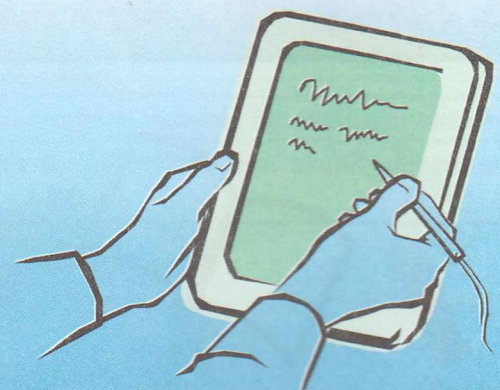
(Dr. Brown, a famous lawyer shares his personal ideas)

- a. Learning strategy types
- b. Build up your own strategy
- c. An importance of strategy

1. I am glad to share my opinions on effectiveness of learning strategies with you. Firstly, I would like to define the word “strategy”; it has become probably the most important notion for all great personalities. Why? Because this is the foundation of all further developments, achievements, goals; the richest people or managers have set explicit approaches, directions; that is a strategy in their lives. Can you imagine a ship without a sail? It will surely lose its direction and get drowned if it is without a sail. A sail is a strategy for a ship. So, if human beings do want to achieve something nice in their lives they should have life-long strategies directing them at top goals.

- a. What is a life-long learning?
- b. Essence of learning strategies
- c. Studying concepts analysis

2. Now we are coming closer to learning strategies. Our lives consist of such learning or studying concepts as perceiving, comparing, analyzing, concluding, giving feedback. From the very early childhood a human being learns by listening, then by reading and writing. This is the main life rule! Learn! Study! That is life-long learning. That is why all learners (people) must find out special learning strategies for themselves no matter what professions they have. Why is it so important? In order to



PYRAMIDS

find out best suitable methods of learning for himself, to scan his own abilities, strong and weak points, for managing any difficulties not only in studying period but throughout the life.

- a. Strategy's effectiveness in life-long learning process
- b. Theoretical overview of strategies
- c. Career progress with the strategic assistance

3. From my own experiences I can tell you when I entered the Westminster University I faced a number of difficulties first, I couldn't manage tasks, I was about to fail some subjects. Then I tried to analyze what a hell is going on, I finished a high school with excellent marks, how could I become an unsuccessful student at Higher Educational Institution?! After I have analyzed all conditions I came to conclusion that I needed some strategies. Using organizing strategy, I got a calendar where my monthly plans were depicted, monitoring strategy gave me a chance to check my progress, evaluating one made me assess my study, using imagination strategy made me be more creative, I became more communicative, enthusiastic, started to work cooperatively using cooperative strategy.... In short I opened a new gate for developing as a person. I still use those learning strategies in my profession, as I always compare them to pyramids, stepping up to the top you are getting to your proficiency!

11 In groups of 3 or 4 write some learning strategies mentioned in this lesson.

12 Now fill in the box with strategies you use in your studies.



What strategies do I have?	How helpful are they?
e.g. Personalizing strategy	It may assist in achieving best results in my studies;
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

13 Write at least three reasons why you are going to acquire new learning strategies in your education or job.

The first reason _____

The second reason why I have decided to _____

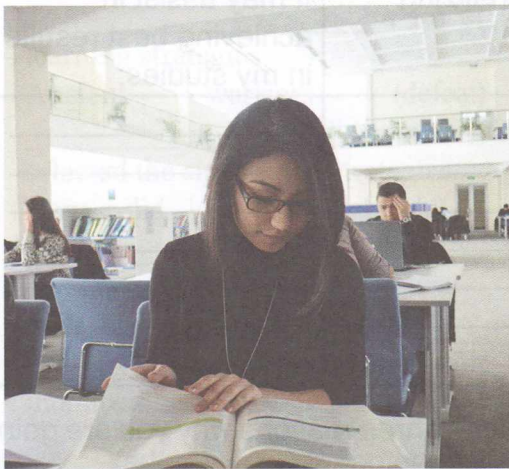
The third reason _____

Lesson 6

EFFECTIVE STUDY HABITS



Look at the following pictures and say what do they have in common.



Choose the most effective study habits.

- | | |
|---|---|
| <input type="checkbox"/> Reread / review | <input type="checkbox"/> Working environment |
| <input type="checkbox"/> Wait until the last minute | <input type="checkbox"/> Use study guides / study buddy |
| <input type="checkbox"/> Study when well-rested | <input type="checkbox"/> Allow plenty of time |
| <input type="checkbox"/> Study in the bus | <input type="checkbox"/> Cram |
| <input type="checkbox"/> Study in a quiet environment | <input type="checkbox"/> Study only for taking a test |

1 Fill in the gaps using the words from the box.

to leave to improve to keep to seem healthy to share ~~to ask for~~ to try out

- | | |
|------------------------------------|-----------------------|
| 1. <u>to ask for</u> clarification | 5. _____ comments |
| 2. _____ several techniques | 6. _____ lifestyle |
| 3. _____ good study habits | 7. _____ experience |
| 4. _____ an assignment planner | 8. _____ overwhelming |



2 (T6) You will hear a TV interview with a psychologist advising parents how to teach their children to learn. Listen to the tape and write down the pieces of advice given.

PHSYCOLOGIST	ADVICE
Advice 1	<i>Getting organised</i>
Advice 2	
Advice 3	
Advice 4	
Advice 5	
Advice 6	
Advice 7	
Advice 8	
Advice 9	

3 Listen and complete the sentences.

1. There's less *resistance* when the time is already built into day .
2. Elder children can find what habits are effective for them individually by trying out several techniques: flash cards, _____, making up songs, making games for studying.
3. You should _____ a set place for kids to study.
4. Some kids are too _____ to raise their hand in class if they get behind, show them other ways to communicate if that is the case.
5. As they get elder, the tests come with higher _____, so healthy habits will really play into their success.
6. When they bring home an assignment or test with a great _____, ask them what they think helped them the most.
7. And don't forget that elder children have a lot of _____.
8. For some people, the prospects of a two hour study session seems so _____, they don't want to begin.

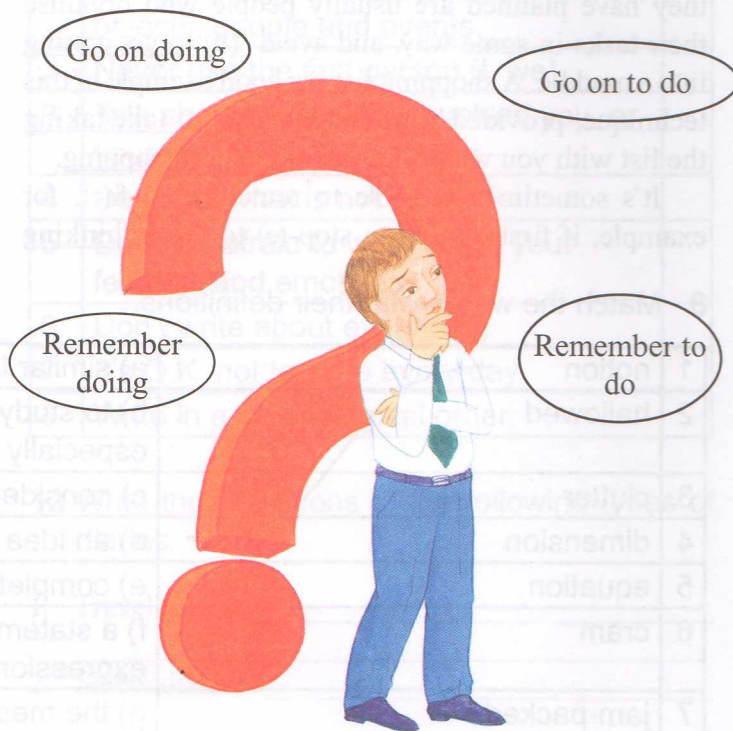
4 Work with your partner and answer the following questions.

1. Are you attentive in the classroom?
2. Do you study just before the exams?
3. How many hours a day do you study?
4. Do you attend classes every day?
5. Do you study with a goal in mind?
6. Do you study in front of TV?
7. Do you prefer studying at nights or mornings?
8. Do you research about a topic discussed at school?
9. Do you prepare for exams alone or in a group with your friends?



5 Find out the differences between the phrases.

What is the difference?



6 Read the following sentences and tick (✓) if they have the same meaning and cross (X) if not.

1. a) I went on listening to tapes of recorded assignments.
b) I went on to listen to tapes of recorded assignments.
2. a) We saw students using their notes in the exam.
b) We saw students use their notes in the exam.
3. a) I hate being interrupted while reading a book.
b) I hate to be interrupted while reading a book
4. a) Komil stopped leaving assignments at home.
b) Komil stopped to leave assignments at home.
5. a) Why don't you try experimenting with objects?
b) Why don't you try to experiment with objects?
6. a) Do you continue taking part in webinars organised by our University?
b) Do you continue to take part in webinars organised by our University?

Nearly 60 percent of students listen to music and 31 percent watch TV when they study.



7 Choose the right forms of the verbs.

People who remember (a) to do/doing everything they have planned are usually people who organise their tasks in some way, and avoid (b) to get/getting into a muddle. A shopping list is a good example of this technique, provided you remember (c) to take/taking the list with you when you go (d) to shop/shopping.

It's sometimes possible to remember a fact, for example, if first of all you stop (e) to think/thinking

for a few moments. When you try (f) to remember/remembling something, this will be easier if you have learnt it in an organised way. If you are not sure how to do this, try (g) to write/writing brief notes about the text you are reading. Many people find this an effective way of learning. After all, it's easy to read something and not understand or remember it, usually because you have stopped (h) to pay/paying attention.

8 Match the words with their definitions.

1	notion	a) similar to something;
2	hallowed	b) to study hard in order to learn a lot in a short time, especially for an examination;
3	clutter	c) considered very special and treated with great respect;
4	dimension	d) an idea or understanding of something;
5	equation	e) completely full;
6	cram	f) a statement in mathematics that two sets of numbers or expressions are equal;
7	jam-packed	g) the mess created when there are too many things in a place;
8	akin	h) the size of something;

9 Read the article and put the phrases 1-7 in the gaps a-g.

- | | |
|---|---|
| 1. the researchers have found | 5. the researchers gave all students a test on the material |
| 2. can lead to a better grade on a given exam | 6. each to calculate a different dimension of a prism |
| 3. the other half studied mixed problem sets | 7. did far better on test than students |
| 4. students find a specific plase | |

**Forget What You Know About Good Study Habits
Benedict Carey**

Take the notion that children have specific learning styles, that some are 'visual learners' and others are auditory; some are «left-brain» students, others «right-brain.» In a recent review of the relevant research, published in the journal *Psychological Science* in the *Public Interest*, a team of psychologists found almost zero support for such ideas. ...

Psychologists have discovered that some of the most hallowed advice on study habits is flat wrong. For instance, many study skills courses insist that a) _____, a study room or a quiet corner of the library, to take their work. The research finds just the opposite. In one classic 1978 experiment,

psychologists found that college students who studied a list of 40 vocabulary words in two different rooms one windowless and cluttered, the other modern, with a view on a courtyard b) _____ who studied the words twice, in the same room. Later studies have confirmed the finding, for a variety of topics. ...

In a study recently posted online by the journal *Applied Cognitive Psychology*, Doug Rohrer and Kelli Taylor of the University of South Florida taught a group of fourth graders four equations, c) _____. Half of the children learned by studying repeated examples of one equation, say, calculating the number of prism faces when given the

10 Answer the questions.

- What did the psychologists find in 1978?
- What was the outcome of the research?

11 Do the following psychological test using 1-5 scale. (Ask your teacher to tell your results).

Effective Habits for Effective Study

5-Always; 4-Most of time; 3-Half the time; 2-Sometimes when I think of it; 1-Never.

- I set a positive mood for my studies, and schedule a productive time to study, find a less distracting space, etc.
- I vary my study activities to include not just reading, but also group discussions and hand-on work.
- I organise and centralize notes and assignments, both in a notebook and in a folder in my computer.
- Each week I dedicate a short time to review my notes and assignments and then evaluate my progress.
- Before each class or study session I review the assignment and my notes.
- After each class or lecture, I review and organise my notes as quickly as possible.
- After studying a unit, I transfer what I have learned into my own words and examples.
- I mark what I do not understand, and seek alternatives (experts, websites, textbooks) for help.
- I separate vocabulary and concepts that are new to me, define them on note cards, and talk about them in study groups.
- I reward myself for well done assignments.

12 Tick the correct tips to write a diary.

1	Give detailed information about places, objects, people and events.	
2	Never use the first person (I, we)	
3	Talk about events that involved you, or your family, or close friends.	
4	Describe what is not needed	
5	Don't be afraid to write about your feelings and emotions.	
6	Don't write about everything	
7	It's O.K. not to write every day	
8	Write in a chronological order.	

13 Write the definitions to the following types of diaries.

- Travel Diaries _____

- Sleep diaries _____

- Audio diaries _____

- Memory diary _____

- Food diaries _____

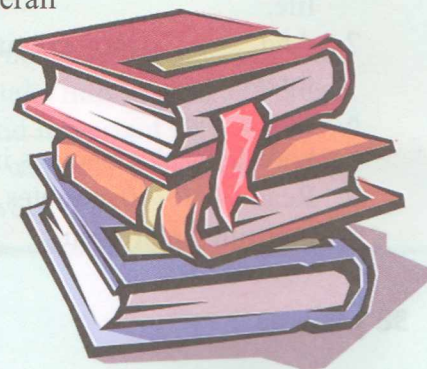
14 Write memory diary about your study habits.

number of sides at the base, then moving on to the next type of calculation, studying repeated examples of that. d) _____ which included examples of all four types of calculations grouped together. Both groups solved sample problems along the way, as they studied. A day later, e) _____, presenting new problems of the same type. The children who had studied mixed sets did twice as well as the others, outscoring them 77 per cent to 38 per cent. f) _____ the same in experiments involving adults and younger children.

Cognitive scientists do not deny that honest-to-goodness cramming g) _____. But hurriedly

jam-packing a brain is akin to speed-packing a cheap suitcase, as most students quickly learn — it holds its new load for a while, then most everything falls out. ... [In contrast] an hour of study tonight, an hour on the weekend, another session a week from now so-called spacing improves later recall without requiring students to put in more overall study effort or pay more attention, dozens of studies have found.

The New York Times,
September 6, 2010

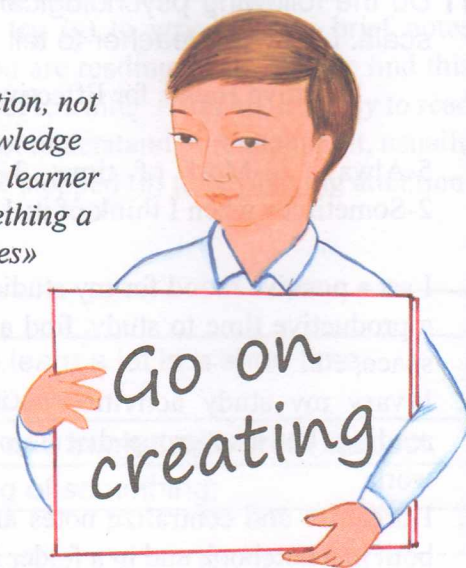




Look at the posts. What do you think the message is?

LIFE is like riding a
BICYCLE,
 to keep your
BALANCE
 you must keep moving.
Albert Einstein

«Learning is creation, not consumption. Knowledge is not something a learner absorbs, but something a learner creates»



1 In pairs, read the words and word combinations in the box and try to guess their meanings.

tremendous	enables	frustration	affluence
fast track	neutral	accomplish	the pay off
working your way	towards	preferably	
start off	add up	discipline	

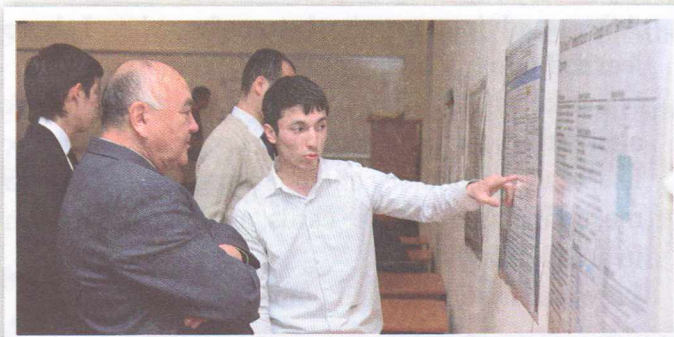
eg: tremendous — great, huge.

2 Use the words from the box and complete the sentences.

- As you continue to grow and grow towards the realization of your four potentials.
- The habit of continuous learning _____ average people to become top performers in their field.
- It enables people to rise from poverty and _____ to _____ and success.
- It increases your intelligence and puts you on to the _____ in your career.
- Continuous learning, like nature, is _____.
- Anyone can use it to _____ extraordinary things in life.
- And _____ from continuous learning will last forever.
- You'll be _____ becoming one of the knowledgeable persons in your field.
- Read 30 to 60 minutes each day _____ in the morning before you _____

- This will _____ to about 1 book per week.
- You must also _____ yourself leave television or radio off, to put the newspaper aside.

3 Look at the photo and guess: What will the listening be about?



4 (T7) Look through the statements below. Listen and decide if they are true or false.

- Being optimistic and positive is the best reward for continuous development. T
- Top performers enable your continuous learning. _____
- The payoff from continuous learning will last forever. _____
- Read at least 30 famous books in your field. _____
- To earn PhD one should read at least 50 books in his field. _____
- Average person in the world reads less than one book per year. _____

5 Choose a heading to the record and prove your choice.

- Habits of continuous development.
- How to succeed in continuous learning.
- Reading is the basis of lifelong learning.



6 In groups of 4 or 5 make a poster illustrating the idea given in the listening activity.

Add your own ideas and explain them. Choose one person to present your poster to the class.

In a period of time up to and including the present:

He **has tried** to learn a language by himself.

A situation that is incomplete or ongoing:

I've **been learning** it since 2010. (*dynamic*)

How long **have you known** this person? (*stative*)

He **has lived** in this city all his life. (*permanent, state-like situation*)

He has been living in Tashkent for two years. (*temporary, dynamic*)

7 Match the beginnings a-d and the endings 1-4 to make four important rules about the use of the Present Perfect Simple and Continuous.

- Dynamic verb + have done
- Stative verb + have done
- Dynamic verb + have been doing
- Stative verb + have been doing

- The action is incomplete or on going
- Not usually used
- The action is complete
- The situation is incomplete or ongoing

8 Choose the most appropriate form of the verb. With your partner, answer the following questions.

- Have you *ever eaten / been eating* oysters?
- How long *have you been driving / have you been driven* "Orlando"?
- How many times *have you taken / have you been taking* IELTS exam?
- Have you heard / have you been hearing* about Lingua Franca?
- How many times *have you had / have you been having* an English course?
- Have you ever been / Have you ever been going* to Khiva?

9 Complete the sentences so they have the same meaning as the first one.

- When did you start your course? How long have you been attending your training?
- I've known Bobur since he was ten.
I first met _____
_____ he was ten.
- I didn't like the idea from the very beginning and I still don't. I have _____
_____ from the start.
- She began learning English when she was a child.
She has _____
_____ she was a child.
- English became ubiquitous in Tashkent more than 15 years ago.
English has _____
_____ over 15 years.

According to the research successful people outstand with their incredible curiosity and desire to learn everything. They tend to study, ask questions and read – constantly!!!

Repeated success is not about memorizing facts, it's about being able to take information and create, build or apply in new and important ways.

Successful people want to know everything about everything and every time.



10 Read the descriptions and decide who they belong to. Choose the options below.

1. He spent 17 years in Milan working for the Duke, inventing, painting, sculpting, studying science and conceiving an endless stream of innovative and daring ideas.
2. Born in Khiva in 973 A.D, and trained initially as a mathematician, he used to work in the fields of Chemistry, Astronomy, History, Geography, and Pharmacology.
3. He is well known for his great contribution to Medicine and Philosophy. His most famous and important books were "The Book of Healing" (Kitab ash-Shifa) and "The Canon of Medicine" (al-Qanun fi al-Tibb).

a) Beruni b) Da Vinchi c) Ibn Sina (Avicenna)

11 Read the following statements, decide if they are true or false according to the text.

1. He was called "the sage of the sages" by his students.
2. The whole world knows him as "Prince of Physicians" because of his "Al Qanun".
3. At the age of 17 he was already a practicing physician.
4. "al Qanun fi Al Tibb" consists of more than one million words.
5. "The Canon" was the only material on its subject until 17th the century.
6. He dissociated stomach ulcers and psychological factors, such as tension and depression.

