

Connectivity 5

Assessments Test 1 Audio Script

Unit 1 Review Test

Section 1: Listening

Amy: Welcome to the podcast! I'm Amy DeLillo, author of the book *Ace that Interview!* with some more advice for all you job seekers out there—today's tips are on the theme of preparation.

These days, with the rise in remote working, more and more interviews are conducted over video. And while you'll avoid the stress and hassle of traveling to an unfamiliar location, it's still important to set aside time to prepare. To make sure you're ready to go when you need to log on, it's a good idea to test out the video platform in advance. Is your Internet connection strong? Do you have the correct links to join the call? If this is your first time using the platform, check that you don't need to sign up or download software first. It's also important to have a back-up plan if things go wrong. For example, if your home Wi-Fi fails, is there a neighbor's home or library nearby where you could quickly rejoin the call?

Interviewing in your own home is a lot more relaxing, but you still need to present a professional appearance. Dress and style yourself as if you're going to an in-person interview. Select a quiet location with good lighting. Make sure the background captured on camera is neat and doesn't cause a distraction. (I'll admit, I'm irresistibly drawn to playing bookshelf detective. If I see someone's books, I always catch myself trying to read the titles!) Consider using an appropriate virtual background or blur effect if the platform has that option.

My second tip is to come to the interview prepared to sell yourself. But here's the key: the pitch is as much about THEM as it is about yourself. Research the company. Read the job description carefully. You can't sell yourself effectively without first understanding the position and tailoring your job answers to fit what THEY need. Then identify the five most convincing reasons why you will step into the job, learn the role quickly, and be successful. What is it that makes you stand out? Showcase your unique skills and experiences that best fit the role. Relate everything to the work you'll do in the new position. Leave out accomplishments that aren't relevant.

Finally, be prepared to answer questions about failure. This could be anything negative in your work history, such as being fired, laid off, or unemployed. Explain what happened truthfully. Remember that your potential employer will check your references. Dishonesty is a top reason people don't get jobs. Failure is not always a deal-breaker, especially if you can explain what you learned from it and the steps you've taken to improve. Highlight efforts you've made towards professional development, such as taking classes to learn new skills. Even if there aren't any red flags on your resume, interviewers commonly ask questions like, "Tell me about a time you failed." Again, view questions like this as a chance to demonstrate accountability and growth. Acknowledge your mistake, and instead of making excuses or shifting blame to others, show how you worked to rectify the situation. Identify what you learned from the experience and give examples of how this led to eventual success.

Unit 2 Review Test

Section 1: Listening

Steve: Good afternoon! This is Steve Sims. Most people have a moral compass that helps them tell right from wrong. Who or what influenced your thinking? Was it your parents, a family member, your faith, teachers, friends, or even certain life events? Give me a call! On the line we've got Katrina from Cincinnati!

Katrina: Hi, Steve. As a kid, I complained about having to spend time supporting others, whether it was visiting my elderly grandmother every Sunday or volunteering time at the local food bank. My dad's response was always: "This is who we are, and this is what we do." Now I realize how important that was in shaping who I am today. For me, family comes first. I also try to help those in need. I find myself echoing my dad's words with my own children—hoping they become compassionate, giving adults who make good choices.

Steve: Thanks, Katrina. Simple words that speak to great life lessons! Our next caller is Joe from Toronto. What would you like to add, Joe?

Joe: Good afternoon, Steve. My best friend's battle to survive a serious illness really shaped my moral principles. I was about sixteen when my friend Amy was diagnosed with leukemia. She was given just a ten percent chance of survival and spent a lot of time in hospitals seeking treatment. My family and countless others prayed for her every night. We brought meals to her family and lent a hand with childcare. Some even traveled across the country and stayed with her in the hospital. Amazingly, the treatment was successful, and her cancer is now in permanent remission. Today, Amy shows her gratitude through her actions. She volunteers at a local children's hospital, lifting the spirits of young people fighting serious illnesses. Amy's difficult journey and the people who supported her continue to guide me. It reaffirmed my faith that we rise by lifting others.

Steve: Thanks so much, Joe. That is a powerful story. Let's hear from Julie in New York City next.

Julie: Hello, Steve. In middle school, I was a lazy student. One day some friends and I devised a way to cheat on our French exam. The whole class aced the test and we thought we'd outsmarted the teacher. At first, Madame Ducharme didn't let on that she knew we'd all cheated. But on the last day of class, she pulled me aside and said how disappointed she was in me. She said I was better than that. I was devastated. But I learned a valuable lesson. I recognized that personal integrity was more important than any letter grade. Throughout high school, I maintained a straight "A" average—something I was all the prouder of because I did it without cheating! I even tutored other students in the French lab. At my graduation, Madame Ducharme came up to me, shook my hand, and whispered, "I knew you could do it. I'm proud of you." I think that experience really influenced how I live my life—even to this day.

