

All Ears 2

LISTENING TRANSCRIPTS

Unit 1: Vacation Nightmares

Interviewer: Hello, listeners, and welcome to *Travel Time*, a weekly program dedicated to giving you the best travel experience possible. Today's topic is one that many people don't like to talk about—travel horror stories. We've all heard about people who went on what was supposed to be their dream vacation, only to have something go so terribly wrong that they came back wishing that they had never left. Vacation nightmares really *are* terrible—travelers are disappointed, feel cheated, and come home feeling more stressed than when they left. I think that every person planning a vacation has a little fear in his heart that something will go wrong, so instead of ignoring that fear, let's try to face it and see what we can do to minimize the risk of vacation nightmares. Our first guest for today is Janice Goodman, an experienced travel agent and vacation consultant. Hello, Janice.

Janice: Hi.

Interviewer: Janice, please tell us how travelers can prevent vacation nightmares.

Janice: Certainly. The first piece of advice that I give potential vacationers is to work with a travel agency that specializes in vacations to the area that they're traveling to. Yes, I know that nowadays you can plan your whole vacation online, from buying tickets to booking hotel rooms, so many people think that it's not worth paying extra money to travel agents. The truth is that travel agents can often *save* you money by getting you special prices that the airlines and hotels don't offer customers directly, but that's not the most important thing. Travel agents also have a lot of experience and knowledge that you might not have. I might recommend one airline over another, even though its tickets are a little more expensive, because I know that its flights are more likely to be on time and the company is less likely to lose your luggage. People who just order the cheapest tickets online might end up having a very unhappy vacation when they miss a connecting flight or arrive at the hotel without any of their belongings. In addition, if something *does* go wrong, a travel agent is there to fight for you and fix whatever he can. If you book plane tickets or hotel rooms online and you have a problem, it's just you fighting the big airline or hotel chain.

Interviewer: I agree that nowadays, people don't appreciate travel agents enough.

Janice: People often appreciate travel agents only *after* they've experienced a vacation nightmare. I can't tell you how many of my clients used to book their plane tickets and hotel rooms online, but now prefer to do everything through me.

Interviewer: How else can travelers prevent vacation nightmares?

Janice: I know that this might sound like simple common sense, but I've heard so many terrible stories that I'm going to say this anyway. Be careful! Many people who normally care about their personal safety somehow feel that when they're on vacation, they can do whatever they want without getting hurt. So they go on long and difficult hikes even though they're not physically ready for the challenge. They stand at the edge of a cliff just to take an exciting picture. They walk around in dangerous, crime-filled neighborhoods. And then they're surprised when things go wrong! So please, I'm begging all of our listeners: Please, please be careful and stay safe. You can have a

wonderful vacation without taking unnecessary risks. There are so many stories of people who got hurt or even died because they weren't careful enough while vacationing.

Interviewer: Can you share any of these anecdotes with us?

Janice: Absolutely! These are all true stories, and maybe they will scare at least a few people into being more careful. I'll start with the story of a sixty-year-old couple who decided to go on a desert hike. The problem was that it was an extremely hot day, much too hot for a long hike in the desert. The husband and wife were also not very fit. In the middle of the hike, they realized that it was too hot for them to continue. They were stuck in the middle of the desert, and they had to call emergency services for help. By the time a helicopter was able to come and rescue them, they had run out of water and had become very dehydrated. Both of them spent the rest of their vacation in the hospital.

Interviewer: Oh, how sad!

Janice: Yes, it is sad, especially since it could have been prevented so easily. But I have worse stories to share with you. In another case of vacation stupidity, a woman decided to stand at the very edge of a mountain cliff just so that her friend could take a picture of her. She took one step too many and fell down the cliff to her death. Yes, that's right, she died because she wanted a "cool" picture of herself!

Interviewer: That's really terrible! I'm sure these stories have convinced a lot of people to behave more responsibly on their vacations from now on.

Janice: I certainly hope so. Remember, there is nothing better than an organized vacation in a beautiful and interesting location, but it must be done with planning and care. I wish you and all the listeners enjoyable vacations.

Interviewer: Thank you so much for your expert advice. Listeners, if you have any questions for Janice Goodman, a travel agent with many years of experience, please call the studio at 1-800-999-2525. That's 1-800-999-2525. And now, for a short break.

Unit 2: Getting Customers to Spend More

Interviewer: Hello, listeners, and welcome to the daily program *Your Money and You*. With us in the studio today is Professor Joanna Myles, who teaches retail psychology at Windham University. She will be telling us about some of the tricks that stores use to get customers to spend more money. Hello, Professor Myles.

Professor: Hello.

Interviewer: Professor Myles, this program focuses on ways to help people save money. So, when you tell us about the methods that stores use to make people buy more, please also tell us how we can fight back against these methods.

