

# Recording scripts

## Unit 4

### Listening Part 2

#### Recording script CD1 Track 11

**Expert:** As I've been saying, there are a lot of things that have been changing in the world of work over the last few years. Businesses nowadays are having to work harder to recruit people with talent. You see, what people have realised (and this in fact has become a sort of management tenet) is that what really gives a company an edge is its staff. In other words, to get ahead of your competitors you've got to have better staff. This seems to be right across the board and in almost all fields, but the fiercest rivalry has been amongst firms in the technology and financial sectors. And better staff means better managers, better computer programmers, better receptionists and better drivers. Everyone. Interestingly, you know, this phenomenon started off in the West, but that's been changing and now it's characteristic of emerging economies as well, where shortages of skilled personnel are becoming more acute. Just take the south Indian town of Bangalore, which for years has been a place where a lot of computer-based work has been outsourced for companies around the world. In a sense it's become a victim of its own success and it's thought that soon there may well be vacancies for software engineers. By some estimates as many as 200,000. Amazing, isn't it, but why is it happening? Well, in Bangalore the answer is its booming IT industry that attracts customers from all over the world. In Europe, on the other hand, the birth rate has been falling and so university populations have shrunk. There are fewer skilled people to go round – more and more of the skilled workforce is made up of people in their 40s, 50s and 60s. In fact, many of us could easily find ourselves working on well into our 70s.

Another cause of the situation is bad planning. What I mean by that is that an excessive number of students are actually doing what I'd call the wrong subjects at university – for example history, philosophy and literature, things which interest them, not vocational courses which lead to the sorts of jobs which are in demand nowadays. Also, workforces are becoming more diverse. That's one of the by-products of globalisation. Increasingly, organisations employ people in different countries to work together on the same project, and so multinational companies have difficulty finding people with the necessary management skills to coordinate such diverse teams and workforces. How to deal with the problem? Well, it's not easy to attract good people when there's such a choice of people and places to work. Raising salaries could be an option for some employers, but the trouble with that is that the company's costs rise and they risk pricing themselves out of the market. However, to deal with this situation many organisations are ...

### Speaking Part 4

#### Recording script CD1 Track 12

1

**Frances:** Advantages? Advantages are that you don't have to commute, and that you don't necessarily have to deal with in-line work colleagues and issues such as the tea run and things like that. The disadvantages are that it might be quite difficult to separate work and home life, because you can just sort of see your office as you walk past and think, oh, I'll just check my emails again.

**Sally:** You might need more self-motivation ...

**Frances:** Yes.

**Sally:** ... to actually do things and not just go to the kitchen every five minutes and get something.

**Frances:** And watch soaps like Neighbours.

**Sally:** If you've got a family it can be very useful for child care as well. People in my office have children and so they kind of balance it that way.

2

**Sally:** I think some things, yes, because some very basic manual work is going to be horrifically boring for whoever has to do it, so having it done electronically would be a lot better for them – but then obviously you're losing lots of your workforce and creating more unemployment, but generally it would be great.

**Frances:** A robot would be better than my boss. At least it would be consistent.

3

**Frances:** I'd look for completely the opposite of my boss now. I'd look for somebody who's a good communicator, that tells you what's going on, that doesn't yell at you, that doesn't smell, that has, sets, like, boundaries, that helps you prioritise your workload and doesn't give you half their workload without giving you any support. That's all fairly negative.