Joe: Amazing, Julie! Very inspiring! Well, that's all the time we have today! Until next time ...

Unit 3 Review Test

Section 1: Listening

And now it's time for *Everyday Heroes*, the podcast where we highlight ordinary people who've done extraordinary things.

Our first hero is a shepherd named Zhu Keming from China's northwestern Gansu province. During a 100-kilometer cross-country race, a freak storm hit suddenly. The mild temperatures plummeted, and the sky opened up with heavy winds, freezing rain, and hail. The runners were caught out in the open wearing just lightweight running gear. Zhu was sheltering from the storm in a cave when he spotted a runner who appeared to be disoriented and in pain. Zhu ran to help and led him back to the cave, where he built a fire. Then he ran out into the storm and rescued five more runners. Tragically, 21 of the 172 runners died of hypothermia during the storm. Zhu is modest about his actions, insisting that he didn't do anything special. The people whose lives he saved disagree!

Our next hero is Ryan Pasborg from the US state of Wyoming. He was driving to work when he saw flames shooting out of the window of a house. Not seeing any police or fire responders, he pulled into the driveway just as three children ran out of the house. When they told Pasborg that their mother and 4-year-old brother were still trapped inside, he immediately rushed into the home. Unable to see because of heavy smoke, he crawled on his hands and knees until he bumped into the little boy. After carrying him outside and securing the children in his warm truck, he sprinted back into the house. Crawling deeper into the burning home, he found the mother lying on the floor, badly burned. After carrying her outside, he discovered that she wasn't breathing, so he performed CPR until her heart began beating again. Pasborg then drove the family away from the raging fire and kept them safe until emergency responders arrived. Commenting on Pasborg's bravery, the police sheriff noted, "His willingness, without second thought, to risk his own life was the difference between life and death for this young mother and her child."

And finally, in India, a railway worker named Mayur Shelke saw a child guiding his visually-impaired mother along the station platform. He watched in horror as the 6-year-old boy slipped and fell onto the tracks, just as a train came into view. Ignoring the danger to himself, Shelke ran down the tracks, lifted the child to the platform, and pulled himself up just as the train raced past. The Ministry of Railways recognized Shelke's heroism by giving him a cash reward. Shelke decided to donate half of his reward money to the family, to help fund the boy's education. As news spread on social media, one person captured the feelings of many when he wrote, "First endangering his own life to save the child and now this, Mayur Shelke brings tears to my eyes. Humanity is still alive."

It's almost a cliché to say, "Not all heroes wear capes." But it's true! Join us again next week when we'll learn about three more everyday heroes!

Unit 4 Review Test

Section 1: Listening

- Janet:** Welcome back to our program. If you're just joining us, I'm Janet Lane, and I'm talking to Rich Simpson, star of the film *Moon Landing*! Now Rich, I'd like to turn to a topic I know you've addressed publicly: anger management. Most people have to deal with anger to some degree, whether it's annoying day-to-day issues with family and friends or job-related conflicts. Does being famous add a new layer of challenge?
- Rich:** For sure. My family and I have very little privacy. Paparazzi follow me everywhere. I also deal with hurtful things people write about me in the media. I try to keep things in perspective. I have an amazing job and there are advantages to being famous, but we all know that I've lost my cool from time to time.
- Janet:** Yes. Fortunately for me, when I fly off the handle, only my family usually notices! When you're a celebrity, the whole world is watching cellphone videos of it within hours.
- Rich:** Exactly. To be honest, sometimes my frustrations with fame can spill over and affect my family life, too. I'll come home after a long shoot and my kids will misbehave—I mean, in normal kid ways. But I'll overreact and yell at them. Then I feel horrible and try to make it up to them.
- Janet:** I think we're all guilty of that. Last week I totally lost it when I came home, and the house was a mess—the kids had scattered their toys everywhere and my husband left the sink full of dirty dishes. It seems trivial, but some days it's all I can do to hold it in. I feel like a pressure cooker about to explode!
- Rich:** Right. I've learned that holding in those emotions is not a good strategy.
- Janet:** I agree. So, every day I do something to blow off steam. I run or go for a long bike ride. Exercise is a reset for me. I recharge and then I can face the little things—and the big things—without blowing up.
- Rich:** Developing a coping strategy that works for you—that's really key. You've seen the videos of me online. In those instances, I'd bottled up my anger for weeks. Obviously, I handled those situations badly. But, after some serious work, I know now what I can do to channel my anger into a more constructive outcome.
- Janet:** Can you share your secret with us?
- Rich:** Absolutely. There are actually three steps that I practice: express, suppress, and calm. I express my emotions in an assertive, but not aggressive way. I suppress my impulse to act out physically. Then I take a few deep breaths to calm myself. It sounds simple—but it takes a lot of energy. The more I practice this, the easier it gets to control my anger.
- Janet:** Wow! I know our listeners would like to hear more. We need to take a short break, but we'll be right back. Stay tuned!

