

UNIT FIVE – EMPLOYMENT TRENDS

READING, p. 4.2., p. 45

TASK 1 Find the words and phrases which mean the following:

Paragraph 1

1. _____ = to be responsible for a lot of bad things that have happened
2. _____ = a) to make something or someone become gradually less effective, confident, or successful, b) to dig under something, especially so that it becomes weaker
3. _____ = unsuccessful or useless
4. _____ = a good quality or habit that a person has, especially a moral one such as honesty or loyalty
5. _____ = a) a worried feeling you have because you think something bad might happen, b) something you are worried about
6. _____ = if a number or an amount _____, or if you _____ it, it becomes four times bigger than it was
7. _____ = a count of all the people in a place
8. _____ = wasting money or other things; rozhazovačný
9. _____ = cheeky

Par 2

1. _____ = a) (HR) the process of reducing the number of people who are employed by an organization by not replacing people who leave their jobs b) the process of making an enemy physically and mentally weaker by continuously attacking them

Par 3

1. _____ = a state characterized by nervousness, impatience, anxiety, boredom
2. _____ = to exceed

Par 5

1. _____ = something that is intended to impress and interest you but is really not useful at all

Par 9

1. _____ = a) to deal successfully with a difficult situation or problem, b) to be on top of sth
2. _____ = something that develops from something else

TASK 2 Answer the following questions.

1. What are India's call centres responsible for? What new culture did they help to create?
2. The number of staff working in Indian call centres has already reached its peak and is declining now. T/F
3. There is a very high staff turnover at these Indian centres. T/F
4. What are the reason behind the economic restlessness in India?
5. Entrepreneurs who wish to found a new call centre are advised to do so in Bangalore. **T/F**
6. What problem were the founders of a recently opened in the Rajasthan capital of Jaipur faced with?
7. HR are managers are more comfortable coping with problems created by the shortage of supply than with problems of attrition. T/F
8. Some companies have introduced salsa classes to attract more women to the workplace. T/F
9. How do Indian call centres try to attract and more importantly keep their employees?
10. How does a call centre proceed in the case of an abusive call?
11. The abusive calls account for about 2% of the total number of phone calls. T/F
12. What is the typical Indian response to anger?
13. Call centres frequently hire part-time older employees, including housewives. T/F
14. Some business people are planning to open a call centre on campus as the rent would be lower here than in city centre. T/F
15. Owners of Indian call centres have found out people want a flexible workplace. T/F
16. What are the two major problems that the call centres are trying to surmount?
17. Call centre attrition is worse in India than in the West. T/F

LISTENING, 5.2.; p. 42

TASK Complete the notes with the words from the listening script.

1. The _____ (**2 words**) is that there is a general _____ (**1 word**) of the relationship between staff and employers....., more people _____ (**3 words**) and _____ (**2 words**).
2. Government statistics and _____ (**2 words**) show that things are changing _____ (**1 word**) in industrialised Western countries but not in the way we would expect.
3. The project shows that the _____ (**3 words**) permanent and full-time jobs to temporary, short-term or part-time work is really exaggerated.
4. Permanent employment is still _____ (**4 words**).
5. The figures we have now appear _____ (**9 words**) workers.
6. Well, the findings seem to _____ (**4 words**) then new flexibility at work _____ (**5 words**).
7. We've got much greater job stability, longer _____ (**2 words**) and less evidence of new forms of flexible employment than many people realise.

give the lie to something FORMAL

to show that something is not at all true:

These figures give the lie to the notion that people are spending less.

LISTENING, 5.3.; p. 43

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 years – 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.

LISTENING, 5.4.; p. 46

TASK Complete the tapescript with the words you hear:

Y: Look, Terry, your phone calls are really _____ (5 words).

T: Let me see if I follow you. You're saying that you can't work because I disturb you when I'm using the phone.

Y: Yes, well. It's not a big problem most of the time. Only when I've got the monthly sales reports to write or I'm..oh... it doesn't matter.

T: No, _____ (3 words).

Y: Or, well, I'm trying to concentrate on something.

T: I appreciate how you feel, Yolanda. _____ (3 words), it's important for me to talk to clients and _____ (6 words). It really helps me to _____ (2 words).

small talk = informal conversation about things that are not important