Professor: Absolutely. Let me start with one of the most common ways that shops fool customers into spending more money: the pricing trick. Have you noticed how most products are priced at \$4.99 rather than at five dollars, or at \$9.99 rather than at ten dollars? You might think that there is no real difference between \$9.99 and ten dollars, but your brain does react differently to the two prices. Research has found that the brain remembers the first number that it sees better than it

remembers the numbers that come after it. If you see a price of \$4.99, your brain will focus on the four, and the price will seem much lower than five dollars. As a result, you might buy three items at \$4.99 each, even though you would have only bought two of the same item priced at five dollars each. The solution to this is to consciously round up every price ending in ninety-nine cents as soon as you see it. For example, when you see a label saying \$12.99, immediately tell yourself that it is really thirteen dollars. This method takes some practice, but after a few weeks of shopping that way, you will find that rounding up numbers comes to you automatically.

Interviewer: I always knew that the ninety-nine cents ending was an illusion, but I never knew how to fight it. I will try the rounding up method right away!

Professor: Just remember not to give up if it seems hard at first. Practice makes perfect. Now, on to another trick that many stores use: product placement. Did you know that shops choose specific locations for each product with only one goal in mind: to get you to spend more money? First, look at the items that are at eye level. The first products that your eyes see on the shelf are usually the most expensive products. For example, let's say that you want to buy a box of cornflakes. Your supermarket knows that most customers will just grab the first box of cornflakes that they see, so the store makes sure to put the most expensive brand of cornflakes on the shelf that they will see first and that is easiest to reach. If you bend down or reach up a little, it is very likely that you will find other brands of cornflakes that cost much less money. However, many customers won't do that, and that's how the supermarket makes more money. Another place that stores like to put expensive products is at the front of the store, where customers wait in line to pay the cashier. People often buy those items while waiting in line, as impulse buys, even though they usually don't need them. To fight back against these attempts to make you spend more money, always compare prices of similar products before choosing the one you want. In addition, make a list of what you need before you go shopping and try not to buy anything that's not on the list.

Interviewer: The problem is that it's very often our children who ask us to make impulse buys ...

Professor: That's true. When I take my children to the supermarket or some other store, I give them instructions about impulse buying before we go into the store. On some days, I tell them that they can each choose one thing that is not on our shopping list. On other days, I tell them that we will only be buying items on our list. They understand my reasons for this method, so it works very well for us.

Interviewer: Thank you for yet another interesting idea. Now, we'd like to hear about additional ways that stores get us to spend more money, but first, let's hear some advertisements.

Unit 3: *Business and Dyslexia*

Interviewer: Good afternoon, listeners. You're listening to *Business World*, with all the latest business news from around the world. Today's program will focus on learning disabilities and business. Did you know that some of the world's top business executives have overcome serious learning disabilities? We will be talking with one of them to hear how he did it, but first, I'd like to introduce Professor Rachel Baum of the London Business Institute. Hello, Professor Baum.

Professor: Hello.

Interviewer: Professor Baum, you performed a study about business and dyslexia, and I understand that you had some very surprising results. Can you tell us about it?

- Professor:** I actually performed several studies on the topic, each one in a different country. I surveyed thousands of business owners and CEOs, and asked them if they suffered from any form of learning disability. I was amazed by the results. Depending on the country, the percentage of entrepreneurs who had dyslexia was between 20 and 35 percent!
- Interviewer:** Those results really are surprising. What is the percentage of dyslexics in the general population?
- Professor:** I would say not more than 10 percent. The number of dyslexic business people was so high that I felt that there must be a connection between dyslexia and success at business. My next step, therefore, was to interview some of the dyslexic respondents and find out if dyslexia had helped them in business, and if so, how.
- Interviewer:** It seems to me that dyslexia would make life harder for entrepreneurs, not easier.
- Professor:** Oh, of course there are things that are harder for dyslexic business owners to do, but that is also to their benefit. One thing that I learned from the interviews is that dyslexics are more likely to find the best person to do each job, and to trust that person to do the job properly. Non-dyslexic business managers often want to do everything themselves, whether they are good at it or not, and as a result, less gets done.
- Interviewer:** Yes, that is a problem with many business owners that I know.
- Professor:** In addition, dyslexic entrepreneurs are better at communication than non-dyslexic business people, because they prefer to do things orally than to write and read. As a result, dyslexics have better relationships with their employees, and there is a more positive atmosphere in the company.
- Interviewer:** That's certainly very important for any business.
- Professor:** Absolutely. And there's yet another thing. Dyslexics have to work very hard to overcome their disability and believe in themselves. In school, they get low grades even when they know the material, and their classmates often make fun of them. If they've managed to overcome all that, they find it much easier to survive in the business world than most other people.
- Interviewer:** How true. Now, tell me, what are the implications of this study?
- Professor:** That's an excellent question. One thing that I heard from many dyslexic entrepreneurs was that they had a very hard time coping at school because of their disability. As a result, they either did not succeed at the business courses that they took, or did not study business at all. Although they are successful at business, they feel that they are lacking knowledge that could help them become even more successful. To me, that is a clear sign that we have to change things at the London Business Institute, and actually, at all business schools around the world. We have to take into account the many business owners who are dyslexic, and prepare special programs that will teach them what they need to know without requiring them to do all kinds of things that they can't do.
- Interviewer:** I'm sure that the many business owners and CEOs with dyslexia will be very grateful when that happens. Thank you, Professor Baum, for this fascinating interview. And now, on to our next interview...

