

**ENGLISH SPEAKING COMMON TOPICS & ANSWERS**

FOR IELTS speaking part 3 – Discussion

&amp; TOEIC speaking part 6 – Opinion

**JOBS & SKILLS****Do you like teamwork? [Why? / Why not?]**

Yes, I do. I think it is more interesting when various people work together in a team. You can learn a lot more because different people have different knowledge, expertise and also experience, especially, when the people come from different countries around the world - it can make it very interesting - because they think in a different way.

**How does teamwork help?**

Well, as I said, it can generate more creativity and sharing of ideas which may not happen otherwise. Problems seem to get solved easier when they're discussed in a team, possibly because there are various ways of approaching problem solving and sometimes having a different perspective is enough to see the problem in a different way, and eventually come up with a solution.

**Do you think children should develop skills for teamwork?**

Yes, I think this is why many parents spend a lot of time telling their children that it is important to share things with others. Working in a team requires some skills, which you have to learn, but they can be learned early in life as a child. So I think it's a good idea that children are taught to work in teams to solve problems. They should also be encouraged to develop their problem solving skills so that they can work on their own - but teamwork is important in adult life, so yes, they should be taught how to do it.

**Does having leadership skills qualify a person to be a team leader?**

Not just leadership skills - because working in a team is not really about a group of people following a leader - it is more about the individual team members working together, equally, to solve problems or create whatever it is they are working on. Team work requires a lot of different skills, and just because someone has good leadership skills does not mean that they will automatically work well in a team. If they try to dominate the rest of the team members, then there will likely be problems within the team and it will become ineffective.

**Who is more prone to change: younger or older people? Why?**

It's probably older people because they may have been accustomed to doing things in a certain way and then have to, or choose to, adopt a new way of doing things. Let me give you an example; online shopping is something that many younger people have simply grown

up with as a fact of life – they can't remember a time when you couldn't shop online. However, many older people did their shopping the traditional way before e-commerce and business internet services became really popular, so it's the older people who have had to change their shopping habits and not the younger people.

### **Who is more adaptable to changes: younger or older people?**

Nowadays, it's probably not a question of age, it depends more on the individual person. Older people are still very adaptable and although they might not be interested in some of the things that younger are crazy about or use, they still have the ability to adopt new ideas and ways of doing things. My father, for example, grew up without the internet but through his work and because he's interested in what technology can achieve he probably knows more about it than I do and is therefore always ready to try the next new thing – which interest him – not necessarily me. Being adaptable is very much a personal trait, not so much age related. I even know some young people who don't like change much.

### **What skills and abilities do people most want to learn today? Why?**

I suppose many young people are interested in technology skills because they seem to be almost essential in most careers nowadays. A lot of my friends are interested in people-based skills as well and are interested in pursuing careers in marketing and consulting so they are interested in the psychological and social aspects of managing people among other things.

Another thing which is important is that many young people tend to be choosing a broader range of career paths these days, which involve a greater blend of skills from more traditional professions.

Obviously there are still those who choose to become doctors or similar but there are newer careers which didn't exist some years ago, for example, forensic accounting and criminology which have also become popular amongst people I know.

So I believe that high-tech skills and the ability to possibly move from one professional area into another through transferable skills is becoming not only more desirable and sought after but almost essential for those who wish to be professionally mobile and build a good career for themselves in the long term.

### **Which skills should children learn at school? Are there any skills they should learn at home? What are they?**

Well, I think it's important for children to learn all the basic and traditional academic skills at school, you know, like math, language, science and so on. But it's also important that they are encouraged to develop their ability in critical and analytical thinking.

Then there are other skills, for example, creative skills and problem-solving abilities which should be nurtured while at school. Certainly at the school I attended that was the case, with a lot of emphasis on the development of creative and problem-solving skills.

With regard to skills which should be learned at home, I believe that parents do have a responsibility to teach their children to be good citizens or responsible members of their community, and that is usually best done through setting them a good example through their own behavior as parents.

It's also popular to encourage children to be creative while at home through the use of creative activities and in my own case my parents always encouraged me to read a lot as well to develop my vocabulary skills and learn about many different things. I also think that parents can teach their children about discipline, determination and setting goals and how to achieve them.

Some people might consider these as skills while others might consider them to be simply personal qualities or attributes. Personally I think they are skills you can learn.

#### **Which skills do you think will be important in the future? Why?**

That's difficult to say, but based on what we've seen happening in recent years, there's definitely a trend to automate as much as possible the manual and repetitive operations which were once done by workers. These functions are, in great part, being carried out by computer systems, so as we've seen the advent and development of the knowledge-based economy it would be safe to assume that in the near future this will continue with knowledge becoming ever more important rather than skills which can be automated or replaced by computer systems.

In the more distant future it's incredibly difficult to even imagine some of the new technologies that might be introduced and therefore the skills which will be in demand – but there will always be a demand for creative skills, entrepreneurial skills and anything which can't be easily replicated by systems.

People skills will always be important so if you could combine all of these into a career – you'd be on to a good thing – but I've no idea what that would be.

One thing is for sure, young people looking at careers now need to think in terms of skills flexibility and possibly cross-functional or cross-discipline skills and not simply limit themselves to one area.

Professional mobility and agility will be highly valued in the future as the pace of change in the business world is ever increasing.

### **What challenges do young people face today?**

Quite probably, in everyday life, it's the same challenges that young people have always faced. Finding your identity as an individual, being popular or not, the relationship with parents sometimes, academic challenges and I suppose trying to make the right decisions about everything you are involved in.

I guess there are some challenges that young people today face that their parents never had to deal with. There's a lot more technology and the world is more open than before. Life is more intense than before and there can be a lot of pressure to distinguish yourself, the celebrity culture has taken over and many young people want to 'be somebody'.

This can lead to challenges, both good ones and bad ones.

### **How do (young people) handle difficult or challenging tasks?**

Most of us will make decisions based on a mixture of what our parents have told us, what our friends think and what we feel as individuals is the right thing to do. Obviously it depends a lot on the task.