Unit 5 Review Test

Section 1: Listening

Kevin: Hey there. I'm Kevin Norris and you're listening to *Laugh Track*, a podcast for fans of stand-up comedy. I'm here today with comedians Shelley Grafton and Tim Cupp. I'd like to start with a hot topic. Some comedians have gotten into trouble recently for jokes that cross the line. Shelley, what's your take on that?

Shelley: Well, Kevin, as we become a more inclusive society, comedy has to grow, too. I think it has for the most part, but it makes some of the classic comedy from the 1970s and '80s hard to watch now. Have you ever gone back and listened to popular sets from that era? I was shocked by how racist and sexist they were! The jokes often relied on harmful stereotypes, and those jokes have not aged well.

Kevin: It was a different time, Shelley.

Shelley: It wasn't that long ago. It's hard to imagine how people ever found those jokes funny.

Tim: They were pervasive, though. They still are. Early in my career, I felt like I had to use them in my routines because that's what my audience wanted to hear. I'm Filipino, my parents are immigrants, and there's a lot of material I can farm from that. I was making jokes about Asian stereotypes related to being the model minority, excelling in school, and having a Tiger Mom. Now I feel strongly that, even though I'm Asian, it's not OK to make jokes like that. They just reinforce the audience's discriminatory stereotypes, especially for those outside the group you're joking about.

Kevin: Yeah, I agree, Tim. I mean, I don't think we need to avoid sensitive subjects altogether. I think we should still be able to explore difficult subjects in our comedy. We can do it in a way that brings awareness instead of discrimination, though. My act is pretty dark. As you know, I've suffered from mental illness and depression. Working that into my act hasn't just helped me deal with those issues myself—I've had people come up to me after shows and tell me about their own struggles. I think being public about my experiences encourages others to speak up and seek help.

Shelley: Good point. I think that the best comedy is when we draw from our own experience. It comes from an authentic place, rather than relying on stereotypes that already exist in our audience's mind. Think about a comedy like *My Big Fat Greek Wedding*. That movie poked fun at the character's Greek family, but in a way that reminded the audience of their own kooky families, even if they weren't Greek. The level of specificity the writer used in the story made it funny without relying on stereotypes. That kind of comedy is gold.

Kevin: Agreed! Poking fun at myself always gets the best response from the audience.

Tim: Exactly. I still talk about myself in my act, but I joke about my experience instead of what I think my audience wants to hear. It makes my act better!

Kevin: Thank you, Tim and Shelley. We're going to take a break, but we'll be right back with *Laugh Track* after these messages.

Unit 6 Review Test

Section 1: Listening

- Ben:** Hi everyone. I'm Ben Stallings and this is *Travel Talk*. Today I'm speaking with cybersecurity consultant Tara Reeves. Tara, thanks for joining us.
- Tara:** My pleasure.
- Ben:** Today we're discussing Internet best practices for business travelers. Tara, I can't help thinking that safety just boils down to common sense. Not using 123456 as your password, that kind of thing.
- Tara:** You'd think people would be smarter, right? But when you look at stolen logins on the dark web, 10% of them are the same 25 terrible passwords. Let me give you a scary statistic: 1 in 7 business travelers have had their personal information stolen at least once. When you consider the billions of people who travel for business each year, you get a sense of how big a problem this is.
- Ben:** That's pretty shocking.
- Tara:** It's not just weak passwords. People are less cautious when traveling for business than for pleasure. We've all been in a situation when you're at the airport trying to answer some work emails before boarding a flight ...
- Ben:** ... and you connect to a Wi-Fi hot spot.
- Tara:** Exactly. Surveys show 84% of business travelers doing that. Or their cellphone battery is dying and they plug into a USB charging station. 79% admit to that. The trouble is that identity thieves have little trouble tampering with these "free" resources and stealing information.
- Ben:** Wow! So even a phone charger is dangerous?
- Tara:** Absolutely. Any USB device and even power strips can be rigged with malicious code. You should never plug your device into anything—or plug anything into your device—that you're unsure about. When I travel, I always bring a backup battery and a portable charging station.
- Ben:** Smart. And free Wi-Fi is a no-no.
- Tara:** Avoiding public Wi-Fi is a good policy, but sometimes you don't have a choice. If you must use it, make sure you know what network you're connecting to. Confirm the URL is legitimate, and the password matches what the hotel, café, or airline provides.
- Ben:** My company requires us to log on using a VPN service and Multi-Factor Authentication.
- Tara:** Those are great security tools. VPNs, or Virtual Private Networks, create a secure network that hides your IP address, browsing activity, and personal data. MFA, or Multi-Factor Authentication, requires users to prove their identity before they can log on.
- Ben:** I use an authenticator extension on my laptop. It generates a code to enter when I sign on to my office network.
- Tara:** I can't recommend that enough.
- Ben:** Tara, we have time for one last tip before we go.