Unit 4: *The Best Diet*

Good morning, everyone. In Monday's lecture, I talked about general nutrition and the four food groups. Today's lecture will be about weight loss diets and which diet is actually the best one to be on.

It seems like every week, there's a new diet book or new diet program out there. Of course, a lot of supposedly "new" diets are actually very similar to each other, but that's not the main topic of my lecture. With each new diet, you hear promises that this one is better than all the other diets known to man, that now you'll finally lose all your extra weight, that this is the miracle diet that you've been waiting for all your life. And people believe those promises because they want to believe them. They want to believe that all the diets that they didn't succeed on until now weren't good, and that that's the reason that they didn't lose weight or didn't keep off the weight that they lost. People don't want to believe that the problem is with them and not with the diet.

The truth is that no diet is better than any other. Really! Scientists and dieticians have done many studies with groups of patients who tried different types of diets. What they found was that it isn't important which diet you keep. What is important is how closely you stick to that diet. In other words, you can go on a low-fat, low-calorie diet or on a low-carbohydrate diet—either one is fine. If you don't cheat on your diet, you'll lose weight with any diet that you try.

What that means is that the most important thing is to find the diet that suits you and your lifestyle. Before starting a diet, make sure that this is a diet that you can live with. If you hate counting calories, a diet in which you have to count up calories every day is not for you. If you like eating all kinds of different foods, don't go on a diet where you have to eat the same foods every day.

However, some people have a problem finding one diet that they can live with all their lives. They get bored with being on the same diet all the time. If you're one of those people, don't worry. A study done in an Israeli hospital found that even dieters who switched diets every day lost weight. That means that every day, you can get up in the morning and decide which diet you'd like to be on that day. As long as you stick to the same diet the whole day, you should be fine. Personally, I recommend staying on the same diet for at least a week at a time, to get yourself used to that diet, but that's your choice.

In short, I am in favor of freedom of dieting - that is, letting each person choose which diet suits him best. However, there is one exception: a diet that is bad for a person's health. For example, there are some diets that require you to eat less than a thousand calories a day. Eating so few calories starves your body and can really harm your health. Another example of a diet that's bad for your health is a diet that doesn't include all four food groups. Do you remember the food pyramid that I spoke about at Monday's lecture? Obviously, every diet emphasizes different foods. A low-carbohydrate diet will have very few grains, and a low-fat diet will have very little fat. However, if you come across a diet that has *no* grains or *no* fat, stay away! Your body needs all four food groups in order to remain healthy.

Once again, I remind you all that the real secret to dieting is actually following the diet. In my next lecture, I will talk about ways to stick to your diet. Are there any questions?

Unit 5: *An End to Dolphin Hunting*

Interviewer: Good afternoon. You're listening to *Animal Talk* on Radio X at 102 FM. This is Eleanor Brooks bringing you interesting news, advice, and stories about animals around the world. Our first guest for today is Izumi Ishii from Futo, Japan. Hello, Mr. Ishii.

Izumi Ishii: Hello.

Interviewer: Mr. Ishii, could you please tell us a bit about your former profession? I know that what you will share with us will shock many of our listeners, but I think that it's very important to talk about it.

Izumi Ishii: Yes, I will share some of my history with you, even though it is very embarrassing to me, because I, too, believe that it's an important subject.

I am ashamed to say that until a few years ago, I was a dolphin hunter. I went to sea to find and catch dolphins, but not in order to sell them to aquariums or marine centers. I caught dolphins in order to kill them and sell their meat.

Interviewer: In the U.S., people view dolphins as friendly animals, and I think that most people would consider killing dolphins almost as bad as killing dogs or cats. So what made you become a dolphin hunter?

Izumi Ishii: In Japan, dolphin hunting is a very old profession. Both my father and my grandfather were dolphin hunters, and I just wanted to continue the tradition. I didn't see any difference between catching fish to eat and catching dolphins to eat—to me, dolphins were just another type of fish. When dolphin organizations around the world began protesting against dolphin hunting, I fought them. Dolphin hunting was the way I earned my living, and I couldn't understand why people were so upset about that.

Interviewer: But now you are no longer a dolphin hunter ...

Izumi Ishii: That's correct. One time when I was out at sea, killing dolphins, I heard the dolphins crying as I killed their friends. Suddenly, I realized that dolphins were intelligent creatures, much more intelligent than fish. After that trip, I couldn't stop thinking about the dolphins' cries. I started to do research on dolphins, and watched films about dolphins' way of life. When I understood how special dolphins are, I was so ashamed of all the dolphins that I had killed. I knew then that it was not enough for me to stop hunting dolphins. I also had to do something to stop other dolphin hunters from killing dolphins.

Interviewer: And were you successful?