Personally, I Google a lot, I mean if I have a difficult decision to make, or something I need to do and I'm not sure how to do it or what the best thing to do is, then I'll normally spend some time looking online for similar situations and look for some ideas of what to do. It helps me sometimes, but not all the time, because it gives me a different perspective apart from the ones I already mentioned.

### **Which do you think is better, to face these difficulties and challenges alone or to seek the help of others?**

It's probably true that in most challenging or difficult situations it's normal to ask advice from someone whether it's family, friends or even other people online in chat. There is the old saying, 'two heads are better than one', and even though you may have to do something difficult or challenging by yourself, talking to other people before you have to do it can make you feel more sure, confident and prepared.

Sometimes we don't like to involve other people too much, but at other times it can help ... it really depends on the type of problem or difficult situation you are facing.

### **Which kinds of jobs have the highest salaries in your country? Why is this?**

Traditionally, it's been jobs or careers in areas like banking, accounting, legal and specializations in medicine. But it's been changing quite a bit in recent years – there are more and more young entrepreneurs who are starting their own enterprises and if they have a good product or idea and it becomes popular and the business is a success then they generally earn much more than the examples I mentioned before.

It's always been the case that a good remuneration package was offered for those positions which required a high level of responsibility and/or a long time in training and extensive knowledge or expertise. I suppose it was like a reward for all the effort and years of studying and training involved.

However, nowadays, quite a lot of young people are not so attracted by just high salaries – they want to do something they believe in, something they are passionate about – and in many cases that's becoming the most important factor when thinking about the types of jobs you might like to do.

**Are there any other jobs you think should have high salaries? Why do you think that?**

Really, I don't think you can just say that a particular job deserves to have a high salary. It's more based on supply and demand. You don't necessarily have to be a doctor or lawyer to earn a good salary.

If you have skills and experience in your field and there are not a lot of other people who have the same then your value is much greater than if you can only offer the same skills and experience as everyone else in your professional field.

And sometimes when there's a shortage of a particular skill set or type of worker, they can receive higher salaries than normal, but it may not be a permanent situation – it may only last for some years until the skill shortage passes. What usually happens is that when young people realize, for example, that lawyers are earning a lot because there aren't enough lawyers to meet the current demand, you'll see an increase in students enrolling in law school to take advantage of this.

The problem is when there are so many young law graduates that law firms no longer have to offer high salaries because young lawyers are just happy to get a job – so it's a kind of constant balancing act.

**Some people say that it would be better for society if everyone got the same salary. What do you think about that? Why?**

Well, it's an interesting idea – but what would be the purpose of that? It has been proven that humans are naturally competitive, although some people much more than others, but

it doesn't really seem practical to propose paying everyone the same no matter what they do.

For example, if everyone received the same salary, a person working in a factory would receive the same as a doctor, but the doctor has to spend around six years studying and training and has much greater responsibility, why would any young person choose to become a doctor?

And if that was the case everyone would simply choose the easiest job to do – and we would end up with no doctors or specialists – it would be ridiculous! It might be hypothetically fun to debate the pros and cons – but we live in the real world – which in general is driven by market forces – and so therefore value attached to jobs is dependent on the demand for those jobs and salaries generally reflect the degree of training, experience and responsibility required to carry out those jobs, among other factors.

I can't really imagine such an 'equality' system actually functioning, for the simple reason I gave – how would you get people to do the jobs nobody wanted or those that required a lot of qualification and so on.

### **What would be your advice to a youngster thinking about choosing a career?**

Well, personally, a lot would depend on you and your ideas and personality. If you are passionate about something, be it sport, music, art or anything else, I would advise you to firstly explore the career possibilities and opportunities in that particular field.

Too many people choose a career which might be popular or offer good employment prospects, but they later find that they are trapped doing something they don't really like that much - and would prefer to be doing something different.

When you think that during your working life you will spend thousands of hours 'at work' it's important you do something you really enjoy and are passionate about. After, all, it'll be the biggest part of your day, everyday, for the rest of your working life.

If you have no idea about what you want to do - then it's a little trickier, isn't it? I mean you could always choose a career that is easy, well-paid and highly demanded by society.

What would I do? I would draw up a list of things that are important to me, such as flexible working time, creativity, variety of work, being well paid, scalable or with future prospects, and then based on my priorities and personal preferences, try to choose the career which seems to satisfy as many of my preferences as possible. It'll take a bit of time and research - but hey, you're going to be spending thousands of hours dedicated to this career in your lifetime - so it pays to choose as wisely as you can, right?

Most importantly - enjoy whatever work you choose to do. No matter what other people may say or think, it's your life, do what you want...follow your dreams!

### **Why do some companies have uniforms for their employees?**

There might be various reasons... for example, to help build a sense of belonging and teamwork among the employees. Wearing a uniform can help employees identify with the company and feel valuable. It could also be simply due to the need to protect employees own clothes from being damaged while working, for example while working on a production line in a factory.

Another reason might be to identify the employees of the company to clients or customers so that they know who they are, for example in a large store, or employees who need to visit a client's business premises to carry out maintenance or repairs or some other technical function. It helps in terms of security, allowing others to recognize that the person wearing the uniform is a visitor to the business premises or manufacturing plant.

So I suppose companies have uniforms for employees for practical purposes; because employees do not want to get their own clothes dirty or worn by wearing them to do physical or manual work; to identify the fact that an employee represents a particular company; and for brand building and team building purposes also.

### **Do you think the Internet influences the fashion industry today? Why?**

Absolutely, fashion is geared towards the younger generation, and they spend hours every day on the internet and social media sites so there's a lot of influence. All the big fashion brands are on social media and promote their products online because they know that's where their target audience is.

Also, fashion brands can get instant feedback from people online through comments and shares, so they can see how popular their own brand and products are, as well as those of their competitors.

They can also see trends that start among the population and take advantage of them by tailoring their own offerings to be in line with what people prefer, basically brands can see what's hot and what's not – even if they are not driving the trend themselves.