- Tara:** OK. I always advise clients to check the security settings on their devices—phone, laptop, tablet—before they travel. Confirm each device requires a PIN number, fingerprint, or facial recognition ID to access. And turn off any features that automatically connect to Wi-Fi or Bluetooth as you pass through them. These are convenient when the device is used at home—but a huge danger when traveling. Anyone nearby can connect to and potentially hack into your device.
- Ben:** Thanks so much. And thanks to all our listeners for tuning in. Until next time, this has been *Travel Talk*.

Unit 7 Review Test

Section 1: Listening

The world of sports is especially superstitious. If you're like many fans, you probably have a good luck ritual that you believe will help your team win. During the World Cup soccer tournaments, my family is careful to follow the same strict protocol: we all wear our team jerseys (even our one-year-old!), prepare the same snacks (nachos with salsa, red beans and rice, and chicken wings), and my dad breaks out a pair of lucky socks (that he only wears on game days.) My sister is convinced that our national team's last defeat was caused not by the play on the field but by our family changing where we sat to watch the game!

The players are just as superstitious as the fans—four out of five professional athletes admit to having at least one superstition. Many wear a lucky charm, such as a special item of clothing or jewelry. NBA basketball legend Michael Jordan never failed to wear his old University of North Carolina shorts under his Chicago Bulls uniform. Golfer Tiger Woods always wears a red polo shirt for the final round of a tournament, which he believes is a symbol of power, good luck, and success. Others have a series of rituals they perform. Tennis star Serena Williams always brings her shower shoes to the court and ties her shoelaces in exactly the same way. On her first serve, she'll bounce the ball five times, but on the second serve, just twice. Soccer player Cristiano Ronaldo insists on being the last player out of the tunnel when starting a game, and when stepping onto the field he always places his right foot on the grass first.

These superstitions may seem silly but, believe it or not, studies suggest that these types of rituals do indeed give a measurable boost to performance. Watched by millions of obsessive fans and sports analysts who scrutinize every action, elite athletes are under intense pressure to deliver extraordinary results. Despite abundant natural talent and years of training, players face many factors outside of their control, such as the weather, the condition of the playing surface, or their opponent's skill. Following a superstitious ritual and believing in a lucky charm gives the athlete the illusion of having greater control over the result, which has real and meaningful psychological advantages. It gives athletes a certain degree of reassurance that they'll perform well, even if they don't really believe that "luck" is real. Some studies suggest that superstitions can boost confidence by as much as ten percent. As they master their anxiety, the athletes become calmer, more relaxed, and more focused, and, as a result, they actually do play better. Moreover, after an unsatisfactory result, the superstition offers a convenient source of blame and helps restore confidence. After all, the lack of success wasn't caused by a lack of talent or effort, but simply negligence in correctly following the ritual. This allows the athlete to shake off the failure and rise to the next challenge. According to science, then, it appears that maybe these superstitions are not so silly after all!

Unit 8 Review Test

Section 1: Listening

Craig: Before we move on with the Hiring Manager's Workshop, let's summarize what we've covered so far. The most important takeaway is the new emphasis we're placing on emotional intelligence, or EI. As we've discussed, emotionally intelligent employees bring significant benefits to the workplace. Because they recognize and manage their own emotions, they're better able to deal with stress, overcome obstacles, navigate change, and focus on achieving company goals. And because they empathize with the thoughts and feelings of others, they're more successful in building great teams and inspiring everyone to do their best.

Now, with this in mind, our challenge is to make EI a factor in who we hire. That's not to say we're diminishing the importance of other criteria. Obviously, a candidate's education, skill set, and experience remain essential.

Mary—I see you have a question.

Mary: Thanks, Craig. How do we identify candidates with strong emotional intelligence? Would you have them take some kind of test?

Craig: That's a great question, and something we'll explore today in more detail. Some organizations spend a great deal of time and money on EI tests. Unfortunately, studies show that they just aren't a reliable indicator of emotional intelligence. What most of them actually test is personality. They don't measure specific competencies of EI such as self-awareness, self-control, social awareness, and relationship management. Moreover, many tests require candidates to self-report, which, let's face it, if they aren't self-aware, is not going to result in an accurate score! Instead, the most effective way to assess EI is to make it part of the interview.