12 Match the words in the column A and the definitions in the B.

A	B
<ul style="list-style-type: none"> • memorize • attributed • contribution • recite • considered • tension • trace 	<ol style="list-style-type: none"> a. learn to remember b. to regard as belonging (to) c. a mark or other sign that something has been in a place d. mental or emotional strain; stress e. to think carefully about or ponder on (a problem, decision, etc.) f. to give a detailed account of g. something contributed, such as money or ideas

IBN SINA (AVICENNA) (980-1037)

Abu Ali al-Husayn ibn Abdullah ibn Sina, known in the West as Avicenna, was the outstanding philosopher, physician, scientist, and mathematician who lived around 980-1037 AD. He was born in the village of Afshana near Bukhara. He is also known as al-Sheikh al-Rais which means «The Sage of the Sages» a title that was given him by his students. In the West he was famous as the «Prince of Physicians» for his famous "al-Qanun" (The Canon).

By the age of 10 ibn Sina would memorize and recite the holy Koran. His next six years, the young man devoted to studying Islam Jurisprudence, Philosophy, Logic and Natural Science and became familiar with Euclid and

13 Read the sections of a sufficient autobiography and order them 1-4.

- a. Educational Overview _____
- b. Cover page _____
- c. Work History _____
- d. Introduction _____

14 Read the options below and decide which section in ex.13 they belong to.

- I. Topic
- II. Name
- III. Course identification
- IV. Instructor's name
- V. Date

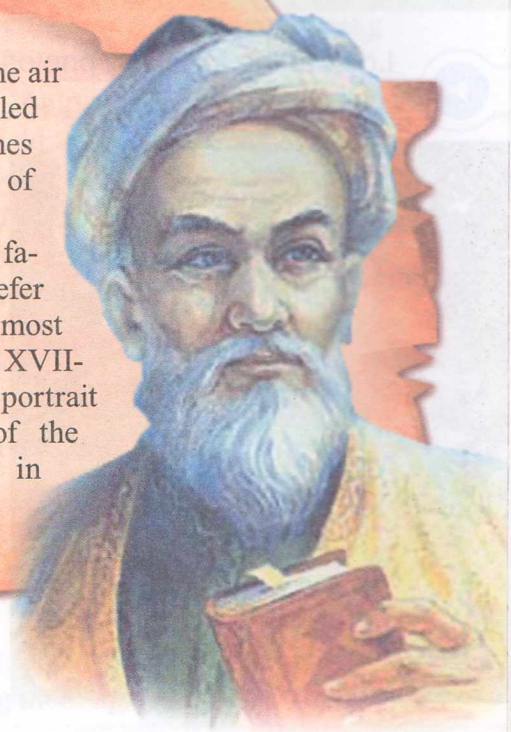
Almagest. At the age of 17 ibn Sino became interested in Medicine and considered it, as he used to say himself, «not difficult». By this time, he was already a practicing physician, mostly self-taught.

Ibn Sina is well known for his great contribution to Medicine and Philosophy, he wrote about 450 works of which 240 are extant. His most famous and important books were the Book of Healing «Kitab ash-Shifa» and the “The Canon of Medicine” (al-Qanun fi al-Tibb). It is considered to be the largest ever written medical reference with more than one million words. The canon remained the world’s most important source on the subject, till the XVIIth century. It was translated into Latin by Gerard of Cremona in the XIIth century.

Ibn Sino was able to diagnose cancer and used surgical operations to remove it. He also attributed stomach ulcers to psychological factors, such

as tension and depression, and physical factors affecting the stomach. He used to ascribe infections on the air to some diseases. This led to the use of quarantines to control the spread of infectious diseases.

Many worldwide famous doctors would refer to his works as the most reliable source until XVII-XVIIIth centuries. His portrait hangs in the Hall of the Faculty of Medicine in the University of Paris.



Tips for sufficient autobiography:
 double-spaced and in standard font at least four pages
 without a cover page no need for references since you are
 writing about your own reflections

15 Put the names of sections A-C in ex.16 using options from ex.13.

16 Write paragraphs to cover the following.

A. _____

Your name
 Educational experience
 Experience with online classes
 What kind of work you do
 A bit about you and your family
 What you expect to accomplish

B. _____

Experiences in learning
 Educational preparation for the workforce

C. _____

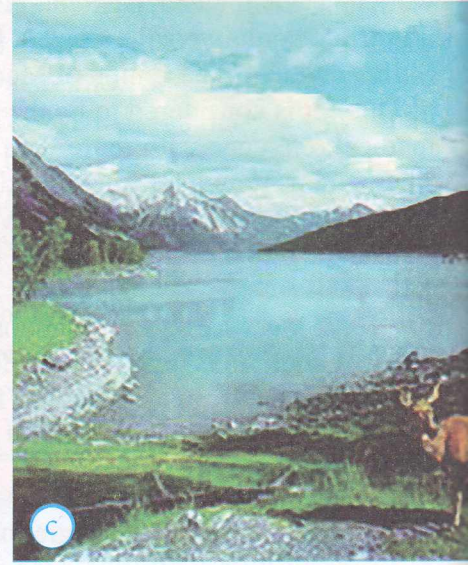
Jobs you had
 Educational support
 Support from family and friends
 The job you were satisfied with
 Talents for specific jobs
 Barriers you encountered



Lesson 8

SOCIAL RESPONSIBILITY

Look at the following photos and discuss them.

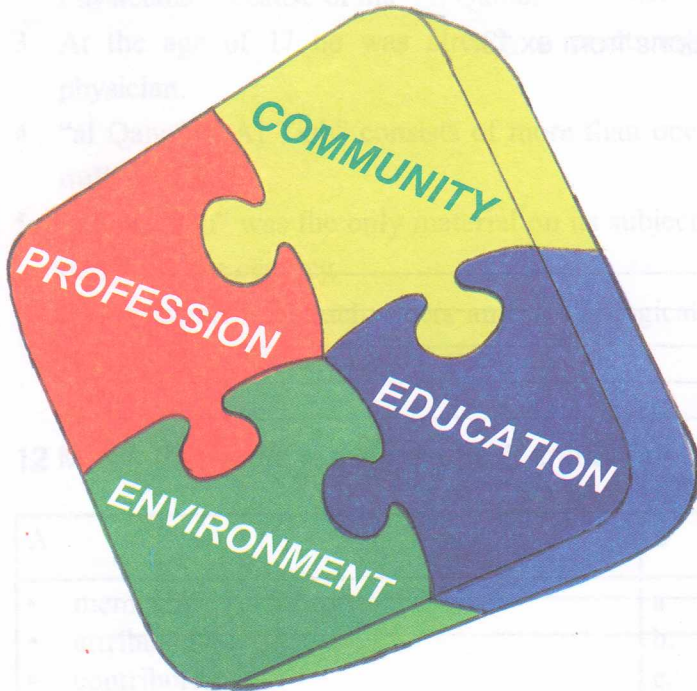


1 Look at the picture and answer the questions.

2 Guess what the song «Man in the Mirror» is about.

- a. The man becoming conscious of his deeds
- b. The man having an eye on other lives
- c. The man revenging for his past
- d. The man feeling sorry for his community

3 (T8) In pairs guess the main message of the song "Man in the Mirror" by Michael Jackson and choose the best option. Listen and compare your answers



Personal responsibility	Social responsibility
- Make it right	- Make the world better
-	-
-	-
-	-

- How are the parts connected?
- What are the impacts of human involvement in these areas? Think about human obligations in the community, environment, profession and education.
- What are your social responsibilities as a student?

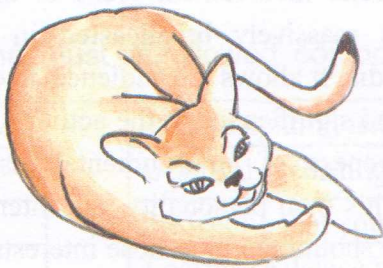
4 Listen to the song again and complete the table.

Short form	Complete form
Gonna	going to
b.....	blowing _____
y.....	you _____
w.....	want to _____
g.....	get to _____

- 5 Work in groups of three. Read and give solutions to the case. Follow the steps below. Act out the situation showing how you would behave in the character's position.

Steps for making ethical decisions

1. Identify the ethical problem.
 2. List the facts that have an influence on the decision.
 3. Identify anyone who might be affected by your decision and how.
 4. Explain what each affected person would want you to do about the issue.
 5. List three alternative actions and identify the best and worst case scenario for each alternative, anyone who would be harmed by this choice (and how), any values that would be compromised by selecting this alternative, and any automatic reasons why this alternative should not be selected (legal issues, rules, etc.).
- 6 Fill in the gaps with proper verb forms and compare with your partner's answers.



Cat saved a family from house fire

Damira Nashirova _____ (be waken up) at 4:45 a.m. by the cries of the family cat, Momiqoy, coming from the garage. Damira _____ (go) down stairs to see what the fuss _____ (be) about. What she _____ (see) was smoke and flames; she quickly _____ (grab) the cat and _____ (rush) back inside to wake up her husband and their children.

The fire _____ (destroy) the garage and a bedroom. None of the family _____ (get harmed) thanks to the cat's cries. As an interesting side note, none of the family _____ (be fond of) the cat before this incident. Damira Nashirova _____ (claim) "We love it now. This thing is getting some tuna tonight!"

- 7 Work in pairs. Fill in the gaps and compare them.



Gorilla saved a boy from being attacked

On August 16, 1996 in the Brookfield Zoo, a 3 year old boy _____ (fall) into a Gorilla enclosure and _____ (loose) consciousness. Binti Jua a female Lowland Gorilla, _____ (guard) the young boy from the other Gorillas in the enclosure, she then _____ (cradle) him in her arms, while her own 17 month old baby _____ (be) on her back and _____ (carry) the boy 60 feet to an entrance where zoo-keepers _____ (can retrieve) him.

- 8 Read the quotes and discuss them with your partner.

"The only time you should look down at someone, is when you are helping them up." Jesse Jackson

"All that is required for evil to prevail is for good men to do nothing." ~ Edmund Burke

- 9 Read the stories of different people on page 44 and tick the relevant column boxes.

Statements	story 1	story 2
The story relates to a family and friends		
The story relates to physical needs		
I saw what happened in the story		
What happened in the story relates to an ethnic group or tribe		
What happened in the story relates to a community, region, or country		
The story relates to food and shelter		
The story makes me feel inspired		

16 December 2012, UK, Victoria Soto, 27, was a true hero managing to hide pupils in cupboards at the Sandy Hook Elementary School as the gunman Adam Lanza was killing others. Ms Soto was then shot dead but her actions meant that many of her young students survived. Ms Soto's selfless act of bravery undoubtedly has drawn worldwide admiration.

Story 1: Many years ago as we got ready for school we moved out of the house with my parents in the car. A small distance from our house we met a crowd of worried overwhelmed, angry and stranded people. They were surrounding an injured woman. This was a poor woman who fried pancakes for a living and this sad morning she had tripped and fallen into kalai of very hot cooking oil she had placed on the charcoal stove. No one could help to rush her to hospital. As we passed by my parents told my brother to go by taxi to school so that in his place this woman will be transported to the central hospital.

Story 2: Being hosted in Uzbekistan for the last two years I have compiled the rich content of the impressive research entitled 'National Identities of Uzbek Nation'. To my great surprise volunteerism has constantly been on the rise across the whole country. Its trends can be observed in polysemous word 'hashar' that is interpreted as community service in house building, greening, traditional ceremony holdings, such as weddings, circumcising, funeral – all social events in which neighborhood and relatives are wholeheartedly involved to support the holder materially and morally.

One of my memos found its deep enlightenment in people's talk about environmental issues and the importance of taking some actions, from recycling to land protection. Each early spring on March 14 communities across Uzbekistan hold cleaning up

issues. People of all ages voluntarily grab a trash bag and walk the streets of their town picking up trash or dig up the ground nurturing its productivity. Many youngsters care deeply about the threats facing our environment and may have an interest in helping their community "go green." Moreover, community service ideas include planting a neighborhood garden or a tree for all to enjoy, clearing pathway trails or performing attraction cleanups. Some communities plan clean-up days when town members gather for one, huge cleaning surge, but high school students don't have to wait for an official cleaning day. Like other groups more and more middle and high school students all over the 12 regions of Uzbekistan willingly perform community service hours through fun as part of their learning experience. As anyone who has ever volunteered knows, the satisfaction and pride that comes from helping others can be life changing.

This social involvement scene of the national activity is massively broadcasted in local and central media. It allows the audience to explore the purpose and significance of the activity and raises their awareness of environmental issues. Each youth has his own personality and interests – and the mature should tap into those interests to ensure the community service project has an invaluable impact in committing social responsibility'.

(... taken from French sociologist report)

10 Work individually and give metaphoric definition to the word Good deed. Good deed is like..... as it

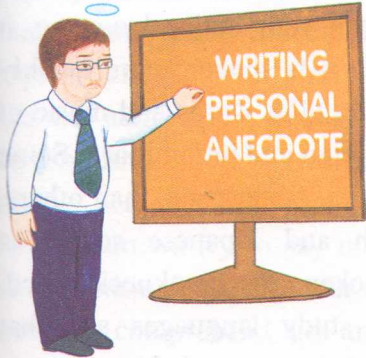


11 What differences can you see between these two pieces of writings?



Two days ago in the early morning, while everyone in my family was asleep there was a thunder knock at the door. I hardly opened my eyes trying to find the way to the door....

When the birds almost started their morning tuning the old lady was woken up of a sudden knock at her door. She looked for her glasses squeezing on the drawer as well as trying to place her feet into the slippers....



Anecdote is a written or spoken story about a specific single incident serving to make the reader or listener laugh or ponder over a topic. Generally, the anecdote will relate to the subject matter that the group of people is discussing.

12 Match the 'must be followed' components of an anecdote writing and their definitions.

Chronological	the anticipation felt by a reader or viewer in wanting to know what will happen next
Flashback	arranged according to time
Suspense	the feeling that you are present in the immediate area being described
Immediacy	a narrative device in which the author shares an incident from the past
Insight	an important new observation about life or about people

13 Following the leading questions write an anecdote representing someone who was not socially or personally responsible in specific incident. Include the consequences for this irresponsible behavior.

1. What was the time of the year (season, day or night time), and the weather like? _____
2. What were you doing at the moment? _____
3. What was the place surrounded by people? _____
4. Did you know the person before? _____
5. Describe the action and emotional state of the character. _____
6. What were the results or consequences of the incident? _____
7. What impact did it make on you? _____
8. What is the moral of the story? _____

Review 2



1 (R2) You will hear: Rustam Hamroev, host, Difuza Mamatqulova, interviewer Jaloliddin Zuhridinov, Professor in the Department of Communications Sciences and Disorders, National University of Uzbekistan

Predict which of the following topics you are likely to hear about. Choose five only.

1. Speaking Disorders Such as Speech Obstruction, Problems
2. Development of Fast Speech
3. Management of Central Nervous System to Test Speech Pace
4. Speed of Different Professionals' Speeches
5. Examples of Using Fast Speech
6. Experts Ideas on Pace of Speech
7. Process of Learning How to Speak Fast
8. Radio Programmes to Enhance Speed of Speech

2 Answer the following questions and write your answers .

1. What are the main ways of getting new information in our fast developing world? _____

2. What was the speed rate of speech among different people a century ago? _____

3. When we speak slowly how does our nervous system respond? _____

4. What problems do the new visitors face abroad? _____

5. What can help to understand fast speakers? _____



3 Read the text. Choose the best title.

1. Types of Syllables
2. Importance of Memo in Learning Languages
3. Language and Communication

Did you know there are over 100 languages spoken in Manitoba? While English is the dominant language of the province, the next most commonly heard languages are German, French, Tagalog, Ukrainian and Cree. Immigrants to the province bring their languages with them, enriching the linguistic make-up of Manitoba. When you listen to a language other than your native language, it often sounds as though it is spoken more quickly than your own language. The words and music of the language sound foreign and unfamiliar. Some languages are spoken at a faster pace than others. For example, Spanish and Japanese sound as though they are spoken at breakneck speed. However, those who study languages say that in fact, languages tend to convey information to listeners at the same rate, even though the speed of the delivery of some languages sounds much faster than others. Scientists studied native language speakers of seven common languages: English, French, German, Italian, Japanese, Mandarin and Spanish. They also studied a less common language, Vietnamese. One of the main things they discovered was that a language speed is determined by how much meaning is packed into each syllable. The more information a language packs into a syllable, the fewer syllables have to be spoken in a second to convey meaning. For example, the single

HELLO!

SALOM!

Saluton!

Hej!

CIAO

HELLO!

Sveikil

AHOJ!

Saluton!

Hej!

CIAO!

Bonjour!

HELLO!

DIA DUIT!

SALO

syllable word “bliss” is full of meaning. On the other hand, the word “to” is not. A single syllable in the midst of a longer word, such as the short “i” in merrily, has no independent meaning at all. When scientists listened to a minute of speech in all of the languages studied they found that each language conveyed about the same amount of information in that minute. They concluded that while Spaniards “sprint” and Chinese “stroll” when they speak, both tell the same story in the same amount of time. In English, there’s growing concern that many people are speaking too quickly. Our fast-paced lives mean we try to say more in less time. But is it working? Experts fear that fast speech means listeners comprehend less and less of what is said. As language learners, we need to remember that speaking fast is less important than speaking well and that one key to speaking well is listening well. In fact, eighty percent of what we learn comes from listening. That’s why we need to learn strategies to help us listen. We need to be prepared to politely ask speakers to slow down, repeat what they’ve said or clarify. Above all, we need lots and lots of practice!

(Source: www.gov.mb.ca/ctt/invest/busfacts/overviews/d_language.html)

4 Find the words in the text with the similar meaning.

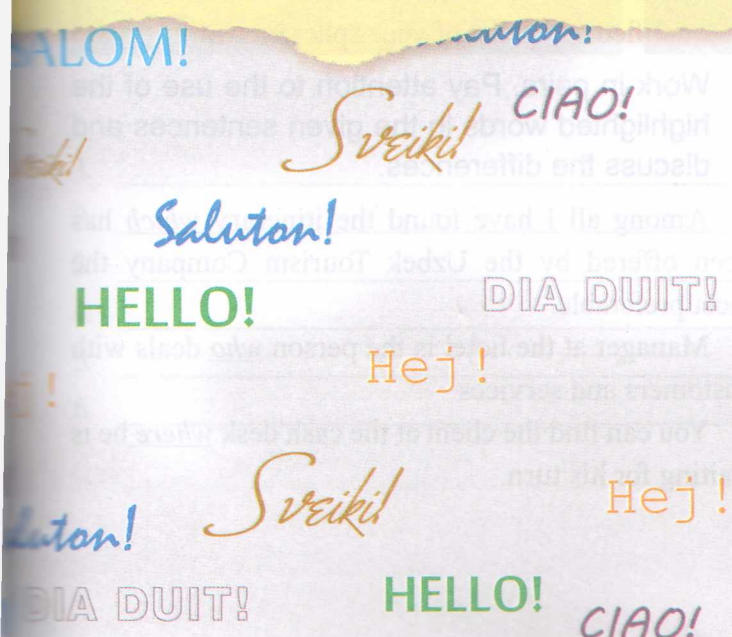
1. dangerous _____
2. decide _____
3. run _____
4. communicate _____
5. happiness _____
6. make clear _____
7. walk _____
8. understand _____
9. speed _____
10. improve _____

5 Decide if the given statements are true or false.

1. While you are listening to any other language than your native one, it seems that it is spoken faster than your own language. _____
2. Scientists researched speakers of native languages of eight common languages. _____
3. Research shows that the language speed depends on syllables which contain meanings of the words. _____
4. Researchers listened to a minute of speech in all of the languages studied and found that each language doesn’t express the same amount of information in a minute. _____
5. It is important to learn strategies for listening and analyzing information. _____

6 Complete the table below. Write no more than two words or a number for each space.

1. What are widely used languages in Manitoba? - English, German, French, Tagalog (1) _____ and Cree.
2. Which languages are spoken faster than others? Spanish, (2) _____
3. How many languages were tested by the scientists? (3) _____
4. Find two languages which show the similar results in telling the same story in a minute. (4) _____, (5) _____
5. What is the main effect of the fast speech? (6) _____
6. What is the percentage of information which comes from listening?(7) _____



Lesson 9

SERVICE MANAGEMENT



Look at these pictures and explain why people and agencies need business cards and advertisements



1 Define the following expressions connecting with customer service management.

1. be creative _____
2. be consistent _____
3. stay focused _____
4. acquire skills _____
5. make decisions _____



2 (T9) Listen to the interview with a successful businessman. Put the titles from Ex. 3 to the paragraphs.