### **Should family members be treated in the same way as other employees? Why?**

Ideally, yes, it should be the case in terms of the work they do so that other employees do not feel that family members receive preferential treatment which is unfair. But, I suppose that when it comes to responsibility and trust, then maybe family members might be treated a little differently, they might know more details about the business or be aware of

some information which other employees are not, just because they are family and the level of trust is generally greater within a family.

### **Is computer knowledge important in order to be a good employee? Why?**

That very much depends on the type of work you do, doesn't it? I mean if your work doesn't involve or need computer skills in order to do it successfully then computer knowledge isn't important. I guess if you were employed to catch fish or lay bricks to build a house then you wouldn't need to know much about computers to be a good employee.

On the other hand, there are many service and technology related jobs nowadays which do require quite a good level of computer and technology skills for employees to be able to carry out their duties and responsibilities, so it would certainly be an advantage to have the appropriate computer knowledge if you want to be a valued employee within such an organization.

### **Do you think some jobs will be replaced by technology in the future?**

Absolutely, in fact it has been happening for some time now. Many traditional manual labor jobs have been replaced by machines and technology. For example, the majority of auto assembly is now carried out by a combination of technology, robots and other machines with only a limited number of skilled personnel as part of the process – this was an assembly process mainly done by hand in the past. For sure in the future even more jobs will be carried out by automated machines as systems develop and society advances.

Some jobs will even disappear completely, as is already the case. Look at how the banking industry has already eliminated many jobs just by the installation of ATMs so that customers can withdraw cash without the need to interact with a bank teller inside the branch - and that is nothing new, it started decades ago. The further replacement of people by automated processes is sure to continue wherever it is possible and in the interests of the organizations involved in terms of reducing costs or improving services.

## **BUSINESS**

### **How can (or does) an employee help his or her employer?**

Well, normally an employee is contracted to do a certain task, fulfill a certain function or take responsibility for something. This allows the employer to meet their business goals through providing products or services and generating sales and profit. But again, it's a case of... without the employees the employer couldn't achieve what he or she wants to, but without the employer the employees wouldn't have a job and therefore probably couldn't do many things they would like.

So in reality they both help each other – it's a mutually helpful relationship.



**How can (or does) an employer help his or her employees?**

Firstly, an employer provides regular income for an employee, a degree of stability and meets certain social needs of the employee. An employee might feel particularly happy in their job, proud of the work they do, and it might also allow them to provide things for their family that otherwise they wouldn't be able to.

Having a job where there is potential or opportunity to grow and develop as a person can also be helpful for the employee. It boosts their self esteem and makes them more content and satisfied.

**Do you think an employer helping an employee can motivate that employee to work better (or work harder/ work more)?**

Yes, if the employee is interested in improving themselves, developing better skills or learning new ones. If an employer helps an employee when the employee is having difficulty, the employee might feel more loyal to the employer's business and want to work harder.

If the employer helps the employee by offering better work opportunities or more responsibility, for example, the employee may also develop a stronger feeling of loyalty and develop more pride in their work and their position within the organization and work harder or better to protect it and help the business grow even more.

**How can (or do) colleagues help each other at work?**

There are many ways; they can collaborate on projects or individual tasks by discussing ideas, problems or simply sharing the workload. They can offer support and advice when required, especially if a person is having a difficult time, for whatever reason.

Covering for a colleague if they are unwell or absent is a common favor done by many people, and also helping colleagues learn things they need to in order to do their jobs better.

**What do you think about globalization and its effect on businesses?**

Well, it's something which has been happening and will continue to happen. As more information and culture becomes shared across the world there will be fewer and fewer individual markets.

Large multinational companies have been operating globally for many decades but now even smaller enterprises can sell their products and services across the world with few problems now. The net result is that business has become more competitive for everyone and especially in terms of e-commerce and such like; small companies can actually compete with large companies in any market irrespective of where they are based.

Globalization and technology has made it far easier to do business in any part of the world, and while there may still be some challenges – they are far fewer than in the past. It's likely that things will be even more open and competitive in the future.

**Do you think that all smaller businesses will be replaced by bigger companies? Why?**

No I don't believe that will happen, quite the reverse actually. Some big companies might remain so, or even get bigger, they may merge with other big companies in order to consolidate their market share and grow their profits, especially in many mass produced products which are not very personal or interesting such as laundry detergent and household cleaning products. But there has been a trend in recent years for small niche businesses providing specialist products and services to consumers, and it's a trend which is still growing.

There is a lot of emphasis on personalizing the purchasing experience and customizing products for customers and I believe that in the future there will be even more small enterprises serving very specialized markets as a response to people's desire to consume in this way. This is also a direct result of globalization and the developments in e-commerce which allow even a small business to cater to a customer base which is international – even for what you might think are very niche products, their market on a global scale makes it a viable business proposition now.

**What do you think about family business?**

They are essential for the economy, as are all small business startups which hopefully grow into larger businesses. Some of the largest companies today started as family businesses, so it's an important part of the economy and society in many countries. A small family business can grow over several generations to become a very large and successful organization.

There are also some families which work very well together and for them it's maybe an ideal way to maintain themselves independently and provide security for their future also. In fact, job security may be one of the biggest benefits of working in a family business. It's less likely that your boss will fire you if your boss is your father, mother or other family member.

**ADVERTISING**

**What do you think about advertisements?**

Sometimes they're good, I mean there have been some funny ones and the video ads on the internet are sometimes interesting, but generally I don't pay much attention to advertising

unless I'm really interested in buying something, and even then I'd probably go and read some reviews or stuff like that rather than make a buying decision based just on an ad.

**Are they effective?** They must be because companies keep on using them, don't they? You have to define effective though, because some ads are designed for you to respond to and others are designed to build brand awareness for a company or certain product and not really intended for you to react to there and then.

Where the ad appears is important too ... obviously, I mean if the ad is on the side of a bus, you might see it and think about the product or company, but you're probably not going to run to the nearest store and buy. But on the internet, there are many ads which are placed and all you have to do is just click on them and you can buy something online, it's a totally different approach.

