

**TASK** Complete the listening script with the words you hear. Direct tapescript.

I: So, how have new technologies changed the way we work, then?

S: Well, this very much depends on the professional category. The survey show that over 80% of higher professional and senior managers use the Internet and e-mail at work. However, the most **1.** \_\_\_\_\_ (**1 word**) employees, while they often have PCs at home, are not using information technologies in the workplace. Only 29% of **2.** \_\_\_\_\_ (**1 word**) staff use the Internet and e-mail in their jobs, along with 14 to 15% of **3.** \_\_\_\_\_ (**2 words**) and **4.** \_\_\_\_\_ (**2 words**) staff.

I: But I thought there was more demand now for workers with IT skills.

S: Well, what we´re seeing, in fact, is **5.** \_\_\_\_\_ (**2 words**) rather than new jobs being created. People are required to **6.** \_\_\_\_\_ (**2 words**) additional skills and roles that in the past would have been done by other members of staff. Everyone is in fact **7.** \_\_\_\_\_ (**2 words**) middle-management roles, and so fewer of them are needed now. So, while higher professional jobs have risen by 3% to 37% in the last ten years, the **8.** \_\_\_\_\_ (**1 word**) jobs have been **9.** \_\_\_\_\_ (**2 words**). The findings could be seen as **10.** \_\_\_\_\_ (**5 words**) of the **11.** \_\_\_\_\_ (**1 word**) economy, a trend first **12.** \_\_\_\_\_ (**1 word**) in the US. It suggests there´ll be large numbers of highly skilled and unskilled workers and very few people in the middle-ranking occupations. You know that also, the total number of manual workers hasn´t changed in the last 10 ears – it still remains **13.** \_\_\_\_\_ (**1 word**) 40% of total employees. In fact, **14.** \_\_\_\_\_ (**5 words**), it´s the traditional and **15.** \_\_\_\_\_ (**1 word**) occupations- sales assistants, call-centre operators, **16.** \_\_\_\_\_ (**2 words**), care workers and generally service-sector jobs – that are growing. You know, the fastest-growing occupation in the UK is hairdressing – up by over 300% from ten years ago.

I: What are the possible consequences of this **17.** \_\_\_\_\_ (**1 word**)?

S: Well, it´s going to be very difficult to **18.** \_\_\_\_\_ (**3 words**), with fewer opportunities for **19.** \_\_\_\_\_ (**2 words**) and **20.** \_\_\_\_\_ (**2 words**). Employees with fewer skills have less **21.** \_\_\_\_\_ (**2 words**). And I would say that there´s clearly a need for **22.** \_\_\_\_\_ (**3 words**) – such as **23.** \_\_\_\_\_ (**3 words**), as we´ve seen in the UK, and controls over working hours, as we´ve **24.** \_\_\_\_\_ (**1 word**) in the **25.** \_\_\_\_\_ (**3 words**) in the European Union.