Izumi Ishii: Not at first. The other dolphin hunters were very angry with me that I had turned against them, the same way that I had been angry with the dolphin organizations. But together with BlueVoice, one of the dolphin organizations, I've started to show dolphin hunters that not only is it wrong to kill dolphins, but it's also not financially worthwhile.

Interviewer: Not financially worthwhile? What does that mean?

Izumi Ishii: Listen, dolphin meat is not very tasty, so it's also not very valuable. Dolphin hunters usually won't get more than \$300 per dolphin, which is really not that much money. However, if they use their knowledge of dolphins to take tourists out to sea for dolphin watching expeditions, they can earn a lot of money. That's what I've started doing, and I'm making much more money than I ever made hunting and killing dolphins.

Interviewer: That's a wonderful idea. Can you please tell us a bit more about these dolphin watching expeditions?

Izumi Ishii: Of course. There are many people around the world who love dolphins and are interested in seeing the way dolphins behave in their natural habitat. When they join me on a dolphin watching expedition, they can see dolphins swimming and playing with each other. These dolphin watching tourists also know that by going on dolphin watching expeditions, they're helping the fight against dolphin hunting. That's because they don't only give business to me. They also give business to hotels, restaurants, and other local businesses. This encourages everyone in the city of Futo to fight against dolphin killing and support dolphin watching.

Interviewer: It's great that you're earning money from dolphin watching expeditions, but can all the other dolphin hunters in Futo do the same? How much interest is there in dolphin watching?

Izumi Ishii: There are actually many, many people interested in dolphin watching. My expeditions are always full, and every day, I have to turn tourists away because of lack of space. So yes, in my opinion, there is room for many, many more dolphin hunters to open their own dolphin watching businesses. I would be very happy to help them with advice on how to get started, and BlueVoice also wants to help them. I very much hope that one day, Futo will be the dolphin watching capital of the world, instead of the dolphin hunting capital of the world.

Interviewer: I hope so, too. Thank you very much, Mr. Ishii, and good luck!

Izumi Ishii: You're very welcome.

Unit 6: A Four-Day School Week

Interviewer: Good morning, listeners, and welcome to our weekly program, *Education for All*. In the United States, like most countries around the world, the majority of students have a five-day school week. However, in some parts of the country, schools have switched over to a *four*-day school week. Students in these schools learn from Monday to Thursday, and then have a really long weekend. With us in the studio today is Robert Brown, the principal of one such school. Hello, Mr. Brown.

Mr. Brown: Hi.

Interviewer: Mr. Brown, can you tell us why your school district decided to cut down its school week by a day?

Mr. Brown: I must admit that the main reason was money. Our students live far apart from each other, so they all take buses to school. Gas prices have increased so much that the school district could not afford to pay for school buses five days a week. Switching over to a four-day week will save the school district more than \$80,000 a year. That's a lot of money for a small district like ours. If we hadn't saved money by changing to a shorter school week, we would have had to fire teachers, or buy fewer schoolbooks.

Interviewer: I understand all that, but doesn't a four-day school week harm the students even more than firing a few teachers or buying fewer schoolbooks? After all, they'll be learning much less now.

Mr. Brown: Actually, they'll be learning just as much as before, because their school days will be longer. Instead of finishing school at 3:00 every day, they'll finish at 4:30. In any case, we are doing this as a two-

year experiment. If we see that students can't cope with a longer school day, we'll go back to a five-day school week.

Interviewer: From my experience, students are usually very tired at the end of the day, and have a hard time concentrating in class. Therefore, I'm not sure that adding lessons to the end of the day can make up for missing a whole day of classes. But missing class time is not the only issue that concerns me. Isn't it bad for students to have such a long weekend every week? Their vacation time is almost as long as the time that they spend studying!

Mr. Brown: Don't worry. In my school, I'll make sure that teachers give enough homework so that students won't forget their studies over the weekend. In any case, Friday won't always be a vacation day. We will use that day for special activities that usually take place on regular school days. For example, school trips will take place on Friday. As a result, students will learn more than they did until now, because they won't miss as many school days.

Interviewer: How do the parents feel about the change?

Mr. Brown: Most of the parents don't mind. They understand why we have to do this, and they are willing to try a four-day school week and see how it works. However, some working parents are upset because they need to find someone to take care of their children on Fridays. I agree that that is a problem, but I'm afraid that these parents will have to find a solution on their own.

Interviewer: I can certainly understand why those parents would be upset. Mr. Brown, thank you for helping us understand the rationale behind the four-day school week. I hope that we will be able to talk again in two years, so that our listeners can find out the results of the experiment. In the meantime, good luck.

Mr. Brown: Thanks!

Unit 7: Americans and Languages

Interviewer: Good afternoon, listeners. This is Ron Applebee on *Business World*, the informative program that keeps you up-to-date on all the latest business news from around the world. The topic of today's program is languages and business. Nowadays, there are very few companies that do not do business in more than one country. We Americans are lucky that English has become the international language of business, but at the same time, that can also be a problem. With us is Andrea Cunningham, a global business and culture expert. Hello, Andrea.