Mary: So what kinds of questions should we ask?

Craig: That's actually a nice segue into the theme of our next activity. In this session, we're going to role play how to measure a candidate's EI during a standard hiring interview. The technique we'll practice is known as behavioral event interviewing. You'll be asking the candidate to talk in detail about specific workplace experiences involving stress, challenges, and collaboration with others. By asking follow-up questions, you'll explore what the candidate thought, felt, and did in those situations. What you're aiming for is a picture of that person's EI competencies and how they've demonstrated them in the workplace.

Mary: Can you give us an example?

Craig: Absolutely. And, by the way, that's a great follow-up question! You might ask candidates to describe a recent challenge at work and how they overcame it. Now, at first, candidates frequently offer only vague or general responses. The key is to dig deeper; to lead the candidates from their initial overview into a much more detailed description. Employ questions that will give you a sense of their emotional competencies. For example, asking how they thought or felt can give you a sense of their self-awareness. It can suggest how well they recognize their emotions and understand what's causing them.

Asking about how their actions affected other members of the team can clue you in to their social awareness. It can show how successfully they motivate and interact with others. Be sure to press for specific details—including what they actually did and how they behaved. Often, candidates will try to present an idealized—and inaccurate—picture of themselves. What you're looking to uncover is a demonstration of how they actually perform in real life.

With that said, let's start our role-play. Can I ask that each person find a partner and ...

Unit 9 Review Test

Section 1: Listening

The social institution of marriage is estimated to be about 4,350 years old. The first recorded evidence of a marriage ceremony dates to 2350 BCE, in Mesopotamia. While it's taken many forms across different cultures and eras, marriage has arguably changed more in the last fifty years than in the thousands of years prior.

How so? Compared to previous generations, increasing numbers of people are waiting later in life to get married or are choosing to remain single. Since 1970, the marriage rate—the number of marriages each year per one thousand people in the population—has declined worldwide. In some countries, such as the UK and Australia, the number of married people is the lowest in recorded history. Let's look at some data. In 1970, the marriage rate in the UK was 8.5. In 2018, it sank to 4.3. In Australia, the rate decreased from 9.6 to 4.8. Countries with the lowest marriage rates include Qatar at 1.4, Peru at 2.5, and Venezuela at 2.6. Even countries whose marriage rates remain among the highest have seen a decline. During this same period, Egypt's marriage rate shrunk from 10.8 to 9.6. These declining marriage rates have been accompanied by an increase in the age at which people are getting married. In the United States, the median age of first marriages in 1970 was 22.5 years for men and 20.6 years for women. By 2018, the median age was 29.8 for men and 27.8 for women.

So what's causing people to stay away from the altar? The rise of women in the labor force is one significant factor. Let's look at the U.S. again: In 1970, 43% of women worked outside of the home. In 2018, the number climbed to 57.1%. In the past, women were dependent on marriage for economic and social stability. Today, across the world, more women have independent careers and incomes and don't see marriage as necessary to leading a fulfilling life. Another major reason is financial instability. Younger generations especially have been putting off marriage because of college debt, a lack of stable, well-paying jobs, rising housing costs, and other financial issues. Finally, attitudes towards marriage have changed, with some seeing it as an outdated tradition that no longer aligns with their goals and values. They point to the high rates of divorce as evidence that binding yourself legally, financially, and romantically to a single person forever is unrealistic and unlikely to lead to happiness.

What effect will these changes have on civilization? Marriage has long been viewed as an important social institution that plays a key role in stabilizing society. A great deal of research has linked married life with numerous positive benefits including greater wealth, improved health, a longer lifespan, and increased overall happiness. It's clear that this family structure has a positive influence on children's intellectual, physical, and

emotional development. However, other studies suggest that these claims may be an example of reverse causality—instead of marriage improving people’s well-being, people who are doing well are simply more likely to marry.

While it’s too early to see the consequences, one thing is certain: with as many as 1 in 4 people in the world predicted to never marry, our social framework will look very different in the years to come.

Unit 10 Review Test

Section 1: Listening

Kathy: Hi, everyone. I’m Kathy Harrison and this is Jeff McDonald. I know most of you will be returning home after living and working here in Miami for the past three years. Today’s workshop is meant to support you with that transition. In this session, we’re going to discuss the psychological and cultural aspects of reentry—what’s known as reverse culture shock.

Jeff: Now, I know what you’re thinking: “We’re going home. Why would we experience culture shock?”

Kathy: Of course, everyone’s experiences are unique and culture shock affects people differently. Jeff spent eight years in Korea, and I was in the UK for three. Here’s what we were both unprepared for: many of the same situations that create stress when you adjust to a foreign culture are also present when you return home.