**Are they useful for people?**

I suppose they can be, some of them inform, as well as try and sell, they make you aware, sometimes they're funny, but I'm sure most people could get by in life without seeing ads everywhere they go – so are they really useful for people? Most advertising is probably not.

**Can you compare advertisements on TV and in magazines?**

Well, TV ads are more visually dynamic and tend to target a wider, more general audience, many of them are for household products such as detergent, food, toiletries and things like that, products that most people consume on a regular basis.

In magazines, the advertising you see depends on the type of magazine you read, I mean you don't see a lot of luxury brands advertising in cheap local magazines, but you do see very expensive products being promoted in high quality glossy magazines like Vogue and GQ and publications like that.

Those ads are more targeted than TV ads, the fact that a person is reading that particular magazine says something about them – and companies can target their advertising more easily. TV ads have to be more general because companies really have little idea who's watching when their ads appear on screen.

**Is the difference only in extent of the audience?**

No, the content is different also, depending on the audience being targeted, for example, let's say a car manufacturer wants to advertise a new model on TV, it will typically be visually impacting, to catch people's attention, and the whole ad will only be a couple of seconds, this means that the company has to create some slogan or buzzwords that people will remember easily, instantly.

If the same company advertises in a magazine, maybe they include more technical details about the benefits of the new model of car and more information rather than sensation because when people are looking at an ad in a magazine, in general, they have more time to absorb such information.

### **Are their methods always ethical?**

That's a big debate ... I guess the short answer would be, no not always. Generally most advertising is okay, but there are always some which cause controversy, so no, they're not always ethical.

They're very creative – but not always ethical. Advertisers use quite a few unethical yet legal ways to get their message across, they use subliminal advertising, strong emotionally appealing images and concepts, and sometimes they target desperate individuals.

A couple of examples; the ads you see for easy, fast, cash loans which are clearly targeted at people who are already experiencing financial problems and the advertisers make it seem so easy, but they don't explain that it's highly likely they will actually make people's situations worse. Likewise, the amount of fast food advertising which is targeted at young people and people who are busy, but at the same time medical authorities and doctors are warning that obesity caused by poor diet choices is becoming a very serious health risk for many of the population.

### **What kind of advertisements do you like the most?**

Generally, I would have to say video commercials or ads; they're usually more interesting than just static ads in a magazine or elsewhere. But of course, it depends on what the ad is selling and how it's presented also.

I mean... there are some really boring ones, but then again, there are some really good ones, like the Evian baby ads which were awesome! Stuff like that gets people talking and it's more like entertainment than just advertising a product – so it's easier to like adverts which are presented in that way.

If it's different from other ads; quirky, catchy, or just funny – then I'll usually like it, but if it's just a person saying stuff then it's quite boring and I won't watch it.

## **HOTEL**

### **Have you stayed at a hotel before?**

Yes, I have several times when I've been travelling and also a couple of times for trips related to work.

### **Do you think people like to stay at hotels? Why?**

It depends on the individual, and the reason for the trip I suppose. Some people don't like being away from home so staying in a hotel maybe doesn't appeal to them. Other people see it as a change to the normal – like a small adventure – something different and so they enjoy it.

My father used to travel a lot and lived half of the week in hotels, he always had some interesting stories about other people he met and I think he quite enjoyed the variety rather than staying in only one place all the time.

**What are the most important things that a good hotel should have?**

Well, again it depends, if it's a business trip then it needs to be close to where you need to go and have all the facilities you need to get things done, maybe a business centre and things like that. But if you're on vacation then you probably think more about it being in a nice location, maybe with a nice view, a balcony and comfortable rooms. In all cases, it's important that the staffs are warm and friendly and the service is good – that's important if you're travelling on business or on vacation.

**Do you think hospitality jobs are desirable?**

I think the people who do them think they are. I mean, there are so many jobs and I suppose it can be very interesting too. I have a friend who works in hotel management and she loves it, so yes, I think such jobs are good and essential for those who need to stay in a hotel.

Really, hospitality is no different from any other commercial sector – there are many different aspects to it and many different kinds of jobs available. You can be a waiter or maid or develop a professional career as a manager in a large multinational hotel chain – so there are plenty of opportunities for everyone, just like in any other industry.

**Do you think the hotel industry should be regulated? Why?**

There should certainly be some sort of regulation which covers minimum standards. You know, in terms of food in restaurants, basic hygiene and cleanliness in rooms, the provision of services and such like.

But I don't know what else needs to be regulated ... ah yes, health and safety, for example, a hotel has to make sure that guests can escape in the event of a fire or emergency, it needs to have emergency lighting and medical services, I think.

That sort of regulation is necessary and good for the industry in order to maintain minimum standards for the public.

**TRAVEL & TRANSPORT**

**When was the last time you used a taxi?**

Actually, it was about a month ago when I was on vacation – to go from the airport to the hotel we'd reserved.

**Why did you use a taxi?**

Because when we arrived we were very tired and couldn't be bothered figuring out the bus system and how to get to the hotel on public transport, we'd probably have gotten lost. It was much quicker and easier just to take a taxi.

**Did you think the taxi service was good?**

Yes, I suppose so, the driver seemed to know where he was going, he knew the hotel, apparently it's quite popular with tourists so we didn't have to try and explain directions or anything like that to him. And the cost seemed to be reasonable for the distance we travelled, so really, no complaints about it.

**Is travelling abroad popular with young people in your country?**

In recent years, it has been, possibly because there've been a lot of good deals and special promotions from travel companies available on the internet so with a little planning you can actually find really cheap flights and hotels and do quite a lot of travelling abroad even if you haven't got loads of money to spend.

**Why is it so popular?**

One of the main reasons is that it's a great opportunity to see somewhere different and meet different people. For young people, it's a big adventure to go to a strange place and see all the sights, experience life in another country and it's a lot of fun too!