Andrea: Hello.

Interviewer: Businesspeople in other countries often complain that Americans don't speak other languages. Is that true?

Andrea: Yes, I'm afraid so, and I can give you some facts to prove it. Out of the five biggest companies in the United States, only one is headed by a person who speaks a foreign language fluently. All of the other companies are run by people who might be good business executives, but who are monolingual. By contrast, I don't think that there is even one large company in Europe that is headed by a person who speaks only one language. Here's another fact. In China, more than 200 million students are studying English. In the U.S., only 24,000 students are learning Chinese. Considering how much business American companies do in China, that's a pitifully low number.

Interviewer: All right. Now you've convinced our listeners that Americans have a problem with foreign languages. But why should we care? Why is it important for businesspeople to be fluent in another language? After all, almost all our business colleagues in other countries speak English.

Andrea: That's true, but language is not only about communication. Language is also about culture and relationships. When you learn a new language, you also learn about the culture of the country where that language is spoken. That can help you better understand the people whom you are dealing with. Just as an example, some countries have more formal business cultures, and some countries have less formal cultures. By learning the country's language and how businesspeople speak to each other, you will learn how to behave appropriately in that country. There is no doubt that this will help you make a better impression on others. In addition, the ability to speak with business colleagues in their native tongue often improves relationships. This gives you something in common with them. It also prevents many misunderstandings.

Interviewer: I agree 100 percent. Unfortunately, many American students graduate school without knowing even one foreign language. So, what can businesspeople do if they want to learn a foreign language at a later stage in life?

Andrea: That's really not a problem. There are many schools that specialize in teaching business executives the languages and cultures of other countries. In my opinion, companies should send all business managers to take courses in such schools. I have even worked with a number of companies that have foreign language teachers give regular courses to their managers once or twice a week, in the middle of the workday. They felt that it was worthwhile, even though the program costs them a lot of time and money. Not surprisingly, employees at these companies say that they feel more confident when dealing with people in other countries. These companies have also seen an increase in their global profits.

Interviewer: Thank you, Andrea, for sharing your knowledge and experience with us. Listeners, our next interview is with a teacher who has given Chinese lessons to some of the country's top executives. So, stay tuned ...

Unit 8: Fear of Flying

Interviewer: Good morning, listeners! You're listening to *Psychology Made Simple*, the radio program that helps *you* better understand yourself. This is Linda Ressler, and my cohost for today is Dr. Gregory Hanson, a clinical psychologist who specializes in treating phobias. Hello, Dr. Hanson.

Dr. Hanson: Good morning.

Interviewer: On today's program, we will be focusing on phobias, or fears. Listeners can call in and ask Dr. Hanson questions about treating different types of phobias. So, if you suffer from arachnophobia—a fear of spiders, claustrophobia—a fear of closed spaces, or any other type of phobia, this is your chance to get professional advice free of charge! Just call 1-800-221-2211. Again, that's 1-800-221-2211. And look at that—we already have our first caller. Hello, who's on the line?

Caller: Hi. This is Emily from Eventon.

Interviewer: Hello, Emily. Which type of phobia do you want to ask about?

Caller: I have a terrible fear of flying. Just the idea of flying causes me horrible panic and stress, and even nightmares. If I actually do get on a plane, I am so nervous that I can't move out of my seat or even take a drink of water. Am I the only person in the world who feels that way, or is this a normal thing?

Dr. Hanson: Aviophobia, also known as the fear of flying, is a very real and normal fear that is shared by as many as one in five people. Actually, about 30 percent of my patients come to see me because of this problem. So, no, you are not alone in your fear of flying, and there is definitely no reason to feel ashamed of your phobia.

Now, let me ask you a question: How important is it for you to fly? Are you willing to spend a bit of time and money on finding the right treatment for your phobia?

Caller: Oh, it's very important for me to fly. I have only one daughter, and she lives in another country. If I want to see my grandchildren, I *must* get on a plane. In addition, my work requires me to travel every few months. I usually drive or take the train rather than fly, but that wastes a lot of time and isn't always practical. I almost quit my job because of this problem! I would *love* to be able to fly like other people.

Dr. Hanson: Fortunately, there are several different treatments for aviophobia, with very high success rates. Therefore, if you're serious about curing your fear of flying, I have no doubt that you will succeed. Let me tell you about some of the different therapies that you can try.

I specialize in cognitive therapy, which teaches patients how to change their way of thinking. Most patients need only three to five sessions, and almost 70 percent are able to fly after that. They may still have a little bit of fear, but it is under control.

Another treatment which may work is hypnotherapy. In hypnotherapy, therapists use a light form of hypnosis to treat patients' conditions. It is perfectly safe and can be very effective. For some people, three to six sessions of hypnotherapy is enough to cure their aviophobia.