Jeff: If you remember your first months here, you had to adjust to big changes of routine and adapt to cultural differences, which you probably now take for granted. As you’ve settled into this experience, you’ve spent less time in your home culture.

Kathy: For me, I didn’t realize how many British cultural habits I’d picked up until I returned home. And not just that I “fancy a cuppa tea” four times a day! My behavior and mindset had subtly changed. In some ways, I felt that I didn’t fit in with my old life.

Jeff: That’s a common feeling. On returning home, it’ll take time before the everyday customs that were once so familiar seem normal again. Also, not only will your home life be different from what you’re now accustomed to, but it’s probably different from what it was when you left.

Kathy: That’s something people fail to consider: The experience of living in another culture has changed you in ways you may not fully realize. At the same time, life at home continued while you were gone. Those people and places have changed too, and in ways you may not expect.

Jeff: While I was abroad in Korea, so much had changed in Miami that it left me disoriented. My high school was now a shopping plaza. I had a new nephew that I’d never met! Close friends had moved away or had started families and had no time to socialize. I also discovered that I’d missed important developments at work in my old department.

Kathy: Before we take your questions, we’d like to share some tips for making a smooth transition home.

- Jeff:** One thing I found frustrating was that my friends were much less interested in hearing about my experiences than I was in telling them! I struggled to articulate how meaningful the experience was to me and even describe what I felt and saw. One strategy I recommend is to recreate some of your experiences and share them with friends. I cooked my favorite Korean dish—bulgogi—and projected a digital photo album showcasing my favorite memories.
- Kathy:** Sitting at home, I was so homesick for London. I missed all the friends I'd made. It really helped to keep in touch through chats and video calls.
- Jeff:** Remember the strategies you used when you first arrived in Miami. As before, stay busy with new experiences and you'll soon find yourself fitting back into the routine of life at home.

Units 1-5 Review Test

Section 1: Listening Part A-B

- Wanda:** Welcome to *Weekend with Wanda*. I'm Wanda Morris, and it's "Ask Me Saturday." You know what that means—it's time to video chat so that I can share my expertise with you about your relationship concerns. First, let's hear from Louis in Cincinnati, Ohio. Hi, Louis. What can I help you with today?
- Louis:** Hi, Wanda. I'm having a problem with my roommate. We just moved in together, but he's already annoying me, and we're fighting a lot.
- Wanda:** Fighting with a roommate certainly isn't ideal, but it's a very common situation. What are you fighting about, Louis?
- Louis:** Well, basically, everything! We're complete opposites, you see. I'm very determined and work really hard, whereas he's, well, he just sits around and doesn't do much at all. I'm constantly picking up and cleaning the apartment in addition to working a full-time job. And if stuff ever goes wrong—like when he broke my favorite coffee cup—he somehow turns it around on me.
- Wanda:** So, he said you broke the coffee cup when he actually did it?
- Louis:** No, he admitted that he did it. He's pretty honest like I am. But he said it was my fault because I left the cup near the edge of the counter.
- Wanda:** Oh, I see. Well, it sounds like you need to have a serious conversation with your roommate.
- Louis:** The thing is, he's so oversensitive and gets angry so easily that I'm afraid to talk to him! And he never has anything positive to say. I don't think he'll listen to me.
- Wanda:** Well, Louis, if you want things to improve, my advice is to try. Maybe there's something about you that he doesn't like?
- Louis:** Well, I do have a lot of rules for the apartment. You know, I like things to be a certain way. That's another way we're opposite—I'm extremely neat, and he's very messy.
- Wanda:** If your roommate is a messy person, it might be difficult for him to live with someone who has a place for everything. Maybe he feels like he has to walk on eggshells around you because everything has to be perfect.

- Louis:** Hmm ... that might be true. Also, I try to joke about things because he does have a sense of humor, but I can be pretty sarcastic. He might not even realize I'm joking.
- Wanda:** Now you're getting it, Louis. It's important to try to understand the other person's side. When you talk to your roommate, you should start by revealing your own faults. Then maybe he'll be more open about his.
- Louis:** That's a good idea. You never know ... it might work!
- Wanda:** It just might! Good luck, Louis. OK, next ...