I think young people in particular do it, especially when they finish school or university because they have the free time available before they maybe start work or another semester of studies. It's a chance to get out and do something different, because once you start working it's so much more difficult to just go travelling – you tend to go on vacation for a couple of weeks maybe once a year – which is quite different

**What is your opinion about the advantages and disadvantages of tourism?**

My opinion? Well, yes I suppose tourism does have advantages and disadvantages depending on your perspective – which side of the tourism equation you are on – if your country is invaded every year by a lot of tourists and you personally don't see any benefit from it then I guess you might see all the extra people and traffic as a disadvantage.

But, the other side is that tourism is a big employer in countries which are popular tourist

destinations, it creates a lot of jobs in the hospitality sector, I mean when you think about it, tourists use taxis, buses, hotels, airlines, restaurants, stores and a whole range of other services – that’s a lot of jobs for a lot of people - so if you work in the tourism industry in your country you’d probably think it has a lot of advantages, for you, and the local economy.

And then there’s the wider perspective of cultural awareness, environmental impact and so on, it depends which level you want to see it from. Overall, I would say that tourism generally generates more positive things for a place or country than it does problems.

**Have you ever faced or heard about cultural invasion caused by tourism?**

I’ve never faced it but I know what it is, and cultural invasion by tourism is not really a great threat for anyone.

I mean lots of foreigners can visit your country but it won’t mean that your country changes its identity and culture. You might see some restaurants and hotels and specific tourist based companies offering special services oriented to tourists but apart from that the intrinsic culture of a nation is difficult to change just by having a lot of foreign people visit for short periods of time.

Cultural invasion is more likely through technology and globalization, as we are trending toward sharing more and more global culture through our increased use of technology, but even so, in many countries the indigenous culture is deeply linked to history and religion, and so it is very difficult to fundamentally change a culture which has such deep roots.

**Should there be any restrictions on the travel business?**

I’m not sure what kinds of restrictions you are referring to, but obviously eco-tourism has become a hot topic because it ensures that the environment isn’t damaged by tourism. Any restrictions, such as those necessary to protect the natural environment and wildlife from the impact of many tourists in an area, are a good idea and should be encouraged.

**Should there be any restrictions on the tourism industry?**

If we consider the impact of travel and accommodating a large number of people visiting a particular area for tourism purposes, then yes, there probably should be some form of restriction.

When a certain location becomes extremely popular with tourists it can change the local culture and impact life for the native inhabitants. It can affect prices, transport and congestion.

There's also the question of construction of new hotels and other tourist accommodation which can impact on the local landscape. This should be controlled so that the development of tourism in an area is carried out in a positive way with no negative consequences for the local people.

### **Should there be any restrictions on business travel?**

I think it would be difficult to justify restricting business travel. After all, if it wasn't necessary, most companies wouldn't do it. Corporations are always looking to cut their costs, so unnecessary business travel would probably be one of the first things they would target.

Apart from that, business travel also means supporting a whole range of commercial activities as part of the process; hotels, restaurants, car hire, taxis and other service providers all benefit from business travellers.

### **Do you think the tourist industry is a good industry to work in for young people in your country?**

It depends, there are many different types of work in tourism. Some jobs are temporary, part-time or seasonal while others can be professional careers related to hotel and restaurant management, or even self-employment.

Tourism seems to be a booming industry in many countries so it can provide many opportunities for young people, either short-term or long-term depending on what they are specifically looking for.

I think if a young person is serious about building a career within the tourism industry, it can provide good opportunities as more and more people are travelling nowadays and visiting places outside their own countries so the future of tourism in general looks to be a healthy one in terms of employment prospects.

**Do you think people like to travel far away from home? Why?** Yes, some people do, but not everyone does. Some people don't like travelling outside their own country, or even their city. A lot of young people like travelling to places far away because they see these places as being more exotic or exciting because everything is different there.

### **What is different about travelling nowadays compared to in the past?**

I suppose now it's easier than ever to arrange travel. You can book flights and hotels online and research about anywhere in the world before you even set off. It means that you know a lot more about a destination before you even arrive there.



You have more flexibility and choice now when travelling and there are many more guides and reviews of places which you can read and so learn more about the things you'd like to see and do in whichever destination you choose to go to.

It's the organizing of travel which has been revolutionized by technology more than how we travel, yes, airplanes and trains may be faster than in the past, but the whole process of finding out about a place and organizing somewhere to stay and buying your train or flight online makes everything so much easier.

The other big difference is that because more people are travelling – it's now cheaper than ever to travel, which is great.

**What means of transportation do people prefer to use when travelling? Why?**

That would depend on who is travelling and where they are going. Each type of transport has some advantages and some disadvantages I suppose, so the important factor which influences more than anything else is maybe the destination, the distance you're going to travel.

**Are you travelling within your own country or internationally? Can you travel to another country by train or plane? What are the options available to you?**

The longer the distance the more sense flying makes if you don't have a lot of time. Taking the train is slower than flying but also costs a lot less normally.

Or if you have a young family, maybe driving is the best option because it can be easier than navigating airports and train stations with young children. Obviously, the kind of transport people prefer when travelling depends on many different things related to the trip.

**Do you think trains now are more environmentally friendly compared to older models? Why?**

Generally, yes ... they use cleaner fuel; they're more efficient, quieter, quicker and less obtrusive. They're probably a little more comfortable for longer journeys too. Of course, it depends on the type of train you're travelling on, there's a big difference between a train which goes between two different countries, long distance, and a subway train used by commuters.

**What amenities do the new trains have?**

Well, the long distance trains normally have somewhere you can eat, maybe even a bar or restaurant, internet access through Wi-Fi, sometimes a refreshment service where a person comes round with snacks and drinks and of course many trains have sleeper compartments

for really long journeys so that people can sleep overnight while travelling. They also have some improved safety features compared to older trains.

### **Some people like to stay in the same place all their life. Why?**

Maybe they don't like to travel, or maybe they have never had a need to travel. Some people have very deep roots in a certain place, either because of family or possibly some other reason – they have a very deep sense of belonging.

