

Module 11A

Listening p. 106

Ex. 2a

1 A 2 A 3 C 4 B 5 C 6 C 7 A 8 B

- 1 It's not unusual to feel angry or be at the receiving end of someone else's temper several times a day, especially at work. Understanding what triggers an angry response, whether in yourself or in others, helps you to avoid upsetting situations, however, and this means you're less likely to become a victim of your emotions. There are plenty of courses in conflict management which can help you; just try a quick search on the web to find one. But if dealing with the general public is part of your job, do encourage your employer to take responsibility for this training. After all, it's as much for their benefit as yours.
- 2 I stayed in an expensive hotel last autumn and had a couple of minor complaints about the service. For once, there wasn't one of those irritating feedback forms to fill in, so I wrote a letter once I was home, pointing out my dissatisfaction and saying how things could be improved. While the original faults were not serious enough to make me mad, when the hotel failed to respond to my letter, I did get cross. So I called to see why the letter had been ignored and the extraordinary response from the voice at the other end was, 'Was it clear that your letter needed a reply?' I was speechless!
- 3 The directness and honesty of children can be a source of deep embarrassment to their parents. Children lack the ability to be tactful, often hurting the feelings of ageing relatives by coming out with things like, 'I've already got three of those,' when they open a present. But wouldn't it be great to say what you really feel sometimes? I put it to psychologist Tamara Fenton that perhaps if only we could acquire a little of that childish directness and care a little less about what people thought of us, we'd be far better off.
- 4
A: Here we are - the restaurant's just through this doorway.
B: Oh dear! There's only a couple of people in there! I don't know if I fancy that. Look, there's something I want to talk to you about but it's personal - I don't want anyone else to hear. They don't even have any music. Can't we go somewhere livelier?
A: All right. Is it something serious?
B: I'll tell you when we're sitting down. How about the pizzeria opposite the station? At least they've got piped music.
A: Yeah, OK - if that's what you prefer.

- 5 Laughter occupies a special place in human social life and it's a fascinating feature of our biology. Scientists have studied all kinds of emotions and behaviour but few have done research into laughter. Generally, we associate laughter with pleasure, happiness and joy but in some cultures it's also a sign of embarrassment or even fear. In fact, only 10-20 percent of laughter is a response to humour. Most of the time, it's a message we send to other people - it can be communicating a joyful mood, a willingness to be friends but it can also be unkind and of course, you can always tell if it is.
- 6 It all started in a second-hand bookshop, when I spotted a copy of Fiona Harold's *Be your own life coach*. It was less than a pound and I thought it would be a laugh to read a self-help book - something to chat to my friends about. The friendly orange cover promised to show me how to take control of my life and achieve my wildest dreams. But the truth is, with a few easy exercises and a few uplifting words, that book has helped me feel that I can take on the world. I know people will smile at this but I have nothing but praise for it.
- 7 Of course I love the club. It was part of my life for 20 years and I wish them nothing but success but I'm moving on. I've got a place to study for a sports science degree and I start at the end of the month. It's a three-year course and I'm looking forward to it immensely because it sounds like fun. Who knows if I'll go back into football at the end of it? I'm an optimist, so I make a point of never saying never but that's why my horizons have no limit.
- 8 I hadn't intended to buy another car. After all the trouble I'd had with the previous one, I said I'd settle for public transport in future, however inconvenient it was. Then I saw Betsy. She was parked outside a friend's house, with 'For Sale' written in the window. Twenty-five years old, light blue and irresistible. Other cars are faster, warmer, more economical and easier to drive but just walking past mine makes me smile and when I turn the key and hear the purr of her engine, well, I'm queen of the road!