- a. Create and keep track of a to-do list and check it each day. Be sure that you don't forget anything and perform all the planned tasks. _____
- b. If you provide better service for your customers, they'll be more inclined to come to you next time. _____
- c. It takes time to let people know about your service, so stay focused on achieving your short-term goals and give the rest time to come together on its own. _____
- d. It will help you to know where your service stands financially and what potential challenges you could be facing. It gives you time to create strategies, to overcome the obstacles that can prevent you from successful managing and growing your service. _____
- e. Keep up with your competitors and learn from them things which can be helpful in providing your service. _____
- f. Take calculated risks which help your business to grow and allow you to take the kinds of calculated risks that can generate great rewards. _____

3 Listen again and mark the sequence of tips from 1-9 according to the listening material.

- Stay focused
- Provide great service
- Analyze your competition
- Keep detailed records
- Get organised
- Understand risks and rewards
- Be creative
- Prepare to make sacrifice
- Be consistent

4 Answer the following questions:

1. What services can you add to those which were mentioned above?
2. What is the result of well-established service management?
3. What services would you offer costumers as a qualified specialist of your sphere?

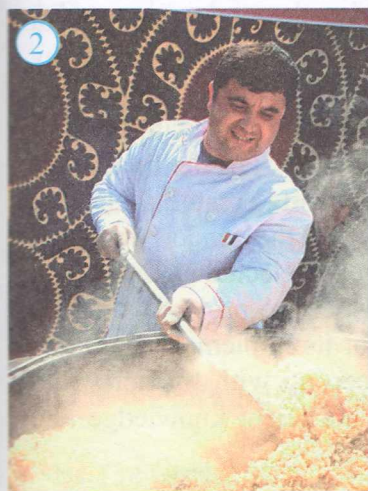
5 Work in pairs. Pay attention to the use of the highlighted words in the given sentences and discuss the differences.

Among all I have found the itinerary which has been offered by the Uzbek Tourism Company the most preferable.

Manager at the hotel is the person who deals with customers and services

You can find the client at the cash desk where he is waiting for his turn.

6 Title the services in the photos and define them using **which, who, where, that**.



1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

7 Insert relative pronouns **which, who, where, when** and that in the spaces below

1. Service management is a system _____ connects actual company sales and the customer.
2. The purpose of service management is to conduct measures _____ lead to reducing high costs by integrating products and services.
3. Generally, service management comprises six different capabilities _____ companies should consider for optimization.
4. A waiter _____ served you was very polite.
5. I'll never forget that day _____ our company won a tender.
6. There are a lot of restaurants and cafes in Tashkent _____ vegetarians can eat and drink.

8 Make up sentences using the following words and expressions.

Service management, market relations, uphold honour, high-quality, services, index of culture and mentality.

«People rarely succeed unless they have fun in what they are doing.»

Dale Carnegie



9 Read the text and decide whether the statements below are true or false. Support your answers with your own ideas.

Barno is a senior student at Tashkent Tourism College. She was awarded by her college authority last year: a voucher to summer camp “Lochin”, which is situated in Kashkadarya region. She met more than 500 peers from different regions of Uzbekistan there. All participants admired the mini models of seven wonders of the world built in the camp. Moreover, a four-time meal, high-quality service offered by polite administrative staff, productive training sessions, a number of entertainment programmes turned the holiday into real fun and long lasting memory. Several campus extracurricular activities were set up for young talents, such as “Media Club” aiming at young journalists, “Dilemma” intending for developing public speech, “Art” for practicing handicraft, “YES” for preparing business leaders and “Lingua” for motivating language learners. Barno took part in the course of “Young Entrepreneurs School”. She learned secrets of successful business running and golden rules of market economy during the sessions delivered by South Korean and Singaporean professional trainers.

By the end of the course completion campers got the message: «Customer is always right!»

If somebody isn't satisfied with your service, it means something is wrong with your management. Studying demands of clients is the only solution to the problem. According to the experience of developed countries the client service is the crucial factor which provides economic and social stability in all areas of social advancement. Improvement of this stream effects financial status of citizens, as well as widespread of entrepreneurship, development of economy, revenue increase of the country, unemployment decrease. Service management is increasingly becoming one of the vital business issues for organizations realizing the benefits of customer relationship management. Besides, they also were taught that rivalry among partners in service management would lead to raising quality and reducing costs of services”. For the final entry task of the portfolio participants created their own business plans to submit for the tender. It was a great honour for Barno to be selected as one of the five awardees for her prospective project work and she got 5,000,000 sums for its implementation. She was highly inspired to keep up with further youth projects having acquired sufficient knowledge and lots of new friends.

1. Service management is an essential part of business issues. _____
2. Companies have a few solutions in offering their service. _____
3. Development of service management doesn't have any effect on the development of the society. _____
4. Welfare of the country depends on service management. _____

10 Think about the service management in your own field. Discuss the questions in small groups.

1. Why has a service management become a vital business issue?
2. What does customer service require?
3. Why is the client service so important for the development of the society?

11 Answer the following questions.

Have you ever written a complaint letter? If yes, what was the reason of writing it?

- a. Put the titles in order.
- b. Write possible expressions in the columns under each title.

Solution	Warning	Background	1	Problem

12 Name the parts of a sample complaint letter. Use ideas from Ex.11



Dear Aziz Nasrullaev,

I am writing to complain about unsatisfactory service. I am a client to have requested for the Master Card issue on March 4, 2014.

According to the debit card issue regulations set by the Terminal Service department a card should be available to the client in two weeks after the request submission. My visit to the bank on March 18 was unsuccessful due to late card delivery from the central bank. The department employee postponed the next availability for March 25 and promised to give a notice call to my mobile phone. Three days have already passed since the responsible department should have met the deadline. My main concern is that my business trip flight to the United Kingdom is due to April 4, 2014. Besides, I need to top up the master card with foreign currency. I doubt whether the bank current service allows me to cope with what I have planned till my departure abroad.

Having the position of a bank manager will you be so kind to provide me with urgent assistance, please, or at least to instruct with the steps to be taken to finalize the process?

In case of no positive solution by the department, I'll have to address my complaint to the Head Office.

Looking forward to quick solution,

Best regards,
Marjona Boboeva



13 Remember any service you were not satisfied with. Write a complaint letter using the template below.

Dear _____,
I am writing to complain about _____

When I _____

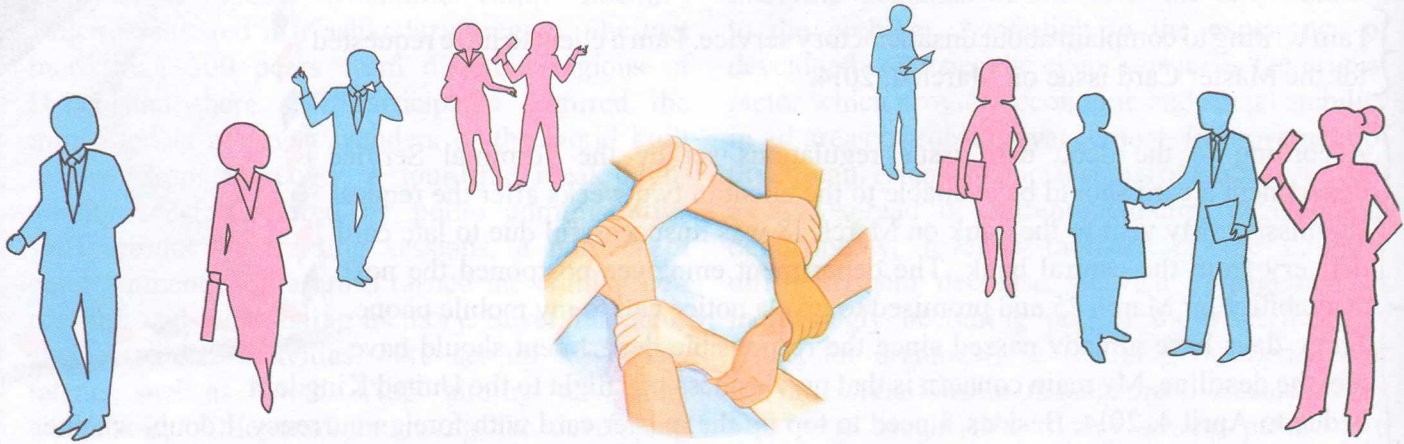
I assume you will _____

Yours faithfully, _____

Lesson 10

HUMAN RESOURCES MANAGEMENT

Look at the pictures. Discuss them with your partner.



1 Write synonyms for the words a-l.

personnel, achieve, digest, employ, engage, inspect, reward, progress, investigate, head, evolve, scan, scrutinize, assurance, compensation, fire, study, run, selection, direction, worker, reassign, premium, tenant, develop, hand, recognize, lead, survey

- a. manage *e.g. head, run, lead*
- b. staff _____
- c. leadership _____
- d. review _____
- e. employee _____
- f. remuneration _____
- g. succeed _____
- h. recruitment _____
- i. retire _____
- j. hire _____
- k. insurance _____
- l. learn _____

2 Number the following units 1-15 considering the important steps in effective staff management.

Hiring___, selection__1___, providing direction___, training___, retirement___, recruitment__2___, insurance___, survey___, retraining___, team building___, placement___, remuneration___, creating working conditions___, orientation___, recognition___.

3 (T10) Listen to the following dialogue and find out the job title of the interviewee.



“The core component of my each triumph is my diligence”

Amir Temur

4 Read the sentences. Listen to the dialogue and write if the statements are true (T) or false (F).

1. The director felt great responsibility, because they used other resources. _____
2. You should listen to each member of the group. _____
3. Being a good boss means hiring talented people. _____
4. Running his own staff was the easiest task for the director. _____
5. The appropriate established scheme of management was helpful. _____
6. Your administration should enhance decision making abilities of the staff. _____
7. The personnel improved their knowledge and skills during the process. _____
8. Discipline and equal attitude to all the staff is very important for prosperity of the company. _____

5 Read. Do you agree or disagree with the following statements? Give specific examples to support your ideas.

- Your employees are motivated through various means. _____
- You should listen to each member of the group. _____
- Encourage and do compliment to everyone and every day. _____
- Theoreticians should think of further development of HRM. _____

6 Imagine you are a manager responsible for Human Resources Management (HRM) of the organization in your field. Look through the 10 major HRM functions below. Chose three most important of them considering organization's development. Present your ideas to the whole class.

- | | |
|------------------------------|--|
| a. Workforce Planning | f. Performance Appraisal and Career Planning |
| b. Recruitment | g. Employee Engagement |
| c. Compensation and Benefits | h. Change Management |
| d. Rewards and Recognition | i. Labour Relations |
| e. Training and Development | j. Satisfaction Surveys |

7 Look through the speech chunks in the left column. Match them and the statements in the right column keeping the same message.

1 "OK".	a. He denied rewriting his CV.
2 "Sorry".	b. He offered to have dinner with him.
3 "Well done".	c. She agreed to make a report.
4 "We are getting married".	d. He reminded me not to forget to phone.
5 "It's not true".	e. He promised to be polite with the staff.
6 "It's a brilliant idea".	f. He insisted on going to the café.
7 "It was your fault".	g. She persuaded him to do it.
8 "Let's have dinner".	h. He apologized for hurting my leg.
9 "I won't do it!".	i. They accused him of going bankrupt.
10 "Don't forget".	j. They announced that they were getting married.
11 "Why don't we go to the café?".	k. He refused to admit that the argument was true.
12 "I'll be polite".	l. He congratulated me on passing the exam.



8 Change the direct speech into indirect speech. Use the following reporting verbs only once.

apologize remind blame threaten announce beg promise advise

1. "Please, please don't tell anyone!"
The worker _____ not to tell anyone.
2. «Well, if I were you I'd start saving for my retirement.»
My uncle _____ me to start saving for my retirement.
3. "Don't forget to phone the director of the oil company."
The secretary _____ me to phone the director of the oil company.
4. «I'm sorry I didn't come to the meeting.»
He _____ for not going to the meeting.
5. «Yes, believe me, I'll be there on time. I won't be late.»
He _____ not to be late.
6. «If you're late again we'll start without you.»
They _____ to start without him.
7. «I'm afraid I've got some bad news. The company's closing.»
The manager _____ that the company was closing.
8. «We lost so much money because of the irresponsible manager!»
The executive director _____ the manager for losing much money.

9 Imagine you are a chief in an organization and discuss the following questions with the whole group.

1. How would you react to someone being late?
2. Would you demand dress code in your work place?
3. What essential qualities should an employee have?



10 Read the letter written by HR manager to his apprentice who is going to be appointed to his position. Decide which statement covers the overall plot of the letter.

- a. The professional in human resources department is holding recruitment for the new staff.
- b. The experienced chief recommends some useful instructions in company management.
- c. Car producing company is announcing a vacancy for a manager position.



Dear Akmal,

You will start running a large car producing company soon, so I would like to give you some essential ideas in management that I have experienced.

Firstly, I advise you to put the company interests at the first place. It should dominate over everything! You must do your best to keep it prospering. Secondly, you should strictly demand discipline in the workplace. Each employee must follow the laws and rules of the company. You should react to misdeeds of your workers immediately, do not stay still when you have to act. Don't forget that strict discipline is the basis of company development. But sometimes you should get to know the conditions of your workers, who break rules, live in. Due to them you may let some exceptions go, when needed, obtaining human approach towards employees. Thirdly, good

working conveniences must be perfectly

created, and salaries must be paid on time.

Remember that if an employee is cared, he will really devote himself to the company! Fourthly, be fair and objective. Never make decisions under strong emotions and subjective opinions.

I assume, if you want to keep the developing position of the company as it is now, you should always go 30 or 40 years forward. Innovative, modern ideas should be worked out and implemented. This way your company can stand a strong rivalry in the car market.

I have always believed that you can be a responsible, devoted, fair, reliable, enthusiastic and strict manager. I hope that our company will keep on growing rapidly under your managing as well.

11 Read the statements and write A (agree) or D (disagree). Give specific examples to support your opinions.

1. Running your personnel is a strategic process.
2. Americans say, "We act, do not plan".
3. HR means to contribute in different ways.
4. Your HR department should function without fanfare.
5. You should give people training in key skills pertaining to their current roles.
6. A client is always right.
7. Compete more effectively than your rivals.
8. We should work together in order to reach maximum effectiveness.

12 Read the template and write a cover letter for one of the vacancies below. You may use the words from the box.

Your name
Mailing address
City, district and zip
Contact number(s)
Email

Today's date

Your addressee's name
Professional title
Organization name
Mailing address
Zip code

Dear Mr. (or Ms.) last name,

Opening paragraph: Hook the employer with something that catches his/her attention (for example: who referred to you or their need for your special skills). Name the job you want (use a specific job title).

Body paragraph: It should consist of one or two short paragraphs that make convincing points about your qualifications. Use the language in the job advertisement if possible (for example: «You are looking for a student who has experience with Excel and Access. I worked for one year as a student assistant in the Consulting center. While I was there, I created an Excel database for the Interpreter Training Programme and later converted it to Access»).

Closing paragraph: Mention that your resume is enclosed. Say you would like to arrange an interview and when you will contact the employer to schedule an appointment.

Sincerely,
Your name
Your address
Your telephone number
Your email address and/or fax number

Cover letter is a rather significant document in the application procedure. It is presented together with CV or resume. It is also called motivation letter which is the basis on which any organization selects their employees!

Medical assistant, cashier, administrative manager, primary school teacher

attract, impressed, instilled, motivated, collaborated, communicated, deal with, discipline, variety, develop, skills, experienced, desperately, quality, advantage, positive, will, purpose, potential, focused, clear, succinct, real, prospective

Lesson 11

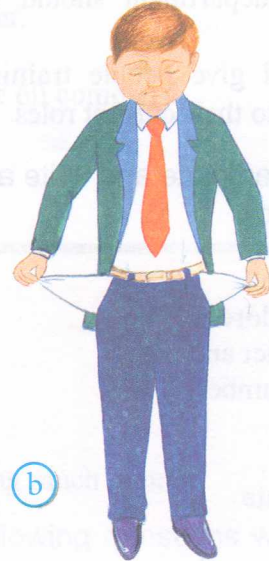
FINANCIAL MANAGEMENT

Look at the pictures. Picture A presents four 'actions'. Complete the following statement.

e.g. I might be in picture B position if I did not keep the action ' _____ ', because _____



(a)



(b)

1 Read the words in the box and select two of them. Explain the importance of your choice to your partner stating the role of them in your life.

stay away from the family, budget, overuse, do 'free' things, essential expenses, list of income and expenses, non-essential expenses, financial disaster, apply for scholarships and grants, keep records of expenses, put one's roommate in financial planning, financial aid office, manage one's debt

2 Review the key words above and guess what the upcoming listening material is going to be about.

3 (T11) Listen to the tape. Which of these frequently asked questions has not been mentioned by the speaker?

- What are the key components of budgeting?
- Do you manage your finance properly?
- Are there any types of expenses?
- Is budgeting important?
- What can I spend?
- Are there any tips for managing money?
- Does financial management require any special skill?

4 Review the statements below. Listen to the tape again and put the points in the correct order numbering 1-10.

- Create a budget and stick to it!
- Put your roommate in your financial planning. If you can, contact your roommate before the semester starts and decide how you'll divide expenses.
- Keep money safe and growing while you aren't using it.
- Ask for help when you need it. If you run into a financial disaster, call home and let your parents know you're in trouble. If an unexpected event changes your home financial situation, don't give up on university! First, talk with your financial aid office. Most colleges set aside funds to help students get through difficult situations.
- Save and project for future expenses.
- Learn to say "no" to friends.
- Do "free" things.
- Talk to your parents about who pays for what. Find out what you can count on from them and what you will be responsible for.
- Don't overuse plastic cards.
- Keep records of expenses.

5 Work in teams of three. Answer the questions in Ex. 3.

6 Work in pairs. Discuss the following questions.

- What tips can you suggest to your friend in managing his/her budget?
- Why do you think the tips to be useful? Prove your suggestion with your own life examples.

7 Read and write examples with *a/an*, *the* and *zero* article.

we use *a/an* with prices, frequency and speeds:

a a n t h e
? ? ?



we use *the* article with unique things

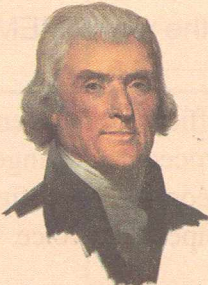
we use zero article when we are talking about people or things in general

8 Read the quotes and fill in with the appropriate articles.

1. “Financial management is _____ Operational Activity of _____ business that is responsible for obtaining and effectively utilizing _____ funds necessary for efficient operation” by Joseph Massie
2. “Financial management is _____ area of financial decision making, harmonizing individual motives and enterprise goals” by Weston and Brigham
3. “Financial management is _____ area of business management devoted to a judicious use of capital and _____ careful selection of sources of _____ capital in order to enable _____ business firm to move in _____ direction of reaching its goals” by J.F.Bradlery
4. “Financial management is _____ application of _____ planning and control function to _____ finance function” by Archer & Ambrosio
5. “Financial management may be defined as that area or set of administrative functions in _____ organization which relate with arrangement of

cash and credit so that organization may have _____ means to carry out its objective as satisfactorily as possible” by Howard & Opton.

6. “Business finance can be broadly defined as _____ activity concerned with planning, raising, controlling and administering of funds and in _____ business” by H.G Gathman & H.E Dougall
- 9 Look at the photos and answer the question. Which picture represents financial management? Why do you think so?

“Never spend your money before you have it.”
Thomas Jefferson





10 Look at the title of the text and guess what the text is going to be about.

11 Read the text and complete each paragraph with the sentences 1-4 in the spaces a-d.

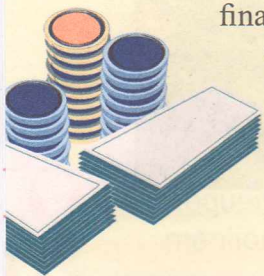
1. Any financial system is a decisive process at solution to any economic issues.
2. It is better to have several versions to spend money on than make an exact decision after thinking over demands' importance.
3. It is obvious that he was able to have become wealthy because of the right choice of financial management.
4. A right financial management can assist in having extra money to family budget.