In virtual reality therapy, patients sit in a virtual plane and undergo different flying experiences so that they get used to the idea of flying. For example, in the first session, they experience sitting in a plane with the engines off. In the second session, they experience sitting in a virtual plane with the engines on, and so on. The therapist teaches the patients different relaxation techniques, and also makes sure that the patients don't become too nervous during their virtual plane rides. Many patients are cured after eight to twelve sessions.

Remember that no one treatment is good for everyone. I've had patients come to me after unsuccessfully trying virtual reality therapy and hypnotherapy. Some of these patients were cured after only a few sessions of cognitive therapy! However, I've also had patients who were not helped by cognitive therapy, but who did very well with hypnotherapy or virtual reality therapy. The most important thing is to keep on trying and not give up if your first form of treatment does not succeed.

Caller: Thank you so much for your advice! I'm going to try one of those treatments right away!

Interviewer: Good luck, Emily, and thanks for calling. And now, on to our next caller...

Unit 9: *The Future of Robots*

Interviewer: Hello, everyone! This is Dana Marin on *Technology Today*. On this week's program, we'll continue to focus on the fascinating world of robots. Last week, we took a look at some of the robots already available to consumers, and this week, we'll be discussing the future of robotics. Our first guest is Brad Olsen, the chief scientist at Robots International. Brad, can you tell us what your company does?

Brad Olsen: Robots International develops robots for a wide variety of uses, mostly for large companies. For example, we've got a robot that works in warehouses. It finds and collects the items needed for orders and brings them to be packaged by people. That might not sound very exciting, but it saves companies a lot of money.

Interviewer: So there are robots and people working together in one warehouse?

Brad Olsen: Exactly. However, I'm sure that in twenty or thirty years, as robotics technology improves even more, most big companies will only have robots working in their warehouses. They simply won't need people to do any of the unskilled jobs such as packaging.

Interviewer: Doesn't that mean that lots of people will lose their jobs?

Brad Olsen: Yes and no. Of course, when we develop robots that can do things more quickly and efficiently than human workers, companies don't have to hire as many people. On the other hand, the trend of machines replacing humans has existed for around two hundred years. In the past, people did all the manual labor themselves—digging fields, sewing clothes, producing tools and dishes—but now, machines do most of that work. Nevertheless, people still have jobs today, because there are many things that machines just cannot do. I believe that it is the same with robots. Due to robots, there may be fewer jobs available for people without an education, but there will always be a need for educated workers. I don't think there will be robot doctors, lawyers, or accountants any time soon.

Interviewer: Well, I'd like to keep my job as a radio host, so hopefully there won't be any robot radio hosts, either! Now tell me, Brad. What about household robots? Is there any chance that one day, soon, there will be robots to do all the housework? I think that that's what most Americans really dream of.

Brad Olsen: There are already some robots that do housework, especially vacuum cleaner robots. Those have become quite popular, but the truth is that many Americans don't *really* want robots. Let me explain.

Although people are looking for ways to make their lives easier, they aren't so happy about the idea of having lots of robots in their house. There have been too many books and movies that show robots that are smarter than people, and that eventually try to take over the world. In Japan, people love robots and consider robots their friends, but in the United States, a lot of people are actually scared of robots. That's why a lot of companies that make robots don't call them robots. Instead, they call them gadgets or new technologies.

Interviewer: Interesting! Can you give me any examples of robots that aren't called robots?

Brad Olsen: Sure. A lot of robotic technologies are now being used in cars. For example, for people who hate parking their cars, there are now some cars that feature an automated parking system. The driver chooses the place where he wants to park his car, and the automated parking system parks the

car in that spot for him. This system is actually a kind of robot, but for drivers, it's just a new car technology.

Interviewer: In other words, robots aren't necessarily big walking, talking metallic machines.

Brad Olsen: That's right. Basically, a robot is any machine that makes and carries out decisions based on its environment. A robot vacuum cleaner studies the room it is in and then moves around the room and looks for dirt. It is no less a robot than the amazing Japanese machines that look like people and that walk, talk and even act as receptionists in companies and hospitals.

Interviewer: So will we be seeing more household robots in the future or not?

Brad Olsen: I think that we will, but this change will take time. First, people need to realize that robots are not always big, frightening machines, and that robots can help them a lot with small, everyday tasks.

Interviewer: Maybe this program will help. Brad, thanks very much for your time and interesting thoughts about the future of robots.

Brad Olsen: You're very welcome.

Unit 10: Play Time

Interviewer: Good evening, everyone. You're listening to *Parenting Today*, the number one program for parents. Our guest for today is Professor Alexandra Prentice, a well-known child development expert. Hello, Professor Prentice, and thank you so much for joining us at the studio today.

Professor: It's my pleasure.

Interviewer: Professor Prentice, you've recently published some articles telling parents how they can get their children to play. But doesn't play come naturally to children? My parents certainly never had to encourage *me* to play.

Professor: Play certainly *should* come naturally to children, and in the past, it *did* come naturally to children, but unfortunately, today play does not come naturally to many children. Why don't children know how to play anymore? There are several reasons for that.