Units 6-10 Review Test

Section 1: Listening Part A

- Jane:** Welcome back, Andre. How was your family reunion?
- Andre:** Thanks for asking, Jane, but it wasn't a reunion. I was out of town for my cousin's wedding.
- Jane:** Oh, that's right. Sorry.
- Andre:** No worries. Actually, I did see a lot of family. In fact, um ... before the ceremony, a photographer took several family photos, in addition to pictures with the bride and groom. Aunts, uncles ...
- Jane:** Hey, it's bad luck for the bride and groom to see each other before the wedding!
- Andre:** That's just a silly superstition. You don't believe it, do you?
- Jane:** No, I guess the way I see it is that it's uh ... more of a nice tradition. I like the idea of the groom not seeing the bride's dress until she's walking down the aisle, but that's just me. Anyway, what were you saying about the photos?
- Andre:** Just that it was really nice to have them taken. We hadn't all been together like that in several years—probably not since my wedding. Some of my cousins have kids I hadn't even met before. It'll be nice to have pictures of everyone together—especially because my great-grandmother is almost 93.
- Jane:** Wow, 93! That's so great that she could make it to the wedding.
- Andre:** Yes, fortunately she lives near Seattle, so she could get there by car. She's pretty healthy, but she can't really deal with all of the troubles and confusion of air and bus travel anymore.
- Jane:** Speaking of travel, how was your flight to Seattle? You usually have such bad luck when you travel.
- Andre:** I can't believe I didn't mention it yet! As usual, it was NOT hassle-free. Our flight from Boston left late, so my wife and I were stuck in Los Angeles overnight because we missed the last flight to Seattle.
- Jane:** But you obviously made it to the wedding on time.
- Andre:** Oh, yeah. Only because we'd planned to arrive a couple of days early to explore Seattle. We stayed in a hotel in L.A., and took a flight to Seattle the next morning with plenty of time to spare before the wedding. But our

luggage, and, of course, the clothes we were going to wear to the wedding, didn't make that flight, or any other flight! Our suitcases must be in the Los Angeles airport somewhere, but I don't think we'll ever see them again.

Jane: So what did you do?

Andre: I called my parents right away because they weren't leaving until the next morning. So my mom went to my house and packed one of my other suits.

Jane: And a dress for your wife?

Andre: Oh, no. There were a lot of stores near our hotel in L.A., so my wife used the situation as an excuse to get a new dress!

Jane: Well, I'm glad it worked out in the end. So, did you get any time to see Seattle?

Andre: Yes. It's such a great city. Although, the area we stayed in wasn't as diverse as it used to be. That was disappointing.

Jane: What do you mean?

Andre: We've stayed there a lot over the years, and there used to be a lot of different restaurants—Indian, Mexican, Chinese ... and that's just scratching the surface. But now it's mostly chain restaurants that you can find anywhere. It's just like any other neighborhood. You know, it's kind of lost its charm.

Jane: That's too bad.

Andre: Yeah. Anyway, let me show you what I have on my phone from the wedding, and from Seattle, too. Look ...

Jane: Is that your great-grandma there?

Andre: Yeah, and that's my cousin who got married next to her.

Units 6-10 Review Test

Section 1: Listening Part B

Janet: This tech fair that the city puts on every year is pretty cool, isn't it, Carl?

Carl: It really is! You know, I never miss it. I'm glad to see you here, Janet. Not many people I know enjoy this kind of thing.

Janet: I'm finding it to be extremely interesting.

Carl: Did you see the display about electronic chips that go underneath the skin? The company that made them was suggesting that someday they'd be implanted in all newborns. I mean, I can see how they would be useful to identify people in crimes and things like that, but I don't know if everyone should have one.

Janet: Me neither, but I do think they're ideal for pets. Our dog had one implanted between his shoulders by a vet a few years back, and when he ran away last month, it helped us find him.

Carl: Really?

Janet: Yeah, the people who found him took him to an animal shelter, and the employees there could identify him—and us—with the chip.

- Carl:** That's good, but isn't that what dog collars are for?
- Janet:** Sure, but they come off fairly easily. Our dog doesn't even wear one anymore.
- Carl:** Speaking of pets, would you want to create an exact genetic copy of your dog if you could, like that display on genetic engineering was suggesting would be possible in the future?
- Janet:** Um, no, I don't think so. Personally, I feel it would be weird to use my dog's genes to create another one just like him.
- Carl:** Yeah, maybe. Changing the subject, did you see the display with that robot that ... ?
- Janet:** The one that can perform remote surgery?
- Carl:** No, the one that can communicate with people!
- Janet:** Oh, yeah. That was cool.
- Carl:** I know. It's crazy to think that a robot can imitate human intelligence. Imagine what they'll be able to do in the future.
- Janet:** Before you know it, robots will be thinking for themselves, just like in the movies.
- Carl:** I don't know if that'll ever happen, but it's interesting how they're doing a lot of things people used to do in the workplace. I read that by 2020, 85% of interactions with customers in businesses will be done by computers.
- Janet:** That doesn't surprise me because a lot of that happens now with online shopping, voice-activated banking, and all that kind of stuff.
- Carl:** Yeah, I didn't think about that. I guess we're just seeing a small piece of the total picture at the tech fair. There's so much to learn about technology.
- Janet:** Well, let's go find out a little bit more. I want to try to get to that display where you can put on the glasses and interact with dinosaurs!
- Carl:** Sounds good. I'd like to try that, too. I hope the line isn't long.