Financial Management

Most people agree to the opinion that sometimes it is not so difficult to make money but to save and raise it can be a real problem. Most people complain that they face a number of difficulties in financial management. Why do many people have problems with this? Because most of us are not aware of rules in managing finance which causes problems. There are some general ideas to solve this question: firstly, do not start spending your money without planning or dividing it into needed categories and types. In your financial management plan you should thoroughly calculate your income for a week or a month, then demands where you must put money urgently.

a) _____

Henry Ford, a famous engineer and car producer, was grown up in a poor American farmer family with a very small budget. Eight children had to survive working hard in the farm. Being an intellectual, willing boy he coped with problems and took up producing cars: having produced the first automobile going by petrol Ford created a conveyer system of producing cars. Henry Ford paid a great attention to financial management by improving his car industry. He spent his money on the productive, essential processes in car manufacturing. His famous motto "a car for everybody!" denied



the idea that only the richest people could own cars! Ford made out a special technique to produce an automobile in a cheaper price by decreasing amount of money spent on it. As a result a proper financial management brought him and his company fame. Later Henry Ford had become one of the richest men in the world as well.

b) _____

Financial management can make one's business sphere prosperous or failing. Appropriate, well-planned scheme may bring to success. Not only in business or in other occupations this matter is important but families also need a right financial management to prosper. For achieving this, one should be able to analyze income and outcome of his family thoroughly.

c) _____

Financial management is a foundation stone of any social institution which puts every economic issue in order. There is no notion small or big financing. Small financial matters lead to bigger ones.

d) _____

12 Read the definition given to the word "MEMO" and tick possible characteristics.

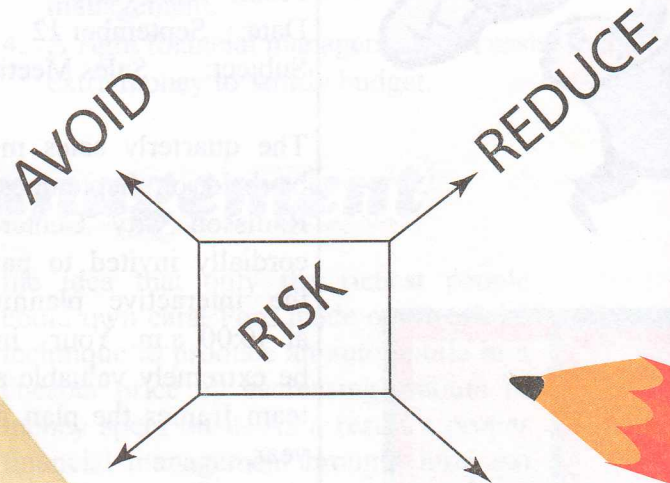
Memos are written to an entire office. Memos tend to inform colleagues of office procedural changes that apply to a large group of people. They often provide instructions using the imperative voice. It has specific format and rules.

- Be brief
- Use informal style
- Be impersonal (use passive)
- Use salutary remarks
- Keep concise and to the point
- Use bullet points if necessary
- Use a short thank you to finish

Read and discuss.

Risk management is a good decision making

Risk Management is a methodology that helps managers make best use of their available resources.



1 Read the title as well as the note. Which sector does the title of listening material refer to?

‘Risk Management Guide for Student Organizations’

Risk management practices are widely used in public and private sectors covering a wide range of activities:

- Finance and Investment
- Insurance
- Health Care
- Public Institutions
- Governments

2 (T12) Listen to an interview with a student organization leaders. Which of these questions was not mentioned?

- a. What is a risk management?
- b. What are risk management concepts?
- c. Does a risk management have specific types?
- d. Is risk management in-born skill?
- e. What are the risk activities?
- f. How can a student identify and reduce the risk?
- g. Have you ever been in risk managing cases?

3 Answer the questions according to the tape.

- a. What action is annually fulfilled by the Higher Educational Institution authority at the beginning of an academic year?
- b. Why has Islomiddin been promoted as a leader for a student organization?
- c. What term has Islomiddin found unclear in the handbook?
- d. What is Islomiddin’s aim in visiting Javohir?
- e. What role does Javohir play in University life?

4 Listen to the interview again. Complete the statements.

- a. Risk management is _____

- b. Main types of risk management are: _____

- c. Potentially high risk activities are: _____

 _____.
- d. Students should _____

 _____ to identify and reduce the risk.

5 Work in groups of 4 or 5. Imagine you are planning a student activity connected with your field of study. What are the liability risks? How would you manage them?

eg. Case: The administration has scheduled a three day trip to Khiva. Possible risks...

6 Define which sentence is stronger in each pair. Discuss situations in which a speaker might say these sentences:

- a) I think you've caught a cold, you should go to a doctor.
 b) I think you've caught a cold, you 'd better go to a doctor.
- a) If it is necessary, you should go to work.
 b) If it is necessary, you must go to work.
- a) It is going to rain, I think, you've to stay in class.
 b) It is going to rain, I think, you ought to stay in class.
- a) They have to go to the bank to get their plastic cards.
 b) They should go to the bank to get their plastic cards.
- a) You shouldn't go into that room.
 b) You must not go into that room.
- a) You'd better not to go there alone, it is very late.
 b) You shouldn't go there alone, it is very late.

7 Work in pairs. Complete the sentences with your own ideas and discuss the meaning you wish to express by giving reasons.

eg. You'd better speak to your friend. (Reason: If you don't, there will be some misunderstandings. Result: he'll be angry and feel hurt.)

- You're supposed to _____
- You ought to _____
- You have to _____
- You aren't supposed to _____
- You don't have to _____
- You mustn't _____
- You'd better _____

- You should not _____
- You'd better not _____
- You should _____

8 Work in pairs. Give advice using a-j combinations in Ex. 7 to your partner who has a problem.

1. A: On my way to the University I have lost my purse with my passport and driving license in it. Now I don't know what to do.
 B: I think, you _____

2. Student: Hallo, it's me – Akmal Saidov, monitor of Group 102, phoning you from the camp. It is raining cats and dogs here, and it stops us from starting the way back home. The road is so slippery that it's difficult to drive. What shall we do?
 Dean: The best option is you _____

3. A: Tomorrow by 6 PM I will have moved out from the rental apartment as the landlord is going to repair the house after the fire damage caused by neighbours. He warned me two weeks ago that's why I have been looking for a room to stay but still have no results. What would you advise me to do?
 B: To my mind, you _____



The first step in the risk management is to acknowledge the reality of the risk. Denial is a common tactic that substitutes deliberate ignorance for thoughtful planning.



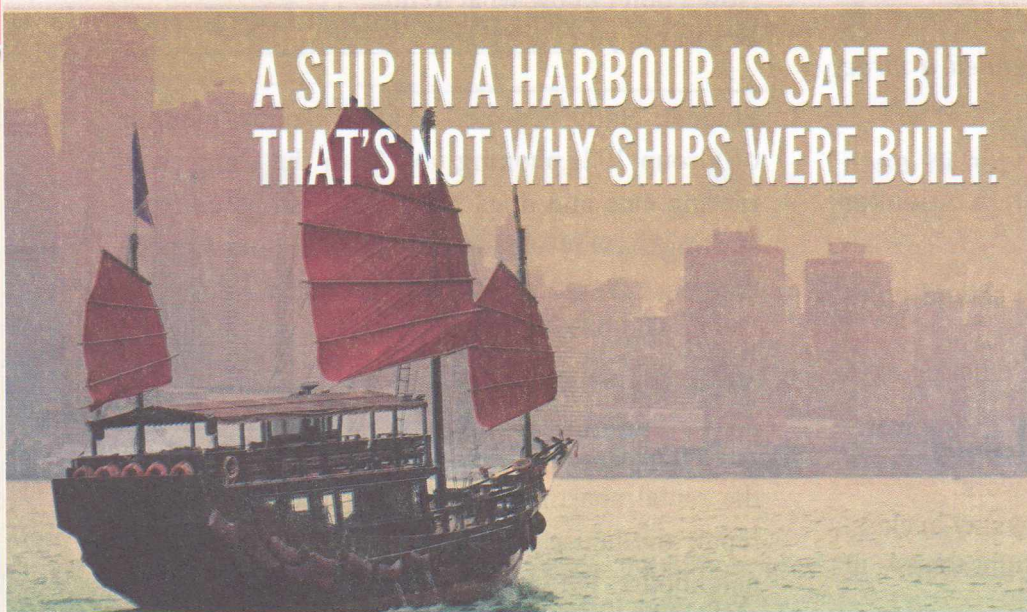


9 Read the quotes. Choose the best option defining the message of it.

- 1. Decent ships never stay in the harbour
- 2. Being safe doesn't mean being satisfied.
- 3. Ships are not built in harbour

10 Read the text and complete the blanks with appropriate endings below.

- a. I wish I had...
- b. you'll never be a winner.
- c. navigate to the port of your dreams
- d. hold on tight to the wheel
- e. a leap forwards
- f. years of hard experience
- g. rolling the dice and putting everything on number nine



That is a powerful quote and it can also be used for how we live our lives in general. Do we want to play it safe or do we want to discover our purpose?

If you don't go for it; if you don't reach for the stars; if you don't take chances you'll ___ (1).

As Wayne Gretzky put it: "You'll always miss 100 percent of the shots you don't take."

No-one in their senior years looks back and regrets things that they tried to do — but they do regret things that they did not try to do. Don't be afraid to take chances. Don't end up reviewing your life saying "___ (2)" or "If only I had"

When I talk about taking chances and taking risks I don't mean ___ (3). I'm talking about taking calculated risks where you have done your research and assessed an opportunity

Mark Twain, encouraging adventurism, said, "Sail away from the safe harbor." But you wouldn't want to sail away without making sure that all of the rigging was secure and your boat was loaded with provisions; that you had an experienced and trusted crew at your side; and you had a clear idea how to ___ (4).

So here are some actions you should take.

1. Take calculated risks.

Always weigh up the costs and benefits and work out the worst case scenario of failure. I'm a firm believer in listening to my gut, going with my intuition. But the "gut feeling" is not irrational because it is based on ___ (5).

2. Take small chances before you take big chances. This way you'll build up your experience and your ability to handle the ups and downs.

3. Take evasive action. Change course when circumstances demand. When a storm rocks your boat batten down the hatches and ___ (6). If you know where you're going you'll navigate your way through the harshest hurricane.

4. Take heed. Learn from the chances you took. Maybe as the captain you could have charted a different course. Maybe the crew didn't perform as you expected. It's all part of life's journey which gives you the knowledge you need for your next adventure.

5. Take heart! Sometimes you take chances and they don't work out. It might be a business deal, a personnel hire, or a personal relationship. Sometimes you take a step backwards so that you can take ___ (7).

And always remember, as someone once said, "When one door of happiness closes, another opens, but often we look so long at the closed door that we do not see the one that has been opened for us."

Never give up.

By Gurbaksh Chahal | May 23, 2014 |

11 Read the statements below and match them and the advices 1- 5 in the text.

- a. Hold on! Better days are still to come _____ prolonged success. _____
 b. Undertaking only planned, forethought and estimated ventures. _____ d. Be flexible. _____
 c. Systematical goal achievement is the guarantee of _____ e. Everything that doesn't kill, makes us stronger. _____

12 Work with your partner and tick the written assignments which contain patterns of risk management.

- Reporting news
- Reporting survey
- Planning action
- Giving references
- Writing autobiography
- Writing diaries

13 Complete the table with the information from the opposite box. Finally, use the table to report the event according to the guidelines.

Time:	1) _____
Place:	Ferghana region, district Kirgili
People involved:	2) _____
Events:	fire started early in the 3) _____ a passing 4) _____ spotted flames and 5) _____ _____ the fire brigade firemen fought the 6) _____ firemen found 7) _____ unconscious they were taken to 8) _____ hospital
Cause(s):	9) _____
Consequences:	fire 10) _____ the house
Comments:	"I've never seen a fire like this. They've just 11) _____ _____ in one piece."
Action taken:	The house will be 12) _____ next month.

- electrical interlocking
- whole family members
- neighbour
- alerted
- fire for several hours
- regional
- about 20 people from neighborhood and 15 members of the fire brigade
- morning at 5 a.m.
- come out of
- damaged
- January 2
- restored

14 Write a report on any touching/impressive event happened recently using clues from the template in Ex.13. Follow the guideline below.

A short catchy headline _____

Introduction _____

Paragraph 1 (summary of the event-time, place, people involved) _____

Main body, paragraphs 2, 3, (4) (description of the main events and people involved – give detailed facts) _____

Conclusion, final paragraph (comments, reference to future developments) _____

Review 3



- 1 (R3) You will hear a conversation between Malika Umarjonova, a training manager and an interviewer.

Predict which of the following topics are you likely to hear about? Choose five only.

1. Running Innovative Trainings
2. Quality and Effectiveness of Trainings
3. Training and Development Programs of the Company
4. Quality Control, Work Measurement and Human Resources of the Company.
5. S.M.A.R.T. Criteria for Tracking and Evaluating the Effectiveness About Training Programs.
6. Establishing Cooperation Between Government and Companies
7. Advertisement of the Company Products.
8. Success in Selling New Brands.

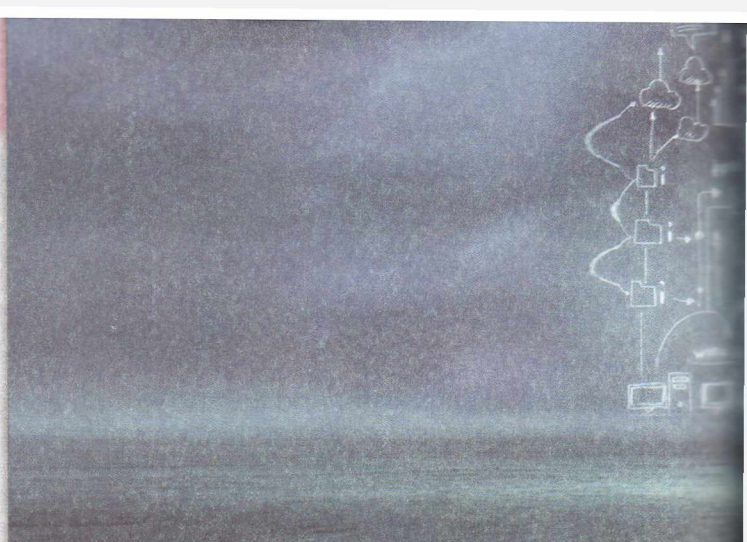
2 Listen and fill in the gaps.

1. I'm responsible for the effective planning and _____ of training and development programs for the whole company.
2. They run full _____ really, quality control, work measurement, human resources, manufacturing methods, development of supervisors you named.
3. She needs to oversee development of training content including formulating and reviewing course _____.
4. How about working with _____?
5. I need to coordinate the development of training materials appropriate to specific program objectives and I establish S.M.A.R.T. criteria for _____ and evaluating the effectiveness about training programs.



3 Read the text and choose the best title.

1. Division of Human Resources Planning
2. Collaboration of employer and employee.
3. Human Resources Planning is Key to Your Business



What is human resources (HR)? It includes workforce planning, employee development plans, building basic employee benefits and salary programs, training and development, hiring and firing of employees, and more. HR planning is a key activity for business; as it is very likely that your business cannot operate without people. Even a business with the owner as the only employee of the business needs human resources - planning and managing one employee (yourself) is just simpler (or perhaps harder). Human resources management is an important staff function for business; because of that, the HR plan needs to be part of the overall business plan. Building an employee development plan for each employee is part of the HR responsibility. What are the employee's strengths and weaknesses? What training is necessary to improve skills? What specific skills does the employee have? Can those skills be used in other areas of the business (cross-training is important in small businesses)? Developing a development plan needs to include input from the individual(s) responsible for HR in your organization, along with the employee and the supervisor or manager. Typically, HR also conducts salary and benefit surveys and builds basic employee benefits and salaries programs. Also it handles workforce planning and scheduling (usually through a workforce coordinator or scheduler). If you are a one-person business, still consider human resources planning for the future: it is likely that as

4 Find the words in the text with the similar meaning .

1. employ (n) _____
2. dismissal (n) _____
3. run (v) _____
4. entry (n) _____



your business grows, your human resources needs will also grow. Then, define your human resources vision and mission: it needs to be closely aligned (if not the same) to the organization's mission and vision statements. Next, identify the primary (top 5) goals of your plan (workforce planning should always be one of those goals due to the importance of having enough of the right people in the business). Good human resources planning and management will result in stronger rapport and communications between employees and the management. It will also result in individual employee development plans, low employee turn-over, low absenteeism, low safety incidents, competitive employee compensation programs (including basic employee benefits), high morale, good quality output and efficient operations, well trained employees, and satisfied customers. Salary competitiveness (within the industry) and basic employee benefits need to be reviewed regularly, likely at least every two years. The plan needs to identify your hiring and promotion policies, and employee development plans for improving employee performance. Human resource planning is a critical element of your business plan. Ensure that you spend time and effort to develop strong human resources planning that clearly identifies your present and future needs, policies, gaps, goals and actions.

(Adapted from <http://www.more-for-small-business.com/human-resource-planning.html>)

5 Decide if the given statements are True (T) or False (F).

1. HR planning is the main task for business; as it is natural that your business cannot run without people. _____
2. Developing a development plan don't need to conclude entry from the individual(s) responsible for HR in your organization, along with the whole staff. _____
3. You need to recognise the preliminary goals of your plan (workforce planning should always be one of those goals due to the importance of having enough of the right people in the business). _____
4. Salary competitiveness (within the industry) and basic employee benefits need to be reviewed regularly, at least every three years. ____
5. It is not necessary to assure that you spend time and effort to develop strong human resources planning which identifies your present and future needs, policies, gaps, goals and actions. _____

6 Complete the table below. Write no more than two answers or a number for each answer

1. What does HR provide? Salary programs, training, (1) _____, employing and dismissing personnel.
2. What surveys does HR conduct? salary and (2) _____ _____ programs.
3. Which strategies help to establish good planning? (4) _____, communication
4. How long does it take to retrain professionals. (5) _____?
5. What should plan identify ? (6) _____ promotion and (7) _____
6. What does strong human resource planning include? Present and future needs, (8) _____, _____, gaps, goals and actions.

5. questioning (n) _____
6. operate (v) _____
7. view (n) _____
8. replacement (n) _____
9. absence (n) _____
10. support (n) _____

Lesson 13

CAREER RESPONSIBILITY

Look and think what common idea these photos present and answer the questions.



- Which picture is out of the topic?
- Are the people in formal or casual clothes?

1 Read the phrases and mark as general (G) and specific (S) career responsibilities. Add your own examples in the right column.

1. keeping daily tasks to deadline	G		
2. testing electronic parts			
3. keeping subordination			
4. doing tasks accurately			
5. filing patients' records			
6. auditing supply inventories			

2 Work in pairs. Read the words in the box and categorize them into the appropriate columns below.

gardener-decorator, canteen, nurse practitioner, transporting heavy items, company yard, bedside care treatment, conducting equipment changeovers, elevator mechanic, plant designing, employees' health care department laborer, elevator service shop,

Position	work place	responsibilities
1. gardener-decorator _____	company yard _____	plant designing _____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

3 (T13) Look through the statements. Listen to the tape and decide whether the following statements are true or false.

1. People have got special individual responsibilities before close relatives.
2. A nurse considers that her job is not as difficult as others'.
3. Career responsibilities are divided into two parts: general and specific obligations.
4. Specific career responsibilities belong to a person's special this or that job tasks.
5. An interpreter thinks that his job can be done by anyone having a general career responsibility.
6. A guard Javod thinks that his job is highly valued by people in society.
7. Teachers' career responsibilities consist of a number of essential duties in educational and behavior matters.

4 Read the statements below. Listen to the tape again and order the sentences according to what you hear.

- A translator does not have a right to add something from himself, besides he cannot omit some ideas or phrases from a speaker's speech.
- All necessary medical results should be written down in special blanks, besides she has to control patients' general health conditions.
- Guards have to check people who are coming in and out of company, besides they must control everything at job places.
- Following the company's norms of behaviour, rules, accomplishing the tasks in time, contributing to welfare of it are all general career responsibilities.
- The translated statements should be interpreted in a clear, understandable, obvious way.
- Protecting the environment, surroundings is a responsibility of everyone in society that is citizens' general obligation.
- Human history tells several catastrophic events connected with dishonest attitudes towards translators.
- Each job whatever it is has got different hard career responsibilities which should somehow be dealt with in every situation.
- All people have got personal responsibilities in front of their families that also should be completed.