First, a lot of schools across the United States have cancelled recess. That's right, many American children don't have any breaks in school other than one half-hour break for lunch. I think that this has many negative effects on children, but one effect is that children no longer have the chance to play with their friends in school.

After school, things aren't any better. Did you know that the average American child spends almost eight hours a *day* in front of a screen?!!! Of course, there's no time left to play after that. And no, computer games are *not* real games—real play is something that requires creativity and that is directed by children.

One other cause of the lack of play is parents' worry about safety. In the past, it was normal for children to play outside, but today, many parents are afraid to let their children go out by themselves, especially in big cities. It's much harder to play when you're always indoors.

Interviewer: So you're saying that children have fewer opportunities to play.

Professor: Exactly, and my articles encourage parents to change that situation. Parents need to take control of the way children spend their free time.

Interviewer: What is the best way for parents to get children to play in their free time?

Professor: Well, it would be great if parents would fight against schools that don't have recess, but I know that's not easy for most parents to do. Even if they don't, they can still take control of what children do after school.

To me, the most important step is to limit children's screen time. There's no reason for a child to be on the computer or to watch movies for hours at a time. My children have a limit of an hour a day, and they're fine with that. Instead, they should have both indoor and outdoor playtime, and if parents are worried about safety, they need to go outside together with their kids. Of course, I understand that this can be hard for parents to do. It's much easier to keep children quiet and out of trouble when they're just sitting in front of a screen. But if you really care about your children's development, limiting screen time is a must.

Interviewer: That brings me to a very important question which I really should have asked at the beginning of our talk. Why exactly is play so important to children's development? What will happen to children if they don't play games?

Professor: You're right that that's a very important question. There's no point in telling people all the ways they can get children to play if they're not convinced of the importance of play. So let me make things very clear: Those who don't play when they are young will have a very hard time succeeding later in life. That's because play gives children most of the intellectual and social skills that they will need as adults.

When children play together, they learn to work as a team and negotiate. When they play alone, children develop their creativity and problem solving skills. Play can also teach children to control their impulses, become leaders, focus on a goal, and much more.

Interviewer: Wow, I didn't realize that play was so important! Can you give our listeners some rules for how games should be played?

Professor: Actually, the main thing is that there are no rules. Let me explain: Of course a game can have rules, and some games should have rules, but the rules shouldn't come from parents. Let children create their own set of rules—you might be surprised by how good they are at that. Of course, many games don't require any rules. When children build tents out of bed sheets, make dolls from old newspapers, or pretend to be on a trip to a far-away country, all they need is their creativity and imagination.

One other point for parents to keep in mind is that play is usually messy. If you're always focused on keeping your house neat and organized, children will have a hard time playing. Don't be afraid to let children make a mess!

Interviewer: Professor Prentice, thank you so much for your valuable advice. Parents, if you'd like to ask Professor Prentice questions about children's play, please call us now at the studio at 1-800-222-6666. Again, that's 1-800-222-6666. We look forward to receiving your calls.

Unit 1: Cell Phone Culture

Hello, listeners. This is Rob Bennington on *Modern Technology*. Today, we'll be talking about cell phones and how they've changed modern culture. Before I put listeners on the air, I'd like to share a short report with you about the negative impact of cell phones on people's behavioral patterns.

The sociology departments in several universities collaborated on a recent survey in which 50,000 people worldwide were asked about their own cell phone habits as well as the habits of the people around them. Sociologists say that the results aren't very surprising, but that they are a sign of how much society has changed due to cell phones' growing popularity.

Let's start with the way cell phones are used in public. Eighty-nine percent of those surveyed said that while out in public places, they had heard others talking on their phones about very personal matters that normally would *not* be discussed in public. That's an incredibly high number, which researchers say is a sign of how much less people guard their privacy nowadays. They believe that cell phones have caused people to feel comfortable talking about anything, anywhere, while in the past, personal phone calls were made in the privacy of their homes.

Another issue of using cell phones in public places is the increased noise level. Eighty-two percent of participants in the survey felt that cell phone users often talked too loudly while out in public. They complained that it was much harder for them to enjoy some peace and quiet while on the bus or train, or even in the park, because of all the noise and chatter around them. Only twenty-seven percent of cell phone users admitted to making too much noise, but sociologists say that people are often unaware of how loudly they talk when they're on the phone.

A third aspect of cell phone usage that the survey covered was the use of cell phones in places where quiet is generally required, for example, at libraries, lectures, funerals, or theaters. In some countries, almost 99 percent of participants had encountered someone talking on their phone in one of these places! In my opinion, such behavior is very rude, and most of the participants felt the same way. Thirty-two percent, however, believed that in some cases, it was all right to talk on the phone even in places where it could really disturb others.

The last issue that the sociologists involved in the survey focused on was the way in which people used cell phones while socializing with others. Eighty-four percent of cell phone users felt that cell phones helped them connect with family and friends, but at the same time, forty-one percent admitted that cell phone usage could also harm their relationships with others. That's because they often found themselves texting or answering calls while spending time with someone important to them. This was especially true of parents, who said that they talked much less with their children than they used to as a result of cell phones.