They might like the familiarity of where they live and don't feel the need to visit other places, or maybe they have lived in another place at one time and decided that they didn't really enjoy the experience.

And of course, it could be because they already live in a really beautiful place which other people want to travel to. For example, if your idea of the perfect place to live was near the beach in a quiet place – and that's where you actually lived, you wouldn't really have much motivation to move somewhere else, would you? Unless, you moved to a different beach, maybe

### **What mode of travel do you prefer? Why?**

Actually, I quite like most types of transport, so when I travel I enjoy going by plane or train or even boat sometimes. It depends where I'm travelling to. Generally, flying is the easiest for longer distances, transatlantic for example, but within a country anything from buses to cars to motorcycles are great for seeing different places and getting a feel for a different country and its culture.

### **What are the advantages of travelling by air?**

Well, the obvious one is speed, it's much faster than any other type of transport when you have to cover a long distance, even with taking into account the time you have to spend in the airport checking in and collecting baggage and stuff like that, it's still quicker than taking a boat or train. Secondly, it's cheaper than most other forms of transport for covering long distances.

### **What do you think about air travel becoming globalised?**

It's almost inevitable that many airlines will merge and form strategic partnerships with others. It's something which is happening in almost every industry and commercial sector.

Bigger is better nowadays, because the potential market is now the world, not just a particular country or group of countries. It should be good for travellers, the customers, because it means more competition and that normally results in cheaper prices or better service and better deals to choose from.

**Do you think airlines are managing gas emissions correctly?**

Pollution from aviation is always going to be a big problem, however, I believe that airlines are doing what they can with the technology available to ensure that the emissions they create are as minimal as possible based on the number of hours that airplanes are typically operating.

There is new legislation in Europe, for example, which governs aviation pollution and many large airlines are now looking at big investment in their fleet of aircraft with a view to modernizing them and reducing pollution at the same time.

Some of the latest large super-airliners can carry more passengers and produce 20% less pollution at the same time – that’s a big reduction and if it costs less in fuel then it could mean potential savings for travellers in the long run.

At the end of the day, air travel is a growing industry but they will need to respond to pressure to reduce emissions to a more acceptable level if they expect to continue to grow in the future.

**Do you think that passengers would be willing to pay more for travel to fund a way to reduce these emissions properly?**

I don’t really think passengers think about it too much, do you? In fact, many people are becoming angry about all the green taxes and carbon taxes which they are being forced to pay in the name of protecting the planet ... it’s making everything much more expensive.

A more effective way might be to reserve air travel for long distances only, inter-country or intercontinental travel, and try and get more people to stop using them for trips within their own country. Short haul flights are the worst in terms of emissions, it’s much worse than using your car to drive across the country.

**TECHNOLOGY**

**Can you think of any examples of modern machines or high-tech equipment that people have in their homes today?**

Yes, there are lots of such appliances and devices, for example, coffee makers, automatic washing machines, dishwashers, microwave ovens, and then there are other domestic appliances such as vacuum cleaners, floor polishers, and all the usual electronic entertainment gadgets like computers, TVs, music players and similar things.

**What do you suggest a person, for example, an old person, do if he or she cannot understand how to use modern equipment?**

That's easy, the first thing to do would be to ask for help in the store before buying a new piece of equipment for use in the home or a new electronic device. Ask the sales assistant to demonstrate all the functions and any other important points the user should be aware of.

Once the person has the equipment in their home and if they experience problems with using it - then probably the easiest thing to do is to ask a family member who might be more knowledgeable about such things, maybe their children, or even grandchildren, to help them learn how to use the equipment correctly.

**What do you suggest could be done to help old people understand how to use modern hi-tech equipment?**

Really, I don't think it's a big problem - or at least it's only a short-term problem. Most older people will have family or even friends who can help them understand how to work any new high-tech equipment they buy. Of course, sales people in stores could make a point of trying to be extra helpful when an older person makes such a purchase but apart from that I don't think there's much more that needs to be done.

The only reason it's a bit of a problem at the moment is due to the rapid development of technology devices and gadgets which we now incorporate in our daily lives, for someone who grew up without these devices it might be a challenge, but for the generation which have grown up with tech as part of daily life - when they get older - they'll be more able to deal with future tech developments and probably won't need any help at all.

**Do you think today's young people will also have problems with hi-tech equipment when they are old?**

I don't think so, as I said, they'll probably keep up to date with stuff like that and it won't be anything new for them. They'll be much more tech savvy and used to using it and learning how to use new technology devices as part of everyday life.

**What are the advantages of using electrical equipment?**

Well, there are plenty depending on the particular equipment in question, but generally speaking, electrical equipment is easier and faster to use than doing things manually. For example, my grandfather used to mow the lawn with an old fashioned mechanical lawnmower - it was hard work and used to take him a lot of time.

Nowadays you can do the same with an electric mower in less than half the time, and it's a lot less effort too. Another common example would be the use of electric power tools. These have become very common and are much easier and quicker than conventional tools, I'm thinking about electric drills, screwdrivers and things like that - which make doing

repairs around the home much easier.

**Does your university have (or use) much high-tech equipment?**

Yes, I think it does. Apart from all the audio visual equipment used in classrooms or lecture theaters, they obviously have some high-tech equipment in the engineering and science faculties as well as computer equipment such as servers and so on which run the computer networks within the university.

**What are some examples of high-tech equipment that is used in some classrooms today?**

I suppose you could class video projectors as high-tech, as well as laptops and other devices used to present data or information for students. Then there is other equipment like interactive whiteboards which are used in some classes - they're a more recent addition to the teaching aids used.

**Do you think the amount of high-tech equipment a university uses can help attract more students to that university?**

It might help - but it's not the main reason why most students choose a particular university or course of study. I think the reputation and standard of education is much more important for most students when selecting the university they want to attend.

Obviously though, in some cases, students might be primarily swayed by the equipment available, especially if they are Phd students doing scientific research, that sort of thing, then I suppose that the equipment they will have access to could be much more important than other factors.