5 What are speakers referring to when they are using the following words?

1. A general control;
2. Confusing, puzzling;
3. To become victim;
4. To fill in forms;

6 Work in small groups. Discuss the following question. Prepare a poster and present it to the whole class.

What essential responsibilities does a job (career) in your field require?

7 Rewrite sentences using **to be supposed to** in an appropriate way:

- a. People say that success belongs to goal-oriented, determined and persevering people.
Eg. Success is supposed to belong to goal-oriented, determined and persevering people.
- b. If you believe in yourself and have dedication, determination and persistence, you'll be a winner.

c. Every lesson of life comes with a gift of wisdom, the more problems you solve, the stronger you become to face the challenges and gain success.

d. Purpose, passion, planned action, heart and persistence will bring success, triumph and victory.

e. Do read this book. It is said to be a very good one.



8 Answer the questions and complete sentences, using **be supposed to**.

- What are you supposed to do after graduating from the university?
- What are some things students supposed to do and some things they are not supposed to do?
- If your friend tells you his secret, what are you supposed to do?
- If someone tells you white lie what are you supposed to do?

9 Look at the photo and complete the table. Compare the results with your partner. Discuss the question with the whole group.

Do you think that responsible attitude to one's job is the step leading to promotion? Why?



? Believing in yourself is the secret to success. Have faith in your abilities! If you believe in yourself and have dedication, determination and never quit attitude, you'll be a winner.

	What professions can be viewed in the photo?	What are their career responsibilities?
1	Lawyer	to give advice to people about the law and speak for them in court
2		
3		
4		
5		
6		

10 Work in pairs. Student 1 reads Part A, student 2 reads Part B. Then in turn ask and answer questions.

Part A: At late midnight the harsh tapping on the iron gate woke our family up. On opening the door my father figured out what had happened and immediately called the emergency. The neighbour living next to us was in trouble. Actually he was known to have epilepsy, which is a neurological disorder caused partially by brain injury, stroke, brain cancer, and drug and alcohol abuse. When the emergency arrived doctors took necessary measures to help the patient and finally he was heard to be breathing regularly. The first aid provided by the professionals made people surrounding the patient feel relieved and saved the life of the man.

When and where did the story happen?

What was the culmination of the story that impressed you much? Why?

How did you feel when reading the passage?

Part B: One of my unforgettable memories takes me back to 1996 and is still a fresh one. It was a lovely summer morning at Zamin sanatorium in Jizzakh, the majority of people were out along the mountain trails climbing steep hills covered with fir-trees. On the halfway we could smell something burning. Looking around we saw a black fog and heard settlers' screaming not far from where we were. Within some minutes the fire brigade arrived and started to put the fire off. The firemen heroically put their lives at a risk marching into the bushfire by having the water flow rained from the water tanks. However, the efforts of the fire brigade were not enough to put the fire off and some minutes later the airjets and helicopters carrying tons of water joined them. Finally, the fire was put off and lots of people were no longer in danger. This was the result of joined actions of the fire brigade and air force militaricians who did their best to rescue people and keep the natural park of Zamin mountains safe.

When and where did the story take place?

What was the culmination of the story that impressed you much? Why?

How did you feel after reading the passage?

11 Work in teams of three. Discuss the following questions.

- What might be the possible consequences of being less responsible in each career? Bear in mind the professions in your field.

12 Answer the following questions using your own words.

- What is a topic sentence? What does it consist of?
- What is a paragraph?
- What is a controlling idea?

13 Work in pairs. Read the statements. Circle the topic and underline the controlling idea.

- Career responsibility is a duty or obligation to complete a task properly.
- One can achieve success in career through lifelong learning.
- Job responsibility helps a person in his promotion and being successful.
- For some people working conditions are more important than a high salary.
- Learning a foreign language creates job opportunities.
- Using information technologies in education facilitates teaching and makes a lesson more interesting.
- Working abroad has a number of advantages and disadvantages.

14 Find the topic sentence and underline the controlling idea.

- Material development is incredibly a time-consuming process.
- Iroda T'o'laganova and Oqgul Amanmuradova have dominated women's tennis in Uzbekistan.
- The hours between five and seven in the morning are the most productive for early-risers.
- A childhood hobby often develops into a promising career.
- Teaching small children requires great patience.
- Everyone looked forward to a week-end – the time for relaxation and entertainment.

Lesson 14

PROFESSIONAL DEVELOPMENT

Look at the following photos and name events. What is the message in the photos?



– What is professional development?

– What should you do to be professional in your field?

1 Write the synonyms to the words and phrases listed below.

1	provide	<i>e.g. offer</i>
2	extend	
3	career paths	
4	goal setting	
5	peer observation	
6	co-planning	
7	collaborative plans	
8	mentoring	
9	action research	
10	life long learning	

2 (T14) Listen to the interview and fill in the gaps.

- Professional development keeps changes, _____ our skills and be more effective in our work.
- Professional development can be part of meeting targets set by workforce performance management _____ or an opportunity for individuals to change their career paths.
- 21 century is the era of technology. Legislative, _____ and economic developments directly affect the environment.
- The purpose of this phase is to study instructional examples in order to develop _____ understanding of the research.
- Students might participate in activities such as school and classroom _____, peer observation.
- The fifth phase is _____ and sharing expertise.
- Activities in this phase might include _____, mentoring or partnering with a colleague, and participating in a network.
- The final phase we learn for the whole of our life and it will give _____ results of your hard working.



Statistics show that the first person to place a follow up call to a job posting has a 95% chance to get the job position and those who call the following day only have a 1% chance.

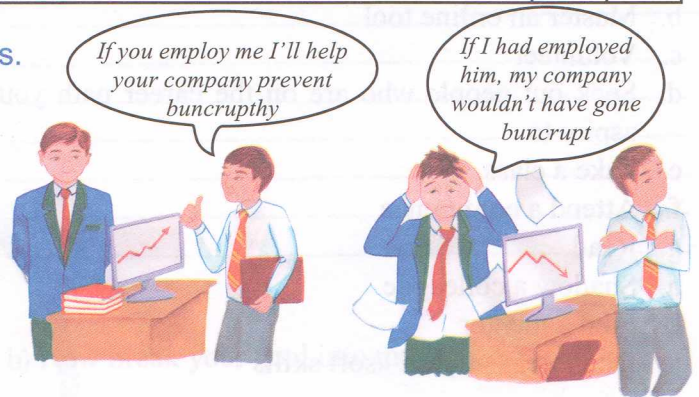
3 Listen to the tape again and tick whether statements are true or false.

	Statements	T	F
1	Professional development opportunities refer to the acquisition of skills and knowledge.		
2	Professional Development is a means of supporting people in the workplace, to understand them.		
3	It can be a step on the ladder to higher qualifications or enhanced job prospects.		
4	It requires a new knowledge and information.		
5	Young people who have a strong desire will always achieve their goals.		
6	The specialists who work with young people should motivate and encourage them.		

4 Work in pairs and discuss the following questions.

- Think about any professionally-developed person in your field and share his/her professional path.
- If you were him/her, would you keep the same path?
- What steps in your professional development are you planning to take after you graduate?

5 Look at the pictures and state the differences between them



6 Read the following sentences and match them with their endings.

1. If they offer me the job	a) you will achieve your goals.
2. If you wanted to grow in your professional career	b) you would be aware of news in this sphere and exchange ideas with scholars of this field.
3. If you define your personal development plans beforehand	c) we wouldn't have such problems.
4. If you are professional in your field	d) you would continue learning.
5. If you took part in an international conference	e) you will be introduced to a variety of approaches to personal development including consultation, coaching, mentoring, reflective supervision and technical assistance.
6. If she were more responsible for her duties	f) I'll turn it down.
7. If you go to schools specialized in career development	g) I would advise you to take an on-line course which is offered by local education agency.
8. If you were really interested in professional development	h) you'll manage to succeed in your career path.

7 Complete the sentences.

- If you want to advance within your company, _____.
- If _____, you'll lose your job.
- If you were highly qualified professional, _____.
- If _____, you'll have to show all your abilities.
- If you naturally feel uncomfortable and awkward while trying a new job, _____.
- If _____, you would lose your position.
- If you attended professional development training courses, _____.
- If _____, you'll get an opportunity to strengthen your business.

8 Work in pairs. Discuss these questions.

- When people are complacent about their works?
- Who/what is responsible for one's professional development?
- What special opportunities for Professional Development are there in your specialty?

9 Read the text and match the paragraphs 1-10 to the headings a-j

- a. Teach yourself a skill
- b. Master an online tool
- c. Volunteer
- d. Seek out people who are on the career path you aspire to
- e. Take a class
- f. Attend a conference
- g. Read
- h. Shadow a colleague
- i. Find a mentor
- j. Don't neglect your «soft skills»

10 Find the words and phrases 1-8 in the text and explain in your own words what they mean.

1. over-arching goal
2. pinpoint skills
3. digital tools
4. scour the Internet
5. stroke their ego
6. by osmosis
7. devour books
8. niche

Take Charge of Your Professional Development

10 ways to help yourself grow professionally even without the support of your company

1. e. Just because you're no longer in school doesn't mean the classroom is off-limits. Plenty of universities offer classes for adults, often in the evening so you can attend around your job schedule. Online classes are another convenient option. Take a class on a topic that's relevant for your job, or learn about something that's totally unrelated for a change of pace. Either way, you're growing, which is the over-arching goal.
2. g. You don't always need structure or a class to learn something new. Pinpoint skills that are desirable in your line of work, and start practicing. Website-building or social-media skills are a perfect example, and they're desirable across the board. Jump into a project, and learn the ropes as you go.
3. i. «Because [nonprofit] organizations are so hungry for hands,» Levit says, «you'll get the opportunity to master leadership skills you might not have the chance to practice otherwise.» And, he adds, «you'll be doing it in a real-world environment, which makes the experience better than if you, for example, took coursework or training seminars.»
4. a. Even those of us who organise our lives via digital tools don't always make the most of them. The Web is full of free video tutorials on how to use networks like LinkedIn and Google+, as well as tips on organizing your

Gmail life. Think about how you can increase your efficiency, and scour the Internet for resources to help you accomplish that.

5. d. Ask them how they got to where they are. With a little effort on social media, Rueff says, you can easily find out who holds a certain position—or who used to hold it—and reach out to them. Especially if you stroke their ego a bit, people are often happy to talk about the path they took in their career, as well as what worked and what didn't. Learn from their successes and mistakes.
6. h. Find workers within your company who do something you want to learn, and stop by their office occasionally to ask questions, Rueff suggests. You don't need an official shadowing program to accomplish this, just your own initiative. «You will learn a lot by listening and watching, and a little bit by osmosis,» he says.
7. j. Take that find-a-successful-person goal one step further and identify someone who's willing to give you guidance and advice. Even if you don't feel comfortable calling that person a mentor, having someone to run ideas by who has more experience than you can go a long way toward helping you make the right decisions. The key here is that they have to have an interest in helping you.
8. b. Devour books and articles and

Lesson 15

LATEST ACHIEVEMENTS

Match the photos 1-3 and the pictures a-c.



With your partner, discuss your decision. What is the reason of your choice?
What are the latest achievements in your specialty?

1 Put the words below in the relevant line so they make a synonym group.

- | | | |
|---------------------|-------|-------|
| speculation | _____ | _____ |
| to have craving for | _____ | _____ |
| pile | _____ | _____ |
| implement | _____ | _____ |
| immense | _____ | _____ |
| foster | _____ | _____ |
| breakthrough | _____ | _____ |
| ultimately | _____ | _____ |

thought; contemplation; encourage;
outbreak; achievement; eventually;
finally; theory; want; desire; demand;
heap; mass; stack; tool; instrument;
utensil; vast; huge; enormous; nurture

2 (T15) Read the sentences below. Listen and put the sentences in the correct order.

- First computers were huge in size.
- Several decades ago, calculation was accomplished without calculators.
- There would be less female employees.
- Typewriters were prototypes of modern PC.
- Nowadays people do not appreciate the capabilities of recent inventions.
- The thing we would like to do is speculation but not philosophical issue of the topic.
- Registration processes would be much longer.

3 Answer the following questions

1. What are the consequences of life without computers in your opinion?
2. What do you think could have happened if the light bulb hadn't been invented?
3. To what extent computer development has influenced recent achievements?

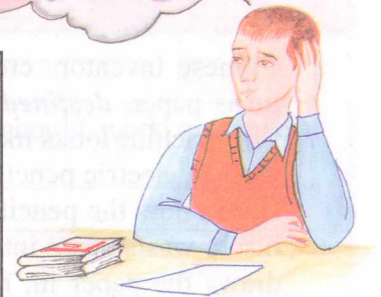
4 Explain the meaning of the following quote.

If I had had a time machine, I would have traveled to the Future.



5 Match the beginnings of the sentences and their endings.

1. If there hadn't been all necessary equipment,	a. a lot of people would have been saved.
2. If doctors had invented another type of injection,	b. we would never have had photographs of distant galaxies.
3. If a new method of curing cancer had been worked out,	c. I would have bought a space shuttle and traveled to the Moon.
4. If the scientists hadn't invented the equipment which helps to measure the distance from the Earth to the Sun,	d. it would have been less harmful for the health.
5. If there hadn't been a telescope,	e. professor Rahimov's group wouldn't have managed to beat the world's foremost scientific institutes in the race to produce the blue laser.
6. If I had had enough money,	f. we would never have known that it comprises about 149 million kilometers.



6 Change the sentences into conditionals as in an example.

E.g.: *I didn't buy this bicycle because it wasn't of the latest model.
If that bicycle had been of the latest model, I would have bought it.*

1. The woman died because she didn't receive newly invented type of medical injection.

2. We bought this mobile phone because it had all modern functions.

3. We had our car serviced because there was a problem with the engine.

4. Karim's electricity was cut off because he forgot to pay the bill.

5. We wore masks during the experiment because these chemicals gave off fumes that could be harmful.

6. Alchemists spent many years trying to turn metals into gold.

7. The gas escaped through the tube during the experiment because scientists weren't so attentive.

7 Work in pairs. Make a list of several recent inventions and define their value.

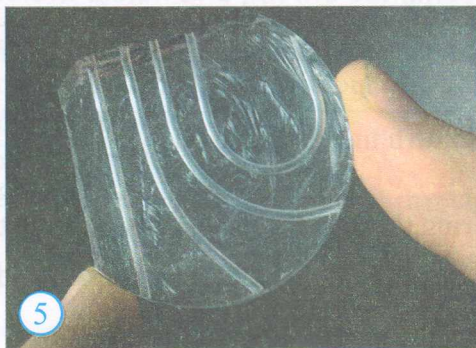
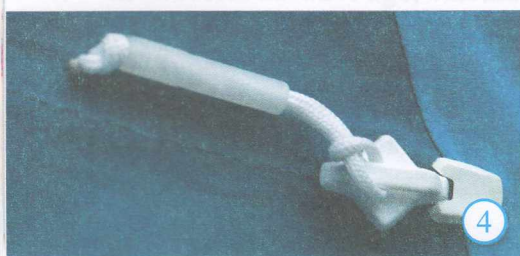
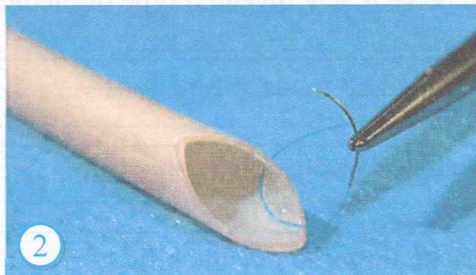
eg. solar energy – reduces the need for alternate resources; increases the supply of energy

- _____
- _____
- _____

8 Read the information about new inventions created during the last decade and match the passages A-E and the pictures below.

Eureka

- Chinese inventors created **Pencil Pusher**, which turns paper, *destined* for recycling, into pencils. The machine looks like a three-hole punch crossed with an electric pencil sharpener. Here's how the pencil-making gadget works: You insert wastepaper into a feed slot. The machine draws the paper in, rolls and compresses it, and then inserts a piece of lead from a storage chamber located in the top of the device. A small amount of glue is added before ... *voilà* ... a pencil slides out from a hole on the side.
- Translucent **Concrete** developed by Hungarian architect is called LitraCon. It is based on a matrix of parallel optical glass *fibers* that can transmit light and color from the outside...
- The tiny device 'Mini-Heart' is formed in the shape of a *cuff* meant to be placed around a vein, where its rhythmic contractions help to drive blood flow while also preventing the vein from becoming distended. The cuffs can be made from cardiac muscle cells derived from the patient's own adult stem cells, this prevents a chance of rejection. Soon the research team hopes to conduct animal trials. The researchers attempt to grow the cuffs directly on the veins in the body.
- A team from the University of Washington designed silicon, plastic card-sized device, prototype of microfluidic, for pancreatic cancer diagnosis that is able to analyze a whole *tissue* biopsy for 3D imaging. The device allows the tissue undergo the same series of processes as would occur in a pathology lab, but on a much larger scale.
- The LightRail zipper, recently developed for Olympic teams, zips closed to create a waterproof, almost invisible *seam*. It is bonded to the clothing using laser-cut fabric and an adhesive that is similar to seam tape, which reduces weight and *bulkiness* and eliminates the need for stitching. The zipper also features a *dock* for the zipper head, which allows it to close more tightly and eliminate gaps.



9 Match the highlighted words in the text and the definitions below a-f.

- a. consisting of specialized cells and their products
- b. the part of globe covering the wrist
- c. a line where two pieces of fabric are sewn together
- d. regarded as developing as though according to a pre-existing plan
- e. substance made by mixing together cement, sand, small stones, and water.

10 Tick the words and phrases which can somehow be connected with creative or imaginative writing.

No	Words and phrases	
1	Thoughts and ideas	
2	To make a survey	
3	To give true to life information	
4	An imagination	
5	To have a picture in one's mind	
6	To be based on scientific articles	
7	Unreal stories	
8	To think about future	

11 Now copy words and phrases connected with creative writing from Ex. 10 and define them.

- a. _____

- b. _____

- c. _____

- d. _____

- e. _____

12 Think of a research in your field and write a piece of a writing work using tips.



The global problem in my field is _____

_____;

To ponder over this issue deeply one can state the following _____

_____;

To solve this question one should work out special techniques as _____

_____;

Besides, the following measures must be taken in order to _____

_____;

At the end, these processes will bring the results as _____

_____;

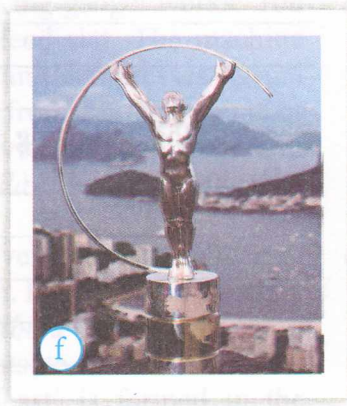
The Sumerians, who lived in the Middle East, invented the wheel in about 3450 BC.



Lesson 16

WORLD AWARDS

Look at the pictures and name the awards.



Work in small groups. Match the awards above and the nominations in the table. Find out the awardees for each nomination. Share your findings with the whole group.

Sport career	Professional photographer	The best song of the year	Great contribution to science	For the best piece of writing	For healthy generation	Young talented singers	For gifted girls of Uzbekistan

1 Alice Munroe is a «Master of the Contemporary Short Story” and she is an awardee of the Nobel Prize for Literature 2013. You are going to have a short interview with Alice. Work in groups list down 5 questions you would like to ask her.

1. _____
2. _____
3. _____
4. _____
5. _____

2 Work in pairs. Look through the words and constructions below. Explain their meaning. Make up sentences using them. If necessary consult the dictionary.

this may change my mind, wander around, the press, I haven't gotten over the delight yet, you have produced an enormous body of work over the decades, bring a great new readership, it is time to take it easy

3 (T16) Listen to the tape. Tick the questions asked by the interviewer in the telephone talk.

- Hello, is this Alice Munro?
- How did you feel receiving 'Congratulation' call from the press?
- Where did you hear the news?
- What was your first reaction?
- Have you ever changed your style of writing?
- For those who don't take up writing, would you recommend to start writing?
- For those who don't write, would you recommend a starting doing that?