Units 1-10 End of Course Test

Section 1: Listening Part A

- Gina:** Hey, Melvin. Thanks for the text. I'm glad you made it to Orlando. The kids and I already miss you!
- Melvin:** I miss you, too, Gina. I'm sorry I'm missing our anniversary.
- Gina:** That's OK. I know the conference is important for your career. It turns out that I have a late meeting on our anniversary, anyway. We'll celebrate when you get home, like we planned.
- Melvin:** I know ...
- Gina:** So, how was your flight? How's the conference?
- Melvin:** Everything's going well so far. You won't believe who I met on the plane, and in such an unusual way.

- Gina:** Oh, really? Who? What happened?
- Melvin:** Well, I was holding up the line of people getting on the plane as I was trying to put my suitcase up, and this guy behind me grabbed one end of it for me. After it was up, we quickly introduced ourselves ... he said his name was Rob. I thanked him and got in my seat, and he went to his a bit further back. I didn't see him when I got my bag off of the carousel or later in the taxi line.
- Gina:** Rob? Who's he?
- Melvin:** Just wait ... I'm getting to that! At the conference, the first session I attended was about robots performing eye operations when the surgeon isn't in the room with the patient; you know ... the doctor controls the robot from a distant location.
- Gina:** Oh, yeah. That's the presentation you really wanted to see. How was it?
- Melvin:** The technology is incredible. But the really incredible part was that Rob, the guy I met on the plane, was speaking and demonstrating, along with one of the people who helped develop the technology. Rob's the leading surgeon in the field, but I didn't recognize him on the plane because I've only known him as Dr. Robert Jordan from articles I've read.
- Gina:** That's pretty cool!
- Melvin:** It really was. And Rob, well, I should say Dr. Jordon, expressed himself well, which was good, because the way the robot's creator explained things was a bit over everyone's head.
- Gina:** So, did you get a chance to speak with the doctor personally after the session?
- Melvin:** I sure did. And I found out that our encounter on the plane was even more coincidental because he had been booked in first class, but there was some sort of overbooking problem, so he agreed to sit in economy. Anyway, after his presentation, I had the chance to tell him that I really want to use the technology in my practice. I asked if he would have time to join me for dinner one evening to discuss the details.
- Gina:** And ...?
- Melvin:** Unfortunately, he's occupied every night for the rest of the conference. But he gave me his card and said I should email him when I get back home. He said maybe we could even set up a time for me to come to see his research lab in Boston.
- Gina:** That's great, Melvin. I'm really happy for you. So, which session are you attending next?
- Melvin:** One on genetic engineering with Dr. Susan Anderson. It should be fascinating. In fact, I need to go. I'll call when it's done so I can chat with the kids for a few minutes.
- Gina:** OK. Enjoy!

Units 1-10 End of Course Test**Section 1: Listening Part B**

Linda: Welcome to *Psychology Now*. I'm Linda Shaffer, your guide to figuring out human behavior. Today I'm going to give you the honest truth about lying. Research shows that we've all lied from time to time—though some lies are deceptive and dangerous, and others may be white lies to spare someone's feelings. So ... how can you tell if someone's lying? It's not as difficult as you might think. You just need to ... um ... be observant and look for the signs, or signals, a person often gives when not telling the truth. The signs I'm going to discuss come in two forms—body language and verbal cues.

One type of sign you can look for is body language. People often fidget when they lie because they're nervous. They may move from side to side, tap or, uh, shuffle their feet, or rub their hands together quickly. People may also start to breathe heavily, which makes the shoulders go up and down when speaking. OK, or ... in addition to looking at overall body movement, there are also smaller movements you can see people may make when they lie. For instance, when asked a question, a person may put his or her hand over the mouth before speaking, which is a sign of not wanting to deal with an issue or unwillingness to answer the question honestly. This movement gives the person time to think of an answer, and the complete truth may not be revealed when the person does speak. But it's not only the mouth that people cover when lying. They may also cover parts of the body that make them feel vulnerable, like the throat, chest, head, or stomach. A person who's lying may also become angry and aggressive as a way to cover a lie and may demonstrate this anger by persistently pointing a finger at the listener.

So surprisingly, a lack of movement can also be a sign that someone's not sticking to the truth. When a person speaks freely, he or she moves the body unconsciously. When someone's lying, he or she is concentrating on the spoken words and may become quite still in the process. The person may also stare, without blinking, at the person he or she is talking to as a way to try and control the conversation. There are many more physical signs to look for, some of them much more subtle, but this short list of obvious signs will help the average person detect liars.

After the break, I'll go over verbal cues you should be aware of ...