**Do you think there are any (possible) shortcomings to using high-tech equipment in classrooms (as teaching tools)?**

No, not really, it's usually a more effective way of doing things and at the end of the day students still have to digest or assimilate the information whether they see it on a video screen or read it in a book, it's really only the method of presentation of information which is affected in most cases.

**Do you think computers (and other hi-tech electronic equipment) might one day replace teachers?**

No, well, not in the near future, it's unlikely that a computer will replace a teacher, for many reasons but the main one is at the moment the ability of a computer to interpret and explain information to students in a relevant and interesting manner is lacking - there is also

the ability to interact with different students and perceive the subtle nuances of human speech, interaction and behaviour which would cause problems.

While computers can gather, store and present information very effectively - the art of discussion and debate, which is essential for students to develop their skills, is not readily available with computers. Maybe at some point in the future when artificial intelligence is sufficiently advanced - it might happen.

### **Do you like having a mobile phone?**

Yes, it's extremely convenient, and essential, nowadays. It would be difficult to survive in today's world without one. It's just so useful for everything.

### **Is it a good or a bad thing to have a mobile phone? Why?**

I don't think it's a case of whether it's good or bad - it's part of life for people now - that's how we communicate and do business. People search for information and shop online using their mobiles, they do banking and communicate for work and many other things also. It's a really important thing, just like having a car, it would be difficult to do many things without it.

### **What can you do with a mobile phone?**

Well, like I said before, you can search for information on the internet, you can pay bills and do banking, you can shop and buy things online and obviously you can email, text and call people you know. Many phones allow you to listen to music, watch videos, navigate and use other apps depending on what you're interested in. I have about 50 different apps loaded on my phone so I can video chat, learn English, translate, and do other activities.

### **Do old and young people use mobile phones in the same way?**

Generally, no, I think older people tend to still call someone when they want to talk. Younger people prefer to send texts. I'm not sure if older people use as many apps or functions of their mobile phones as young people do, or take as many pictures. Older people still see a mobile phone as basically a way to communicate with another person. Younger people use it as part of living, as an everyday tool to enable them to do things.

### **What can be done to avoid children becoming inattentive in class?**

Because of mobile phones? The school should have a policy for mobile phones in the classroom. Students shouldn't be permitted to have their phones on when they are in lessons, but be allowed to use them between classes and in breaktime. Or at least schools should require that mobile phones are muted while students are in class so nobody gets distracted by them ringing.

**What age group do you think is interested more in mobile phones? Why?**

Interested? I guess it would be younger people probably late teens to late twenties who would be most interested in mobile phones. While people of all age groups use them, I believe that younger people pay more attention to the latest features and apps that smartphones come with and older people just use them for calling or texting without thinking so much about if they have all the latest features or apps loaded.

**Do you think the technology will make international travel unnecessary? Why?**

Yes and no. It might someday make international business travel less necessary or common than it is at the moment, because there are so many business internet services and applications available these days, but I don't think that technology will replace what people like about traveling to another country when they are on vacation. That whole experience of seeing and experiencing a different place and culture is very difficult to replicate using only technology.

**Is it convenient to use an APP?** Yes, that's why they're so popular – people use apps all the time for a wide variety of purposes, and to be honest, most brands and businesses have apps; even IELTS has their own app for IELTS test-takers, so they must be worthwhile.

Apps make life simpler, well, easier anyway, and they're a great way of organizing everything you do, you can have an app for almost anything you want to do, music, pictures, shopping, there's almost no limit to the kind of apps available – which ones you end up using just depends on what you want to do – and how you want to do it.

**Is it really necessary to have a camera in your mobile phone? Why?**

Yes, I think it is nowadays. There are so many apps and platforms where you can video chat with your friends and it's also really useful, for example, if you have an accident in your car you can take photos of the scene to show what happened. Because so many people are using their smartphones to access the internet, having a camera as part of your phone makes sense.

**Is it a better idea to have a camera separately? Why?**

No, I don't think so, unless you are a serious photographer. It's just something else to carry around with you, and you can lose it or leave it somewhere if you're not careful. It's much more convenient to have a camera in your phone. If you do photography as a hobby then it makes sense to have a professional camera because the quality is better and you can do more things with it... but if you just want to take photos of your friends and things that happen, then a camera phone is normally good enough.

**Is it better to look at your photos on screen or in albums in your view?**

I think it's almost the same, if you want to show your friends who are with you some photos you have to pass them the album or pass them your phone so they can see the photos. The big advantage of a camera phone is you can post your photos to your Facebook and Twitter accounts and share them with everybody easily... they don't need to be beside you to see your photos.

**Is it really necessary to have professional photographers in the media? Why?**

Yes, because not everyone is very good at taking photos. Photography is a skill and so a professional photographer will always be able to take better or more interesting pictures than an amateur. And professional photographers get paid to take photos of many different things, not just their friends, family or places they visit. They sometimes have to travel and research the things they photograph so that's why they get paid.

**Do you think that some pictures in the media are taken by amateurs?**

It's possible, I suppose, if a person just happens to be in a certain location when something happens then they may be the only person who takes a photo of the event so the picture appears in the media. We've seen examples of that when natural disasters happen or even when a particular celebrity appears someplace and someone who is not paparazzi or a professional photographer happens to take a photo or make a short video of whatever or whoever it was.

**WEATHER**

**Let's talk about the weather. What is the weather like in your country?**

It's generally warm all year round, between 18°C and 32°C, and there are two distinct periods or seasons, a dry one and then the rainy season. The rainy season only lasts for about three months so it's quite short, most of the year it's dry with just some occasional light showers.

**What weather do you like more, hot or cold? Why?**

Hot, definitely. I don't like cold weather, I think it's horrible. I think hot, or warm, weather is much better, everything is easier, you can wear fewer clothes, you don't have to heat your house or apartment and it's much nicer to spend time outside.