4 Listen to the tape again. Make notes of Alice Munro's answers to the questions. You may refer to Ex. 3. Share it with your partner.

eg.: Question 1 _____

5 Work in pairs. Look back to the questions that you composed in Ex.1. Compare your answers with the ones of the interviewer.

if-clause	Main clause
type 2 <i>If she got back late last night.</i>	type 1 <i>She won't come to work today.</i>
type 2 <i>If you were more sensible.</i>	type 3 <i>You wouldn't have spoken to your boss like that.</i>
type 3 <i>If she hadn't missed the bus.</i>	type 2 <i>She would be here now.</i>

6 Work in pairs. Look at the table and analyze the sentence structure. Match the beginnings and endings. Pay attention to their meaning and form.

If I could find some free time	you would win in the contest
If you had tried a little bit	she will get the first place in competition today
If she trained regularly	I would have visited the awarding ceremony yesterday.

7 Complete the sentences using mixed conditionals.

- If you didn't act perfectly in this film, _____.
- The award would have been given to another candidate, if _____.
- If our team had participated in the competition, _____.
- If _____, I would be able to get a prize.
- If you tried harder, _____.
- If _____, he would have won world cup championship in tennis.

8 Complete the gaps using the verbs in the brackets.

- If I _____ you, I _____ in this competition. (be/ try to take part).
- They _____ a well-prepared report if we _____ the materials. (make/print)
- We _____ honored and blessed, if our member _____ as a successful candidate. (feel/select)
- If he _____ an award-winner, all of us _____ him. (be/congratulate)



9 Read and discuss the quote.

Motivation is a fire from within. If someone else tries to light that fire in you, it will burn very briefly.

10 What does 'award' mean for you: respect, high point in your life, stimulation, encouraging tool, activeness.

11 Read the text and make up the best title covering the overall idea of it.

Being awarded with "Oltin qalam" ("The Golden Pencil") was one of the most unforgettable experiences of my life. I had the opportunity to meet many candidates of the competition from all over the country. I started working at the local newspaper office where I ultimately became extremely involved. It has only been 7 years since I began working as a newspaper reporter and since my involvement, I have developed a strong fervour and energy for the objectives promoted by the "Oltin qalam" organization. I feel honoured and blessed that I was chosen as a semi-finalist of the contest. I experienced so much and participated in new and exciting activities that have changed my life. I had the privilege to compete in the "Oltin qalam" competition after becoming a winner. Through competition I had the chance to encounter many talented youth from across the country and got a chance to experience life and culture from their perspective. I couldn't win in the final competition, but I did get a chance to see a clump of celebrities! Being a participant of that competition not only

opened my eyes to the obstacles that we, as youth, have to overcome, but it demonstrated the obstacles that we have in front of us. Also, I was privileged to meet and hear many accomplished professionals, famous journalists speak about different issues and help boost our motivation.

One of the memorable quotations which motivated me was Bo Jackson's. His powerful and motivational quotation that "Set your goals high, and don't stop till you get there" still linger in my soul and will motivate me for a long time. Winning that award was so encouraging and uplifting because it not only assured me that my hard work was paying off, but it assured me that my work was in alignment with organization.

Overall, my week in Tashkent was marvellous. I know that the work does not stop here, nor does the load lighten. I understand the significance of hard work and tenacity demonstrated by those who have come before me. It is my duty to take my experience to the newspaper and use it to motivate myself.

12 Read the statements and decide if they are true or false.

Statements	T	F
1. Powerless and motivational quotation empowered all participants		
2. Award enlightened the author's spirit		
3. Award was not so satisfying and uplifting		
4. "Set your goals high, and don't give up till you get there"		
5. The author understood the significance of a hard work and perseverance		



The first television broadcast of the Oscars took place in 1953 on black and white TV, telecasted throughout the US and Canada. Telecasting in color began in 1966, and since 1969, the Oscars have been telecast throughout the world. By the mid-1990s it was telecast in over 100 countries.

13 Imagine your life in 10-15 years. Talk to the person next to you and discuss the following questions.

- What award do you think you could hopefully get?
- What would be your contribution for being awarded?

14 Read the following piece of writing. What does this script present that differs greatly from other written assignments you've learned to write in previous lessons?

Dear Komil,

Don't hesitate to participate in the competition "Nihol". You are one of the best and talented students at our institute. Remember, you were a winner among competitors in our region six months ago. Now this is the last step to be a winner in Uzbekistan. You should go further and further. If you try more you will be among award-winners. No doubt, you will be a winner in the field of literature. I have already looked through all your creative works. Your publications attract a huge number of readers' attention. You are very experienced. Don't believe in rumors around you. If you get "Nihol" award there will be positive changes in your life. Believe me.

Best wishes,
Shahlo



15 What points does the author mainly pay attention to?

- | | | | |
|--------------|-------------|---------------------|---------------|
| a. statement | c. argument | e. meaning | g. opinion |
| b. reason | d. fact | f. starter question | h. conclusion |

16 Look through the words and word-combinations useful for persuasive writing. Choose one of the subtopics below. Using the words in the table write a short essay using the ideas given in a-d.

Everybody convinced that...	It is certain...	Firstly...	Secondly...	In my opinion...	Therefore...	Some believe that...
Moreover...	For this reason...	I feel that..	Surely...	I am sure that...	Consequently...	Thus...

- Persuade that your recent innovation in the field of science deserves to be awarded with "Nobel" prize
- Persuade that you are a holder of the gifted voice for "World MusicAward"
- Persuade that you have a reliable background to be selected out for "Nihol" award
- Persuade that you have enough physical trainings for "World Sport" award

Dear _____ selection committee,
(award title)

Review 4

1 (R4) You will hear an advertisement telling about an opportunity to work in "Tourism Australia".

Guess which of the following you will probably hear:

1. Climate of a Country
2. The Best Job in the World
3. Delicious Food of a Country
4. Types of the Jobs Provided
5. The Advantages of Working in Tourism Australia

2 Decide if the statements are true (T) or false (F) according to the listening task

1. If you consider that one of these is your desired job, you should record a 30-second audio explaining why you are the appropriate candidate for the vacancy. _____
2. The job is for someone who likes adventures and jobs for youngsters on working holidays. _____
3. You would get about the island alone on foot taking photos and leaving only footprints. _____
4. People who like feature writing, photography and making videos can apply for the position of lifestyle photojournalist for "Time Out" in Melbourne. _____
5. The person who chooses this job could be one of the people making that happen next year. _____

3 Listen and check.

4 Read the text. Choose the best title.

1. Division of a Challenge Prize
2. Challenge Prize and its Benefits
3. What is a Challenge Prize?

Challenge Prizes (also called 'inducement' prizes) offer a reward to whoever can first or most effectively meet a defined challenge. They act as an incentive for meeting a specific challenge, rather than being a reward for past achievements (prizes that do this, such as the Nobel Peace Prize, are referred to as 'recognition' prizes).

What can prizes do?

Challenge Prizes aim to do various things and have prompted a range of different kinds of changes in the world. Sometimes they aim to solve big problems and if they are successful produce major breakthroughs in human knowledge and practice. For example, a recently launched prize from the Methuselah Foundation (whose mission is to extend healthy human life) offers a million US dollars reward for the production of an artificial liver. The prize aims to solve the problem of the global organ shortage, and if successful will prompt a major breakthrough in human knowledge and development.

Prizes can play a role in accelerating progress towards ambitious goals. They do this by shining a powerful light on an issue or opportunity and providing an incentive for lots of different innovators and investors to make meeting the challenge a priority. The ten million US dollars Ansari X-Prize

for the creation of a private re-useable passenger space aircraft (awarded in 2004) was a massive success. It leveraged private investment in multiples of the original reward. Prizes have created new markets and prompted the development of totally new industries.

When Charles Lindbergh became the first pilot to fly non-stop from New York to Paris winning the Orteig prize in 1927, his celebrity transformed the aviation industry. The number of US passengers increased thirty-fold in three years, while applications for pilot licenses increased 300 per cent.

But prizes don't always need to make radical leaps or aim at ambitious, complex goals. People also use prizes to:

Shine a light on a neglected issue or problem.

Encourage other people to invest in solving a problem or making advances.

Bring new products and services to market.

Prompt new collaborations and partnerships.

Gather new information and data on an issue.

Identify great ideas.

Identify great practice.

Build the capacity of new innovators and support their entry into the market.

(Adapted from www.nesta.org.uk)

5 Fill in the gaps using the words from the box.

transformed	capacity	leveraged
breakthroughs		radical

1. Sometimes they aim to solve big problems and if they are successful produce major _____ in human knowledge and practice
2. It _____ private investment in multiples of the original reward. Prizes have created new markets and prompted the development of totally new industries.
3. When Charles Lindbergh became the first pilot to fly non-stop from New York to Paris winning the Orteig Prize in 1927, his celebrity _____ the aviation industry
4. But prizes don't always need to make _____ leaps or aim at ambitious, complex goals.
5. Build the _____ of new innovators and support their entry into the market.

TAPESCRIPTS

UNIT 1 GLOBAL INFORMATION AND YOU

Lesson 1 Ubiquity of English

Wide spread use of English today is obvious, and the fact of its becoming a global language is inevitable. Presently, it has spread its roots all over the world. In the field of politics, economics and diplomacy English became an essential skill. Hence, students of all directions and specialties are highly interested in language acquisition. The environment itself supports learners, providing them with language bits from all around.

The Internet makes learning process incredibly easier, in ways that were not possible before. It makes it easier to connect with people who speak different languages. An enormous amount of information is processed in English, and more than half the world's technical and scientific papers are published in English as well.

The widespread use of English has been a great argument. The Chinese government is promoting the teaching of Mandarin in order to establish Chinese as the new international language. Yet the difficulty in means of writing Chinese characters, and the tonal nature of the language, make it unlikely to come out as a preferred language for not native speakers of Chinese. Another case is French. French used to be the language of diplomacy and the preferred language of international exchange. Educated people in Europe, as well as the Americas, Africa, Asia and the Middle East were proud to speak French. However, this is much less so the case today. And subsequently Esperanto, is offered up as an alternative. It was offered as a politically neutral international language. It also has been constructed quite rationally and easy to learn, but in the foreseeable future no society is likely to change English as a highly convenient means of international communication to any other language.

The same is about our own country. Wherever you go or whatever you deal with you surely stumble on something in English. Not only in capital Tashkent but in distant regions you can come across English expression. For instance, here in Tashkent even in

some areas like Chorsu, Chopon ota or Kukcha where national bias are favored, one may count out lots of English words used in ads, brand names, tabloids and so on. Therefor language acquisition is now less laborious owing to the whole environment contributes its improvement. Also less actual is the argument of lacking due environment, because basic words are mostly known for inveterate housewives as well.

Lesson 2 Information and Security

Today we are going to check students' ideas about Information Security and if they know how to avoid its attacks. So, now we are in front of the Uzbekistan National University. Hi, can you answer a couple of questions please? It is like a survey.

- Ok,
- So, what is your name?
- I am
- Thank you, er, the question is How do you understand Ideological Pressure?
- Er, hmm, let me think... oh, maybe someone tries to make us follow his ideas oh, maybe religion, or maybe they may persuade to buy their product, not letting you think properly. Pressure maybe not in its meaning, it can be done by supporting financially. It is impacting philosophically, making you believe that it is the right way. It is usually with purpose, like political maybe.

Now we are in front of the WLU (Uzbekistan State University of World Languages).

- Hey, hi! Can you answer a couple of questions, please? It is like a survey.
- Ok,
- What is your name?
- Oybek
- Oybek, so, How do you understand Ideological Pressure?

Oh, it has ending "logos" it means subject, so it is a subject which learns ideas. As for the pressure... I know there was a "high blood pressure" (ha ha) oh here - dictionary says - "the use of persuasion or intimidation to make someone do something", ahh, it is like making people to follow one's ideas. Err, maybe, like forcing someone to accept one's religion or tradition or maybe life style. I have heart

about missionary activities, religious extremism, fundamentalism ideas and how they work.

3. How can we get protected from IT attacks?

Err, most prevalent of those methods is antivirus. It is such a program, that has own bases of all viruses and cure them. It scans our computer and detects dangerous files. Famous of them are Dr.Web, Avast, Kasperskiy, and Eset Nod32. Besides, any computer has its own means of protecting. It is firewall. Firewall is the first "wall" between computer and internet. It doesn't let viruses come into your computer. Then, we should avoid some untrustworthy sites, spams, and use some programs that view all the files of your computer.

4. How can we protect Intellectual Property?

Yeah, we should protect it somehow, as there are greedy attacks. But stopping infringement copyright is not an easy thing. We have to get special licence or a patent for our inventions till others own it officially. So, then, if someone suddenly copies intellectual property such as books, songs, programs, whatever without authors' agreement, owner would certainly have a just cause of putting the law on them, on that person. And eventually that law breaker obviously must pay a fine or will be sent to prison (ha ha). But it is too difficult to prove. But law does not work in everywhere, for example in far villages people can easily make fool of others showing others works as his own masterpieces.

5. How do you understand Intellectual Property?

Well generally speaking, it is everything that is created or invented by human intellect. For example literary works, artistic works, such as books, songs, movies, computer programs, and etc, ah, then there symbols, trademarks, designs, inventions (they are also called industrial property). Author takes patent if he wants and if he is the first, if it is possible and other users copy it only with the agreement of the owner.

6. How can we protect our youth from Ideological Pressures?

I think, we have only one way to protect them. It is paying attention to their spirituality seriously. Education system in schools, colleges, lyceums and high schools must be perfect from spiritual point of view. We should be attentive with secondary education students because they are in the beginning to be independent from constant watchfulness of teachers and parents. And bad groups often deal with this stage

of society. If we choose this way, our youth will have their own ideas. Otherwise, they will be uneducated and have big ideological gap. We should teach them our traditions, religion, and political point of view.

7. How do you understand IT attacks?

It is like securing or protecting information from external attacks. Software like viruses, malwares and other spywares can be tools of hackers' attacks. As you know IT threats are rising day by day and it is becoming hard to secure computer. er not only personal computers but governmental IT systems also, err, banks also suffer from IT attacks. So, they should be secured. Programmers are creating up to date antivirus.

8. How can we protect our youth from Ideological Pressures?

hm, first of all the adult who teaches him, I mean parents, teachers should know which is the right way, which is not. Some people say that we should protect our youth from ideological pressures. But I think differently, if a person has not immunity to defend for strange ideologies he can be influenced no matter how old he is. You remember some adults were impacted by religious extremism, terrorism and other hostile ideologies. We should have immune tolerance against such er such lets say attacks. Parents should know whom their children communicating via social sites.

Lesson 3 Studying With Multiple Source

..... O! Thanks! Now, will you share your opinion about using Multiple Sources and why should we use it in studying process?

Would you like to begin Mr. Tursunov.....

Some people prefer studying from single material; others contend that multiple sources are more suitable for learning. Some believe it is less complicated route and get concentrated on one material. However, recent researches point to the effectiveness of using multiple sources when studying or learning.

To use multiple sources best, you should refer to secondary sources when you stumble upon something you can't understand or doubt and when primary source is not available. For example, unless you attend the seminar or conference, where you can listen to the authors directly, seeing their emotions and feeling their tone which undoubtedly contribute your comprehension, you may use the publication of

the articles from that event, you know.... , as it's said in the proverb 'half a loaf is better than no bread'.

.... Now... Miss Karimova.....

First, one should be taught to use multiple sources properly. Because lectures, interviews novels, electronic media and surely internet which are believed to be multiple sources materials are not that easy to understand and mostly demand great analytical procedure. Take as an example..., long and less constructed documents tend to be more confusing. Subsequently, picking up information here is much more challenging then in short and well-structured texts. Comparing with single sources, multiple sources tend to create richer understanding, engage with facts, circumstances and can be even conflicting. The matter, one should be taught is analyzing commonalities, evaluating conflicts and ability to filter the context so that it fits worked out objective.

As for me.....

... o.. yes Mr. Bakhodirov If speaking about multiple sources I consider it necessary to provide learners with some recommendations:

First of all read your primary source thoroughly to provide factual framework from which to begin, as it was mentioned by (miss Karimova) find out the objective. Refer to shorter, more focused sources; improve your evaluative skills working with multiple sources; understand the connection and don't learn by heart details which can be easily forgotten; attend seminars discussions and conferences to improve your conception, Again as it was said by (Mr Tursunov): 'try to work with primary sources'. Nevertheless, don't give up if not possible feel free to refer to secondary one – publication.

Lesson 4 Online Etiquete

Hi, I am Tom. You must be confusing to hear me thinking what problems this little boy can have. Although I am just in form 7, my life is already disaster.

Everything started on my 13th birthday. I was so delighted when my father gifted me a laptop full of modern softwares and you know, moreover it was connected to internet via Wi-Fi. Wow, it was exact what I was looking forward to for the last years. We are five children in our family and we can't always afford everything we want. So you can

understand what laptop meant to me. I dived into net. World wide web whirled me and I started to browse websites looking for something entertaining. Social nets and on-line games attracted my attention most of all. First I started spending hours than whole days sitting in front of computer being nervous if I lose in Counter strike, the game which is popular with teens. Or I used to chatting with my on-line friends about nonsense. I was addicted to the net and couldn't imagine a second without it. I ate being on-line, went to school not leaving it, and I fell asleep embracing my laptop. I got along with different guys whom I looked up who lived in our region. Their influence on me was increasing day by day. My virtual life was fascinating. It was much more exciting than real life. It lasted till I fell out with my chaps. Then the thriller started. Oh my God, it was horrible. They threatened me using impolite words, looking down on me. I was bullied on-line. I logged out, thinking that the nightmare would stop, but I was wrong. Bullying transferred into my real life. Guys chased me picking on me, putting me down and beating me. I didn't know what to do. I was threatened to be killed if I tell something to somebody. They do it on purpose just to entertain themselves. I am afraid... I am scared of them.

Now, I am going to be dropped out of school as I've failed my exams and my dad is called to school. He was so proud of me. But now...(sigh) I need your help...

Hello, Dears. I am Lola, a second year student. Since I entered university, Internet became my best friend. By surfing the net I got acquainted with various useful sites, created my e-mail account, enlarged my database, improved my computer-literate skills, and expanded my network by making friends not only from our country but also from all over the world. By means of internet I have improved my IT skills and knowledge on my subjects, as I am used to calling up web-based materials I required to know. At the push of button I am able to get anything I need. Huh, (laughter)Just incredible! But... You know guys, on the other day, I got a strange e-mail, that was in my Spam box. I opened it in order to read it considering it a usual message I often deliver or get. As a sudden, my computer crashed and refused to obey me, you know. I didn't catch on what was happening. (voice up) Consequently, I couldn't deal with it. Next day I took my treasure (laughs) to the computer programmer who set out that my kid/laptop was hacked or cracked,

something like that, and it has such a bug that consumes my information. (pity sigh) Oh my God, being 20 years old I have no idea about cracking and hacking. (laughs with sorrow) However, because of them I lost all my material I was collecting so long, even my own articles and research work results, as I didn't have a back up copy of my work. (Sigh), I am sure it is illegal for anybody to destroy information in this way. It is unfair! Spamming, cracking, hacking on purpose... (with anger and sorrow for her material) I think we should figure out a solution to cope with these kind of staff. We should...

REVIEW 1

I've come here to the British Council that works hard to build cultural relations between Britain and the rest of the world, and the English language is a big part of that activity. Let's find out more information. The British Council provides resources for people learning English, and also teachers of English. Martin Peacock is the Director of Global English Product Development.

Richard: Martin, tell me about English as a global language.

Martin: OK, well many people talk about English as being a global language. And the reasons for that are the widespread use of English. It's used in education, it's used in science and technology and, importantly, English is also used in business.

Richard: Are there many global languages?

Martin: Well, no, not really. I mean there's 'the' global language which is English in the sense that English is used in these many different contexts; there's only one. There are other languages which are used very widely and spoken by many people in many different places: Cantonese, for example, a variant of Chinese, is spoken in many different places so it's global in a geographic sense and it can be global in the numbers, but in terms of the use in different areas of education, science, research, English is the only global language.

Richard: Are there different types of English?

Martin: Well, yes, there are lots of different types. There's different accents of English. I come from the North of England, where I have a particular accent. So within England itself, within the UK, there are many variations in English pronunciation and that extends globally, so you see English in America and used in

Australia, which is different in accent and also in usage as well.

Richard: And what about the impact of technology on a language?