In conclusion, today's cell phone culture is one in which cell phones have become more important than people. Maybe the results of this survey will make people realize how much their cell phone usage is harming themselves and society, but I am not hopeful.

And now, for our first listener. Hello, who's on the air?

Caller: Hi, this is Leslie Flint. First, I wanted to tell you that I agree with every word that you've said about the negative impact of cell phones on society. I also wanted to say that I think it's up to us to change this trend. When we encounter someone talking loudly into his cell phone on the street, we shouldn't look the other way. We should stop him and ask him to speak more quietly! We shouldn't ignore people's rude behavior with cell phones in libraries, restaurants, and other public places. If their talking is bothering us, we need to make ourselves heard!

Reporter: That's an interesting concept. I see two potential problems, however. First, many people feel uncomfortable with criticizing strangers, even if they're really annoyed by their behavior.

Furthermore, not everyone is open to accepting criticism. I'm afraid that some cell phone users might even become violent if they are asked to curtail their cell phone use.

Caller: I hear you, but I still feel that this is the only way to make people aware of their behavior. Just be polite and you'll get a polite response. I've done this several times, and every single time, the cell phone user apologized and either stopped talking or started talking more quietly.

Reporter: Good for you! Listeners, here's a challenge for you. Can you get people to stop behaving impolitely with their phones by informing them politely when the way they're using their cell phone is disturbing you? If you decide to try doing what Leslie has done, please call the studio and tell us how things went. And now, on to our next caller ...

Unit 12: From Garbage to Fashion

Interviewer: Good morning, listeners. This is Brandon Hayes on *Environment Today*, giving you the latest environmental news from around the globe. Our first guest for today is Jane Walker, the head of a very special charity organization. Ms. Walker and her organization have won several important prizes for their contributions to poor people *and* the environment. Hello, Ms. Walker.

Jane Walker: Hello.

Interviewer: Ms. Walker, I understand that you used to have a very good job in London. What made you give up your comfortable lifestyle and move to the Philippines?

Jane Walker: It all started when I took a trip to the Philippines. It was the first time that I had been in the country, and I was shocked by the poverty that I saw there. It took a few years, but eventually, I decided that it was time for me to quit my job. I moved to the Philippines and set up a charity foundation to help some of the poorest families in Manila. I'm talking about hundreds of families that live right next to the capital city's huge garbage dump, which is called Smokey Mountain. When I first arrived, whole families—parents and children—spent their days looking for anything in the garbage dump that they could sell, even for a few pennies. With that money, they managed to buy a little bit of food for themselves, but there was no money to send the children to school, and there was certainly no way for anyone to get themselves out of their terrible financial situation. I felt that I couldn't just continue with my life while so many people were spending their life scavenging garbage on Smokey Mountain.

Interviewer: Wow, that sounds terrible. What does your organization do to improve the situation?

Jane Walker: We've set up a cafeteria that provides free food to people living next to Smokey Mountain, and we've also set up a school that provides free education to children of those families. However, what I'm most proud of are our livelihood projects—that is, different projects that offer people a way to earn enough money to manage on their own, without needing to accept charity from others. We believe that there is no better way to fight poverty than to give people jobs or at least professional training that allows them to find a job. Our most successful livelihood project is also a fantastic environmental project in which we turn garbage into fashion.

Interviewer: You turn garbage into fashion? How do you do that?

Jane Walker: Well, since we're located right next to Smokey Mountain, we have lots of garbage available free of charge. My organization employs around 40 women who make handbags, laptop bags, and jewelry from all kinds of trash that we take from the dump. For example, they take pages of old magazines

and roll them up into colorful beads. After the beads are dipped in varnish, they are used to make necklaces and bracelets that the women design themselves.

Interviewer: Excuse me for asking, but is there any sort of demand for your products? Do people really want to buy bags and jewelry made out of garbage?

Jane Walker: You wouldn't believe how high the demand is! We started off by selling them in a few upscale boutiques in Manila, but today, most of our orders are from boutiques in London. A handbag, for instance, usually sells for at least \$165 in these boutiques. People are really excited about our beautiful and unique products, especially when they hear the story behind them. Actually, the foundation can't keep up with all the demand. All our products are made entirely by hand, so it takes a lot of time to produce each piece.

Interviewer: It sounds like a terrific project. Do you have any plans to expand it?

Jane Walker: Absolutely! We'd love to hire more women and develop a bigger line of products, such as shoes and slippers made out of car tires. This will allow us to have a bigger positive impact on the environment, and of course, help more families. Every woman who works for us represents a chance for a whole family to get out of extreme poverty. In addition, working in this project gives women a lot of satisfaction and self-confidence.

Interviewer: Ms. Walker, thank you so much for sharing your project with us, and best of luck with your expansion plans. Listeners, if you'd like to donate to Ms. Walker's foundation, please call our studio at 1-888-333-6336. That's 1-888-333-6336. And now, on to our next interview.