Martin: In the past, new words were coined by people - it might have been in a speech or a newspaper article or in a book - they were written down and then other people adapted them and used them and that could be quite a slow process and new words might come into a language over a long period: 10, 20 years. So technology allows languages to evolve much more quickly.

Richard: So technology can change the language, but in what way does it help people to learn the language?

Martin: Well, it helps in many ways. In the past, students in locations in other countries didn't have access to much genuine English; they may have a book or an odd newspaper, but what the internet allows them is to read and often to read and translate languages like English on a massive scale.

(Adapted from <http://learnenglish.britishcouncil.org/en/britain-great/english-great-part-2>)

UNIT 2 LIFE LONG LEARNING

Lesson 5 Learning Strategies

- In order to find out more information about learning strategies we are going to talk to Professor Brian Johnson who has made a number of valuable jobs at methodology. Mr. Brian, we are glad to meet you at our studio today.

- I am also happy to be here with you, thank you for your invitation.

- Mr. Brian, today we are going to discuss problems of learning strategies. As we know it is one of the most essential issues in modern teaching.

- Yes, you are right.

- Can you tell us what learning strategies are in general?

- Firstly, we should find out what strategy is. Strategy is a way of doing something; it is a person's own decision to what way to go with this or that strategy; it can be at any field, at any job. Everyone has a strategy of living. Our deeds, actions, achievements even falls are controlled or just formulated by our life strategies as well!

- Mr. Brian, as our most listeners are the youth, mostly students of different specialties, they are eager

to understand what learning strategies are? Why are they so important to find out?

– Learning strategy is a key to better studying, for achieving top results at any sphere, as it is a person's approach to learning or using information. If learners are not aware of their learning strategies or do not use them at all they may face with a number of problems at studying, in future even at professional careers as well. Learning strategies assist us to solve problems or avoid them, lead to cooperative thinking.

– Oh, I did not expect that it is such a global issue for studying! As far as I know, there are a lot of types of learning strategies. Which of them are the most important ones?

– All of them are essential and somehow connected to each other. But here I would like to focus on some of them. Let's speak about meta-cognitive one, they are general learning strategies. Reflecting upon your own thinking and learning is meta-cognitive thinking. They are considered to be one of the most effective for learners. Some types of it: organizing or planning strategy, students make a plan of what they need to do and organise their thoughts and activities in order to tackle a complex task step-by-step. This preparation helps them to cope with any task. Or let's take monitoring strategy, where learners question whether an idea makes sense in order to check the clarity of their understanding or expression in the target language. Students are aware of how well a task is progressing and notice when comprehension breaks down. Personalizing strategy is also important to know, students relate information to their feelings, opinions or personal experiences in order to remember and understand it better. They may associate it with someone or something in their personal lives.

– I came across another type of learning strategy while preparing for the programme: task-based learning strategies. What specific features do they have?

– The «Task-Based Learning Strategies» focus on how students can use their own resources to learn most effectively. By focusing students' attention on their resources, we emphasize their ability to take responsibility for their own learning. There are four different subgroups of them: strategies that use what you know, strategies that use your imagination, strategies that use your organizational skills, strategies that use a variety of resources. They are responsible for (cut down here)

Lesson 6 Effective Study Habits

I: interviewer, P- psychology

Welcome to our TV Show. Today's our guest is famous psychologist Feruza Akbarova and today we are going to have a hot topic "Do you teach your kids HOW to learn?"

I: Good morning Mrs. Feruza. Welcome to our show!

P: Thank you. Good morning.

I: Mrs. Umarova can you give us some pieces of advice how to improve our kids good study habits.

P: -Yes first thing is get organised. Seriously, teach your kids how to organise their binders, bags, etc. Also, if you have older kids, give them the skills to keep an assignment planner. Get them in the habit of writing their tasks down. And next thing is following a routine. Make a hard-fast homework time in your child's schedule. Little ones particularly benefit from predictability. There's less resistance when the time is already built into day. Besides that getting creative is also very helpful. Getting creative isn't just for the little ones. Older children can find what habits are effective for them individually by trying out several techniques: flash cards, rewriting notes, making up songs, making a game out of studying.

I: And I think the place where you are studying is also important?

P: Yes, of course. You should determine a set place for kids to study. It helps them get into the mindset. Maybe it is a desk in their room, your family office, or the dining room table? Make sure their location is stocked with supplies. My kids never really liked studying in their rooms, so I made them a little tote with pens, pencils, markers, scissors, etc. We pulled it out during homework and then stashed it out of sight until the next day. Encouraging your kids to talk to their teachers is also effective. In a world of email and instant communication, it is important to teach your kids how to email their teacher and ask for clarification. Some kids are too embarrassed to raise their hand in class if they get behind, show them other ways to communicate if that is the case. And don't forget to teach healthy lifestyle habits for test days. Encourage kids to go to sleep on time and eat a healthy breakfast on test days. As they get older, the

tests come with higher stakes, so healthy habits will really play into their success. And please, encourage them to learn their learning style. When they bring home an assignment or test with a great grade, ask them what they think helped them the most. A pattern may start to emerge. You can also encourage them note-taking. Note-taking is a learned skill. Either the teacher suggests it or he/she doesn't. Encourage your child to do it anyway. Show them how. And don't forget that older kids have a lot of pressures. Studying from start to finish is too much. Encourage them to take breaks. Depending on the kid, maybe a 10 minute break every 30-50 minutes will help re-center them. For some people, the prospects of a two hour study session seems so overwhelming, they don't want to begin. Teach them how to recognize their time limits.

I:O.K. Mrs.Feruz, thank you very much for your useful advices. We hope our parents got useful information from today's show. Thank you for being with us.

P:Thank you.

I:Dear parents do you teach your kids HOW to learn? If so, how do you do it? If you want to share with your experience leave your comments on our website www.mtrk.uz. at psychology corner.

Lesson 7 Succeeding In LLL

If you not developed the habit of reading each day, attending seminars and courses regularly and listening to audio programs in your car as you move around, somewhere, someone else is doing this. And in t, that person will be in the raise, and you will lose.

For good news ,if an average person who develops the lifelong learning, will eventually run circles around genius, then who goes and watches television each night. This is perhaps no habit of a more guaranteed your success in life and a habit of continuous personal and professional improvement. The pay off in improve results in your field will be tremendous. For the best pay off, award is that you become more optimistic and positive. You will have more energy you'll be more creative you'll be happier person as you continue to grow and grow towards realization of your four potential.

The habit of continuous learning enables average people to become top performers in their field. It

enables people to go from rags to riches, it enables people to rise from poverty and frustration to affluence and success. Continuous learning opens every door for you; it increases your intelligence and creativity and puts you on to the fast track in your career.

CL like nature is neutral, anyone can use it to accomplish extraordinary things in your life, its one of the best habits you can ever develop and the pay off from CL will last you all the days of your life. You know, you can actually earn up to eight college degree each year. How? By reading for 30 to 60 minutes each day you will be walking your way towards becoming one of the knowledgeable people in your field.

Let me break this down for your thought, you have it clearly, if you read for 30 -60 minutes each day, preferable in the morning before you start off, this will add up to about one book per week. The average American reads less than one book per year. If you read one book per week this will add up to about 50 books each year. As it happens to earn a PhD from a major university requires the reading and syntheses individual dissertation of about 30-50 books. If you would read one book per week, 50 books per year you'd get equivalent of a practical PhD in your field each year. If you continuing reading this this level, 50 books per year, you will have read 500 books in next ten years. And if you read 500 books in your field in the world where the average person reads less then one book per year, do you think that this might give you an age? You bet!

The fact is, you would quickly become one of the most knowledgeable, most expert, and highest paid person in your field. If you simply to develop the habit of reading each morning in your field for 30-60 minutes. I have never met anyone, anywhere throughout the world who has not transformed their life in their career by the habit of daily reading.

You must also discipline yourself to leave the television or radio off, to put the newspaper aside, perhaps to arise a little earlier in the morning, so you can invest in your mind. This investment in yourself, who give you one of a highest pay off in terms of results, awards and satisfaction that you will ever enjoy from anything that you do.

Lesson 8 Social Responsibility

“Man in the Mirror” by Michael Jackson

I’m gonna make a change, for once in my life

It’s gonna feel real good, gonna make a difference,
gonna make it right...

As I turn up the collar on my favorite winter coat

This wind is blowin’ my mind

I see kids on the street with not enough to eat.

Who am I, to be blind, pretending not to see their
needs?

A summer’s disregard, a broken bottle top, and a
one man’s soul

They follow each other on the wind, ya know?

‘Cause they got nowhere to go

That’s why I want you to know

I’m starting with the man in the mirror, I’m asking
him to change his ways.

And no message could have been any clearer.

If you wanna make the world a better place, take a
look at yourself, and then

make a change. I’ve been a victim of a selfish kind
of love, it’s time that I realize.

That there are some with no home, not a nickel to
loan.

Could it be really me, pretending that they’re not
alone?

A willow deeply scarred, somebody’s broken
heart, and a washed-out dream.

They follow the pattern of the wind you see, cause
they got no place to be.

That’s why I’m starting with me.

I’m starting with the man in the mirror, I’m asking
him to change his ways.

And no message could have been any clearer.

If you wanna make the world a better place, take a
look at yourself, and then

make a change.

I’m starting with the man in the mirror, I’m asking
him to change his ways.

No message could have been any clearer.

If you wanna make the world a better place, take a
look at yourself and make

that change.

You gotta get it right, while you got the time, cause
when you close your heart,

you can’t close your ... your mind.

REVIEW 2

Rustam : Hi, I’m Rustam Hamroev, and you’re listening to Learning English with Navruz radio broadcast. Well things like texting, Twitter and the 24 hour news cycle continually bombard us with information in our fast-paced world. But do you sometimes wonder if people are also talking faster than they used to? Well, if that thought has crossed your mind, you’re absolutely right. We are speaking faster than we did a decade ago. So how does cramming more words into every minute affect our ability to understand what we’re saying to each other? Well that’s one of the questions, Navruz radio broadcast reporter Dilfuza Mamatkulova put to communications expert Jaloldin Zuhriddinov in this interview.

Dilfuza: Jaloldin Zuhriddinov is a Professor of Communication Sciences and Disorders at Tashkent State University. People seek his help to talk slower and with greater clarity. To get back to where we used to be.

Jaloldin Zuhriddinov : A decade ago I measured the speed of speech of teachers, family members and those out in society at a rate of about 145 words per minute. That is certainly not what we’re finding today. People are speaking at a rate of typically of around 160 to 180 words per minute.

Dilfuza: Jaloldin Zuhriddinov says the central nervous system is best able to comprehend speech at around 124 to 130 words per minute. That’s about how fast he just spoke. When we talk slowly, the central nervous system has the time to fill in the gaps of speech with elongated vowels and consonants. Teachers or parents who think that kids don’t hear them, (they) actually might not understand them. And it’s not just kids. The ever growing number of new immigrants, and especially seniors, can have a hard time with fast talkers. Jaloldin Zuhriddinov says we all need to advocate for slower speech.

Jaloldin Zuhriddinov: When I work with television news broadcasters whose time speaking at 200 words per minute, and people call in and complain that they cannot understand, then it would seem as though people would begin to take the hint that they need to slow down.

Dilfuza: There’s a few ways to do that. Look people in the eye to get constant feedback and pause between phrases. And time yourself. Mark 130 words

on a page and clock how fast you read it. If you're done in less than a minute, try slowing down a little and see what it feels like. Then again, I've been speaking at around 170 words per minute and hopefully you've understood me.

UNIT 3 MANAGEMENT TYPES

Lesson 9 Service Management

International expert gives suggestions in succeeding well-formulated service management.

Providing well-formulated service management in any spheres of life requires flexibility and organizational skills from a person. Success and income won't come immediately as some people think, they will come little by little by setting clear goals, taking time and planning out all your actions closely. There are some tips how to succeed in customer service management.

1. Get organised. Being organised is one of the most important actions in providing successful service management. Organizational skills will help you control all your operations. Creating to-do list each day, completing each item and checking it off your list is useful thing in organization. It will remind you all actions which must be done during the day.
2. Keep detailed records. Keeping detailed records helps you to be aware of the financial state and condition of your business and allow you to notify about potential challenges and gives opportunity to think about strategies to overcome difficulties.
3. Analyze your competition. Studying and learning your competitors' experience enables implementation their success in your actions to make profit.
4. Calculate risks and rewards. Before taking risks you should think of downside of the result and analyze it, this will help you to make favorable decision, which in turn will lead to rewards for your business.
5. Creativity is one of the best features of managers, always search for ways to improve and enlarge your services and make it stand out from the competition. Encourage new ideas and new approaches, which will lead to the prosperity of your organization.
6. Stay Focused. Give your customer a chance and time to have understanding and assess your

advantages, think of achieving your short-term goals let them make their choice. As I mentioned above success and income will come little by little.

7. Prepare to Make Sacrifices. The lead-up to a business is hard work. Success requires sacrifices as well as beauty. You will have to work more, spend less time with family friends and others in order to be successful.
8. Provide Great Service. Providing great customer service is important in business. You will gain your costumers confidence, they'll be more inclined to come to you the next time.
9. Be Consistent. Consistency is an essential component in making money. Being consistent will help you to create positive habits, you have to do the things consistently which are necessary to be successful day in and day out.

Conclusion

Concentration, discipline and perseverance are crucial things in achieving success. However, success will not come over night as in old saying «Rome was not built in a day» - a long-term focus and consistency in challenging environments will lead to prosperity.

Lesson 10 Human Resource Management

- Hello, Mr. Sardorov. Could you share with your experience while you have worked at the credit union?
- With pleasure.
- OK. What did feel while leading your staff?
- I felt great responsibility, because we used others' resources.
- How did you manage the personnel?
- Each personnel had his or her own duties, that's why the appropriate established scheme of management (made long before us) facilitated our work.
- What points were rather difficult?
- It is amazing, but running my own staff was the most difficult.
- How did you find out strong and weak sides of your staff?
- By means of trials, mistakes and confessing that I wasn't strong in some aspects of my occupation.
- What level of personnel did you need?
- My staff included, of course, young and a little bit passive persons.
- What was interesting while managing?

- Surely the result and achieved targets.
- What should labour union do really?
- Be always aware of the each member of the staff.
- What is the role of remuneration in work process?
- For my personnel material funding had a great significance, but for a while. In my opinion, you should motivate the personnel by other parameters.
- How did you develop leadership in you and in your employees?
- I learned much about relationships not studying this subject (laughing). The personnel improved their knowledge and skills during the process.
- What is most important in prosperity of the company?
- Discipline and equal attitude to all the staff.
- Do you think that you were one family while working in group?
- No, I can't say.
- How would you improve human resource management further?
- Let theoreticians think of it.(again laughing)
- What is your own experience towards the attitude to the personnel?
- Encourage and do compliment everyone and every day.
- Thanks a lot, Mr Sardor.
- I hope my experience will assist other people.

Lesson 11 Financial Management

It is evident that the majority of college graduates make a choice of their education at one of the Higher Institutions of Tashkent. The capital city Tashkent offering more chances in different fields welcomes annually thousands of students all over regions of Uzbekistan. Obviously, students have to stay away from their families being shouldered to carry out several personal commitments. One of them is financial management. The essential number of parents provide their children for their first and second year of study, as Year I is the period of adaptation for the academic and social community, as for the Year II it is 'interregion' period, when students are out of their origin town and find themselves almost complete settler of Tashkent environment. When they become junior students some will have already been part timing to cover their daily expenses.

The main concept of financial management can be reflected in the following statement: How much you

spend is much more important than how much you earn. This is often referred to as "living within your means." There might appear several frequently asked questions.

Question 1. What can I spend?

Managing your debt requires careful planning. The level of debt which is manageable for you depends upon a variety of factors including your level of income and living expenses.

Question 2. Is budgeting important?

Yes, it surely is. A budget does a few things for you

First, it tells you where your money comes from and where it goes

Second, it tells you where you are financially and helps you figure out which road to take to gain financial stability.

Question 3. What are the key components of budgeting?

Budgeting involves two key components:

1. List of income and expenses
2. A plan for meeting responsibilities and goals

Question 4. Are there any types of expenses?

Expenses are divided into two categories: Essentials and Non essentials

Essential expenses are necessities of life, including housing, utilities, transportation, and groceries.

Non- essential expenses may include cable T.V., credit cards, furniture bills and other bills that make life more "comfortable." You can reduce non-essential expenses.

The more you know about where your money comes from, how much you have to spend, and where you spend it, the easier it is to make wise spending decisions. In this way, your money works for you instead of against you. Besides, to maximize the amount of the stipend you can apply the existing scholarships offered by the authority of all Universities.

Question 5. Are there any tips for managing money?

- Put your roommate in your financial planning. If you can, contact your roommate before the semester starts and decide how you'll divide expenses.
- Talk to your parents about who pays for what. Find out what you can count on from them and what you will be responsible for.
- Ask for help when you need it. If you run into a financial disaster, call home and let your parents

know you're in trouble. If an unexpected event changes your home financial situation, don't give up on university! First, talk with your financial aid office. Most colleges set aside funds to help students get through difficult situations.

- Create a budget and stick to it!
- Save and project for future expenses
- Learn to say "no" to friends
- Do "free" things
- Keep records of expenses
- Don't overuse plastic cards
- Keep money safe and growing while you aren't using it

Through budgeting, minimizing non-essential purchases, and saving, you can afford:

- Home
- Car
- Retirement
- Conveniences for your future family
- Vacations

Track your money. Once you realize how much impulse buying and other indulgences cost you, it will be easier to tell yourself «NO!»

Lesson 12 Risk Management

'Risk management Guide for Student Organizations'

At the beginning of the academic year the Uzbekistan Higher institution administration appoints student leaders who are obligated to plan events and activities together with the faculty and staff. One of their responsibility is to implement a comprehensive model of risk management to use in organizing social activities. Following the regulations, the authority has appointed Asliddin Bokijonov as leader of 'KAMOLOT' youth social movement for his being a prioritized freshman in the University admission exams owing to his well-behavior and top academic results during a nine-month army service. On the behalf of his duties accomplishment in youth leadership, he clearly understands that he need review Student, Faculty and Staff Leaders Handbook for details on validation process. Folding the front page of the handbook he finds the lines 'Leaders of student organizations should be familiarized with risk assessment and management concepts and tools as required by Education code _____. Having no idea about risk management Asliddin makes up his mind to consult a senior student Muhammad, who is a leader of KAMOLOT among graduate students.

Muhammad wholeheartedly tries to highlight the term risk management giving a detailed reply to the questions by Asliddin.

Asliddin: Could you help me to clarify, please, what the risk management is?

Muhammad: Oh, the same misunderstanding I had when I encountered this term in the handbook. Well, let me say it so, Risk Management is the process of considering the potential and perceived risk involved in student activities. It includes monitoring organization activities and taking both corrective action and proactive steps to minimize accidental injury or loss.

Asliddin: Does risk management have specific types?

Muhammad: There are many risk types, major ones to consider are: Physical, Reputation, Emotional, Financial, Facilities.

Asliddin: You have stated the main types and what the risk activities are?

Muhammad: There are potentially high risk activities, they are alcohol, fire and life safety, travel, behaviour at parties and social events and others. However, this is not an all inclusive list. You should be able to use the concepts and tools to apply to all of your activities to assess the associated risks.

Asliddin: Can you provide me with concepts associated with risk management?

Muhammad: They are the followings:

1. Identify risky behavior – can injury or loss occur as a result of participation in or attendance at the event or activity (running with pointed scissors in your hand)
2. Assess the probability – how likely is an injury or loss to occur while performing the activity (running with scissors on a rocky hill)
3. Reduce risk – you may not be able to completely eliminate all risks; however, what methods or controls can be implemented to make the event safer (controlling the use of alcohol, not allow running with sharp pointed items, etc.)
4. Reassess the activity – now that the obvious risks have been addressed, what else can be done to minimize the risks

Asliddin: How can students identify and reduce risk?

Muhammad: They should meet with University advisors to review activities; Also, they have to read, understand and know University policies;

REVIEW 3

In this fast-changing global world, everything is moving. To make a successful business, it's not enough just to follow yesterday's trend. Companies and people need to constantly acquire new skills to succeed in tomorrow's marketplace. This means driving new training initiatives to enhance performance. However, not all training is equally successful. To ensure training effectiveness, it's important to track results and to have standard criteria for measuring outcomes.

In this podcast, we'll listen to Malika Umarjonova, a training manager, describing her functions and responsibilities.

Interviewer: So, Malika tell us a little bit about your job as a training manager.

Malika : Well, basically I'm responsible for the effective planning and execution of training and development programs for the whole company.

Interviewer: Aha, and what exactly are these in detail?

Malika : Quite a lot actually. Let's see, I assess developmental needs to drive training initiatives, I also identify and arrange suitable training solutions for employees. This means I need to design and implement all about training programs to educate people on standard processes and to enhance performance according to the needs of the company.

Interviewer: And, what kind of programs do you run?

Malika : They run full garment really, quality control, work measurement, human resources, manufacturing methods, development of supervisors you named

Interviewer: OK. Can you tell us more about some of your specific duties ?

Malika : Sure. For. ex. I need to oversee development of training content including formulating and reviewing course outlines.

Interviewer: How about working with vendors?

Malika : Yes, that too. I evaluate and recommend vendor programs to meet training objectives.

Interviewer: What else do you work on?

Malika : I need to coordinate the development of training materials appropriate to specific program objectives and I establish S.M.A.R.T. criteria for tracking and evaluating the effectiveness about training programs.

Interviewer: SMART? That sounds as an acronym. What does it mean ?

Malika : S.M.A.R.T. stands for : Specific, Measurable, Attainable, Realistic and Timely. This is a standard criteria for setting goals and measuring training outcomes.

Interviewer: I see, and Can I ask what the most interesting part of your job is ?

Malika : For me, it is being able to help drive the long term success of the company by having a strategic overview.

UNIT 4 CHALLENGES AND INNOVATIONS

Lesson 13 Career Responsibility

A responsibility is an essential norm of behaviour without which modern society or state cannot be imagined. All citizens should own responsibilities in doing this or that issue. Protecting the environment, nature is on the responsibility of everyone. Besides, we have personal responsibilities before our family members. Parents have great obligations in front of their children. In its turn, the children are responsible for well-being of their parents when they are old. But mostly people face essential responsibilities in their careers. They can be divided into general and specific ones. Fulfilling the set tasks completely, contributing to development of the company, not being late for work, obeying the company's rules and norms of behavior are general ones. Specific career responsibilities belong to particular job as only firefighters quench fire; other jobs do not take such responsibilities. We have decided to find out different career responsibilities and what professions should follow them strictly. To have an exact vision of career responsibilities we have asked several job occupants about them.

The first person who was interviewed works as a nurse at the Medical center.

An interviewer: Rano, would you like to tell us what specific job responsibilities you have got?

A nurse: Different. I am responsible for general control of patients' health conditions. Exactly speaking, I have to make all injections in time. Necessary medical tests' results are filled in special patient health forms by me.

An interviewer: Do you think that your responsibilities are difficult to fulfill?

A nurse: Yeah, because in most cases nurses are responsible for patients' lives. We should always be careful and attentive, in our job there is no any little thing.

Now let's have a short talk with an interpreter (translator) about his career responsibilities.

An interviewer: Good morning, what specific career responsibilities do you have, Akram?

An interpreter: My specific responsibilities of me as a translator are the following: first of all, I should completely focus on the speaker's matters. I have no right to add any idea of my own or omit the speaker's. The translations should not be confusing, puzzling, and unclear; they must be interpreted exactly, obviously, in correct order.

An interviewer: Do you think your job requires strong responsibilities?

An interpreter: Sure, as our translations can resolve a problem or on the contrary may give birth to another trouble. History tells some tragic stories connected with interpreters, when a man just translated the words of an ambassador who had brought a message on war declaration, the king got frustrated and ordered to behead not the minister but a poor translator became a victim of an appropriate translation. But anyway we should translate what we are told.

Now let's put some questions to a company guard Javod about his career responsibilities.

An interviewer: What specific responsibilities do you have? Are they difficult to follow?

A guard: Even if most people do not appreciate my job supposing it to be not as essential as other occupations, I suppose my career is one of the most important ones, because we are responsible for every object at the company, we check people who are coming in and out here, besides we fill in some forms as reports of a night duty.

Having listened to several people with different jobs we have concluded that each career has got its difficult responsibilities. But whatever people do they should cope with problems and follow their responsibilities with dedication.

Lesson 14 Professional Development

Interviewer: Good morning, dear listeners, I would like to remind you today's topic, "Professional development", therefore we have invited a well-known specialist, associate professor Makhmud Tursunovich Tursunov. Welcome to the studio.

Mr. Tursunov: Good morning!

Interviewer: As we know, professional development is one of the vital issues in all spheres. Will you explain to us what is professional development?

Mr. Tursunov: Well, Professional development opportunities refer to the acquisition of skills and knowledge both for personal development and career advancement. It presents great changes, broaden skills, improving self-knowledge, views, interests, building or renewing, identity/self-esteem, developing strengths or talents, improving self-awareness.

Therefore Professional Development is a means of supporting people in the workplace, to understand more about the atmosphere in which they work, the job they do and how to do it better. It can be a step on the ladder to higher qualifications or enhanced job prospects or be required by professional bodies to maintain professional status. It can be a part of meeting targets set by workforce performance management schemes or an opportunity for individuals to change their job paths. In one word we can say it is an ongoing process throughout our working lives.

Interviewer: My second question concerns the requirements of the professional development. Will you tell us why everyone needs professional development?

Mr. Tursunov: We live in the XXI century. The world is changing rapidly. We can see these changes in legislative, social and economic developments directly. It affects the situation in which we live and work. At the same time technological advances provide different ways of working. So every young person should have to understand and recognize it.

Interviewer: Our listeners are young, future professionally developed people therefore I would like you to tell them the main phases of Professional Development.

Mr. Tursunov: Well, according the research there are six phases of professional development. The first one is building a knowledge base. Without this phase one can't be professional. It requires new knowledge and information. This phase includes goal setting, assessing needs, participating in interactive workshops, and forming a study group. The second phase is observing models and examples. The aim of this phase is to study instructional examples in order to develop a practical understanding of the research. Here, students might participate in activities such as school and classroom visitations, peer observation,

using instructional artifacts, co-planning, and listening to or watching audio and video examples. The third phase is reflecting your practice. The purpose of this phase is to analyze your instructional practice on the basis of new knowledge. Activities in this phase might include the use of journals or teacher-authored cases for collegial discussion and reflection. The fourth phase is changing your practice. The purpose of this phase is to render your new knowledge into individual and collaborative plans and actions for curricular and instructional change. Activities might include action research, peer-coaching, support groups, and curriculum development. The fifth phase is gaining and sharing expertise. The purpose of this phase is to continue to refine your instructional practice, learning with and from colleagues while also sharing your practical wisdom with your peers. Activities in this phase might include team planning, mentoring or partnering with a colleague, and participating in a network. The last phase is lifelong learning. At the heart of professional development is the individual's interest in lifelong learning and increasing their own skills and knowledge.

Interviewer: Oh, I am sure our views have got precious information about professional development. Being professional specialist what would you like to advice to young specialists?

Mr. Tursunov: My advices to young specialists go further, never stop on your goals. As they "Search knowledge from the cradle to the grave". Remember life -long learning, in one day you will see fruitful results of your hard working.

Interviewer: Thank you very much for having a very vital and interesting talk with us.

Mr. Tursunov: My pleasure.

Lesson 15 Latest Achievements

What if a computer hadn't been invented?

One may say: "Things are the way they are, and unlikely would be the other way" However, the matter we would like to concern is not philosophy. The speculation is on how would it have turned out without an issue, the usability and access of which we take for granted.

Originally, the idea stems from the development of space program. Craving for space exploration brought humanity to many inventions that are now, not a bit associated with space. Our devices, like laptops and

iPod, are predated by the workable computer unit that used to be the size of a big hall.

Our grandparents were taught how to operate an abacus, not calculators that seems inconceivable at the time being. Furthermore, many adults don't know how to operate a computer in a competent manner.

So where would the world be if there were no computers? It probably be less busy place. Offices would have had different furniture, more shelves, less tables, piles of files and papers all around. Cinemas and theatres would become more popular; streets would be noisier as poor clerks would have operated as distributors as well. Less convenient living and working places and vehicle, nonstop ringtones and time-consuming registration processes. Less women would have worked at the offices because of tougher housekeeping conditions. Lower production rate at the factories would have caused higher prices. There wouldn't be any mobile phones to say nothing of internet or computer games. Lacking leisure activities would lead to the increase of crime rate.

Obviously, present-day generation would concern these as something incredible, but the fact is that previous generation used to experience that life. If to ask they may describe a fairy like story of own childhood, when juniors used to believe that computer was the unnatural implement of an evil named Fantomas. The only thing that would slightly resemble computer at that time was a typewriter. All the documents and files were organised using it, when, a single punctuation mistake caused retyping the whole document.

All the same, computes are the result of human mind and if once it has brought to existence no doubt that further achievements in science and technology will bring immense inventions.

We are seldom bothered about how achievements in science contribute our lifestyle and what it would have happened if they hadn't been there. Major breakthroughs in science ultimately foster global development and enhance the routine of individuals.

Lesson 16 World Awards

Telephone Interview with Alice Munro (4 minutes)
Alice Munro - Interview

«This May Change my Mind ...»

Telephone interview with Alice Munro following the announcement of the 2013 Nobel Prize in Literature

on 10 October 2013. The interviewer is Nobelprize.org's Adam Smith.

[Adam Smith] Hello, Adam Smith.

[Alice Munro] Hello Adam!

[AS] Hello, this is Alice Munro?

[AM] Yes, this is Alice Munro. I just wanted to thank you, very much. This is quite a wonderful thing for me. It's a wonderful thing for the short story.

[AS] It is indeed, and may we congratulate you in turn. It's a wonderful day.

[AM] Thank you very, very much.

[AS] How did you hear the news?

[AM] Um, let me see, I was wandering around this morning, early. How did I hear it first? [Said to her daughter, Jenny, in the room with her] ... Oh, the press called me.

[AS] And what was your first reaction? Do you remember?

[AM] Unbelief. [Laughs] I really couldn't believe it, I was so happy, and I haven't gotten over the delight yet.

[AS] You've produced an enormous body of work over four decades ...

[AM] Well I have, yes. But, you know, because I work generally in the short story form, this is a special thing I think to get this recognition.

[AS] Yes indeed, yes indeed. Have you been basically the same sort of writer from the beginning to the end? Have you changed, do you think?

[AM] Well you know as far as I can tell, I have not changed very much. But someone else could answer that question better I think.

[AS] And the award will bring a great new readership to your work ...

[AM] Well I would hope so, and I hope this would happen not just for me but for the short story in general. Because it's often sort of brushed off, 113 you know, as something that people do before they write their first novel. And I would like it to come to the fore, without any strings attached, so that there doesn't have to be a novel.

[AS] And for those who don't know your work, would you recommend a starting point?

[AM] Oh goodness! I don't know, I can't ... You always think that your latest work is your best, at least I do. So I would want them to start with the latest book.

[AS] So they should start with Dear Life should they?

[AM] Well, in a way, yes, but then I hope they would go back and read the others as well.

[AS] And of course everybody is talking about the fact that you announced earlier this year that you were going to stop writing, and saying "Maybe this will encourage her to start again".

[AM] [Laughs] Well you know I've been doing it for so many years. I've been writing and publishing, I think, since I was about twenty - just now and then I would get something published you know - but that's a long time to be working and I thought maybe it's time to take it easy. But this may change my mind. [Laughter]

[AS] That's an exciting statement! That's going to have everybody buzzing.

[Both laugh]

[AS] How splendid! So, I know that you must be tired after speaking to so many people so we would like very much to talk to you perhaps on another occasion ...

[AM] That would be great, actually, because I am a little bit tired and woozy now and God knows what I might say!

[AS] [Laughs] OK, well we'll wait until this quiet down a bit, and then ...

[AM] OK.

[AS] It has been a great pleasure to speak to you, thank you so very much indeed.

[AM] Thank you, goodbye.

[AS] Bye, bye.

REVIEW 4

The best job in the world

Once again the organisation which promotes Australia, Tourism Australia, is advertising the best job in the world. But this year, they have six jobs going, all for six months, with a great salary and extra spending money. If you think one of these is your dream job, you have to make a 30-second video explaining why you are the best person for the role. But – be warned. Thousands of people will be competing for each post.

The job of "outback adventurer" is for someone with a passion for outdoor life, and in the Northern Territory there are plenty of wide-open spaces. The job is for someone to find out the best adventures and jobs for young people on working holidays. You'd be getting close to wildlife, sleeping under the stars in a bush camp and flying over stunningly beautiful

landscape in a hot air balloon. Your duties will include getting to know about aboriginal culture and eating traditional bushfoods, maybe including the famous witchetty grubs – insect larvae.

Like the idea of 200 days of sunshine every year? Job number two is a park ranger in tropical Queensland. It's a wonderful state with ancient rainforests, the world's largest sand island and the awesome Great Barrier Reef. Here your duties would include protecting and promoting native plants and animals, spectacular waterfalls, dinosaur fossils, untouched beaches and indigenous culture. You'd get paid to patrol the beaches of Lizard Island and live a life most people can only dream about.

Another island job is as 'wildlife caretaker' on Kangaroo Island in South Australia. If you love all kinds of animals, this is the job for you. The advert says you'll be able to talk to wallabies (a kind of small kangaroo), play with dolphins, cuddle koalas and sunbathe with seals on the unspoiled beach at Seal Bay. You would get about the island on foot, by bicycle, kayak or boat, taking photos and leaving only footprints. There is one potential drawback, though. You'd need to be pretty brave since you might come face to face with great white sharks.

Maybe you are not quite so keen on the great outdoors and your talents are more journalistic. If you fancy feature writing, photography and making videos, you can apply for the position of lifestyle photojournalist for Time Out in Melbourne. You would be required to photograph and write about the city's coolest cafés and musical events. But you'd also cover tourist activities in the whole state of Victoria, including surfing on the Great Ocean Road, skiing at Mount Hotham or watching the little penguins at Phillip Island.

Are you a foodie? Do you know about food, as well as love eating it? If the answer's yes, you can apply for the role of 'taste master' in Western Australia. Your job would be to promote the best restaurants, pubs, wineries and breweries. You'd also catch fresh seafood off the beautiful coast and learn all about making wine and beer.

Finally, a fantastic job in Sydney. We've all seen those amazing firework displays in Sydney Harbour. Well, you could be one of the people making that happen next year. New South Wales is looking for a 'chief funster', who would be based in Sydney while travelling around the state and tweeting about the

coolest things going on. This job would appeal to someone interested in everything: sports, the arts, entertainment, food. You'd also be involved in making the Sydney Festival, Mardi Gras and Vivid Festival as spectacular, and as fun, as possible. (Adapted from learnenglishteens.britishcouncil.org)

WORD LIST

UNIT 1 GLOBAL INFORMATION AND YOU

Lesson 1 Ubiquity of English

equivalents	confusing
signboards	illuminated
inevitable	prediction
tonal nature	precise
constructed	interrupt
rationally	duration
foreseeable	vehicular
homemaker	distinct
absorbed	antiquity
particular	lingua franca
intrinsic	aubergine
interrupted	interpretation
increasing	consequences

Lesson 2 Information and Security

threat	extreme
treat	artificial
infringe	rapidly
copywrite	spiritually
immune tolerance	alien ideology
intellectual property	to admit
updating software	to affect
prevention	behaviour
ideological pressure	assault
traffic	to penetrate
spammer	to snoop
malicious phishing	file swapping
confidential	to persuade
critical	
suspicious	

Lesson 3 Studying With Multiple Source

stumble	to refer
route	familiarize
undoubtedly	evaluative skills
upon	demand
assert	surely
comparatively	comprehension

to lend	properly
reference	comprise
encourage	achieved
selective	confrontation
acquired	implementing
arouses	to require
curiosity	whereby
to increase	to emphasize
circumstances	sophistication
familiarizing	relevant
tremendous	diligence
concealment	failure
bias	reluctance
furthermore	

Lesson 4 Online Etiquette

loyalty	to prevent
chain	amateur
to guess	adhere
inappropriate	privacy
database	netiquette- ['netɪkət]
interact	properly
custom-built	permission
a bug	a jail
bullying	reverse
addiction	deal
attitude	mumbling
chap	regard
threaten	lodging
chase	catering
beat	facility
consequently	enquire
staff	faithfully
bubble	confirm
appropriate	issue
to rely	available
ahead	attachment

UNIT 2 LIFE LONG LEARNING

Lesson 5 Learning Strategies

to identify	cooperative thinking
to comprehend	to explicit

to acquire
meta-cognitive
to fulfill
to be aware
anxiety
feature

responsible
to defeat
notion
cope with
explicit
multisensory learning

Lesson 6 Effective Study Habits

habit
common
buddy
cram
clarification
assignment
overwhelming
to try out
gap
resistance
flash card
interrupt
review
hallowed
clutter
dimension
equation
jam-packed -
akin
considered
treated

expression
prism
plase
relevant
confirmed
windowless
applied
grader
courtyard
vary
distracting
hand-on -
to dedicate
to evaluate
outcome
define
reward
effort
dozen
requiring

Lesson 7 Succeeding In LLL

consumption
tremendous
frustration
affluence
enable
poverty
extraordinary
state-like
accomplish
preferably
oyster
curiosity
desire

to tend
to conceive
to resite
stomach ulser
tension
depression
to trace
to ascribe
research
daring ideas
sage
dissociated
encountered

Lesson 8

Social Responsibility

conscious
deeds
involvement
obligation
to harm
enclosure
consciousness
to retrieve
to prevail
tribe
shelter
inspired
a fuss
rush back

to claim
tuna
admiration
overwhelmed
stranded
to compile
wholeheartedly
enlightment
squeezing
to ponder
flashback
suspence
insight

UNIT 3 MANAGEMENT TYPES

Lesson 9

Service Management

consistent
focus
stay focused
to acquire
to keep track
to do list
customer
to incline
short term
potential
challenger
obstacle
to prevent
competition
take calculated risk
reward
to generate
to get organised
to sacrifice
to establish
qualified
itinerary
preferable
cash desk
service management

purpose
conduct
to measure
lead to reducing
to integrate
to comprise
capability
uphold honour
rarely
voucher
staff
extracurricular
advancement [
stream
entrepreneurship
revenue
rivalry
submit
implementation [
to complain
request
to concern
postpone
sufficient
welfare

Lesson 10**Human Resource Management**

personel	hiring
digest	treathen
investigate	announce
to scrutinize	prospering
assurance	strictly
compensation	misdeeds
to reassign	human approach
tenant	implemented
survey	enthusiastic

Lesson 11**Financial Management**

to overuse	enterprise goals
non-essential	judicious
expenses	solution
financial disaster	fame
put one's	prosperous
suggestion	imperative voice
arrangement	salutary remarks
satisfactorily	bullet
raising	participate
frequency	coincise
arrangement	attendance
broadly	

Lesson 12**Risk Management**

to avoid
to risk
in-born skill
liability risk
to acknowledge
deliberate
ignorance
to substitute
harbour
a leap forwards
to hold on tight to the wheel
rolling the dice
to reach
to look back
shot
the rigging
weigh up
benefit
failure

the ups and downs
evasive
batten down the hatches

give up
catchy

UNIT 4 CHALLENGES AND INNOVATIONS**Lesson 13****Career Responsibility**

deadline	challenge
inventories	purpose
treatment	surrounding
changeovers	dedication
elevator mechanic	harsh tapping
to consider	to injure
to become victim	stroke
to fill	to abuse
preserve	surround
goal-oriented	screaming
beside	properly
accomplish	salary
guard	to march
wisdom	to impress

Lesson 14**Professional Development**

to extend	reflective supervision
opportunity	awkward
target	to strengthen
workforce	to be complacent
to participate	over-arching goal
mentoring	pinpoint skills
acquisition	stroke their ego
ladder	by osmosis
enhanced	to devour
to encourage	niche
beforehand	neglect

Lesson 15**Latest Achievements**

speculation	implement
to have creving	contemplation
pile	pancreatic
outbreak	immense
heap	microfluidic
utensil	beakthrough
vast	seam
nurture	ultimately
tissue	bulkiness

eventually
adhesive
stitching
typewriters
to eliminate
substance
consequences

equipment
injection
destined
concrete
fibers
cuff

Lesson 16 **World Awards**

to wander
delight
fervour
to bless
obstacle
to boost
linger
uplifting
to assure

alignment
marvellous
tenacity
to empower
to be enlightened
perseverance
hesitate
to persuade

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