**Do you think you can live in extreme hot or extreme cold conditions? Why?**

Personally, I wouldn't really want to live in either of the extremes, but some people do. There are people who live in very cold places and others who live in incredibly hot climates. I suppose they are used to it so they never really think about it much. I prefer when the climate is comfortable rather than extremely hot or cold. I guess the people who do live in



locations where the climate is extreme do so because that's where they were born and it's normal for them.

## **COMMUNICATION**

### **COMMUNICATION**

#### **Is it necessary to be well-informed?**

It might not be absolutely necessary but it's probably better than being ignorant about what is happening or going on in the world around you. Everybody is always talking about how globalization affects everyone and everything so it makes good sense to know what's happening in the world because it can affect lots of different things. Obviously it's impossible to know everything about all the events that are happening, but you can certainly keep up with the main ones that are happening just by spending a little time watching the news.

#### **What is the best way of acquiring information? Why?**

That will probably depend on where you live and what kind of information you need or want to access. If it's general information, like news, opinions or statistical data, most people would say the internet is the first place to go, but if the information is highly specialized there may be special reference libraries or databases which you need permission to access. But if you live in a remote area where there is no internet service then the best method of getting information might be a newspaper or the radio.

#### **What do you think about knowledge quizzes on TV?**

They can be fun and informative or educational at the same time. They're probably better than some of the other types of programs which get broadcast on TV regularly; at least people can learn something from quiz shows. There is usually a good range of different quiz shows too; some of them are based on general knowledge and others just on one particular topic or theme.

#### **Is it necessary to be aware of the general issues around us?**

It's not essential but it's good to be aware of current issues affecting society and the world or even just locally where you live. While some things which happen in the world may not directly affect you or your life, having an idea of the big picture – what's going on in the world – is a good thing and personally I find it quite interesting to see some of the changes taking place, for example, at the moment there is a lot happening globally.

### **Do you think internet sources provide reliable information?**

A lot depends on the sources, but in general the internet provides enough sources so that you can cross reference and make sure that most information is correct. For example, Wikipedia is compiled collaboratively but other sites produce their own content using their own experts.

However, if you're looking for something simple then you only need to check a couple of sites and you can be pretty sure that the information is correct. If you want to, or need to make sure that something is very accurate then you can reference various different online sources until you are sure of the facts. That's the best thing about the internet – the quantity of different sources - so you can always check information or get both sides of an argument. -

### **What might be a reason for a person to start a conversation with a stranger?**

Well, I suppose one of the most common situations would be when you might want to ask someone for directions or for help if you are lost in a strange place. You could need to find out about something and need to ask for information about a product or service and so start a conversation with a customer service representative or salesperson. And you might find yourself waiting or stuck in a place with some other people unexpectedly and just start talking or complaining about the situation, as a way of killing time until the situation is resolved.

### **Do you like to start conversations with strangers? [Why/Why not?]**

Personally, no, I generally don't mind if someone talks to me first, but I'm not the one who usually starts a conversation. I'm quite shy and reserved so I prefer to listen to music or read a book if I have to wait somewhere. I only start conversations with other people if I find myself in a situation as I mentioned earlier and I need some information or help.

### **How often do you do that?**

I suppose it doesn't happen that often, maybe once or twice a month. I remember the last time was a couple of weeks ago when I was going for an interview for an internship and I got confused about the address. I had to ask two different people to help me find the right building where the interview was to be held, even though I managed to find the correct street on my own.

### **What is the advantage of network communication, for example through Facebook or Twitter?**

The main advantage is probably the fact that you can talk and communicate with people from all over the world. And it's usually instant or certainly easier than arranging to meet to

have a chat. There are no geographical boundaries so you can be in contact with many more people than those you would normally come into contact with personally in your everyday life. I regularly chat with people in other countries and I know that I'll probably never meet them in person, but it's interesting all the same.

### **How will communication change in the future?**

Well, I suppose there are a number of ways which we can already envisage on the horizon. Google is launching its Glass which will change how people communicate.

Personally, I think that we'll adopt using voice messages more in the future as opposed to sending text messages – simply because it's quicker to record a quick message than text someone. But if some smart person came up with a way of sending picture messages – sort of like a super advanced emoticon message – I guess that would be probably be instantly popular with a lot of young people.

And of course there may be even more advanced technology introduced which we aren't aware of at the moment – or it's still in the very early stages of being developed. It's a bit like trying to imagine a smartphone before cellular phones were even invented - almost impossible to imagine the concept, but anything could be possible in the future.

Do you think it is difficult for people to stay in contact with friends?

No, not really, I mean with all the technology available today, there's really no reason to lose contact with someone unless you really don't want to stay in touch with that person. Maybe it isn't always possible to visit all your friends in person on a regular basis or as often as you did in the past, but you can send an email, text or videochat with them as often as you want, it's easy.

### **What is the most common way to communicate with friends?**

Generally, I think it's by texting each other. It seems to be the most popular way nowadays; it's easy, instant and in most cases free. It's certainly how I keep in touch with most of my friends on a regular basis. Everyone has a mobile phone so no matter where they are you can send them a quick text and stay in touch. If they're busy when they receive it then they can reply later when they're free – that's one of the main reasons it's better than actually calling, you never have to worry about if the other person is occupied when you send them a text.

### **Why do you think people might care more about friends than family?**

Well, possibly because for many people it's their friends that they spend most time with and share more activities with than with their family.

For example, my family lives in another part of the country, so I don't see them very often but I generally see my friends all the time. I share more of my life with my friends than my family – but I wouldn't say I care more about them than my family, but I do spend more time with them and talk to them more and do more things with them than I do with my family.

I suppose some people might end up caring more about their friends if they become more important than their family in their everyday life or if they are not particularly close with their family. -

### **What do you think about making friends on Facebook?**

It's fun! It's normal nowadays to have a lot of friends on Facebook and other social media. It's more interesting than just having friends where you live. But it's different, obviously, because you don't see them or go places with them, but it's still fun.

### **Does a list of 500 friends make sense to you?**

Well, the term 'friend' is just a name given by Facebook, obviously not everybody who likes your page or comments on something you said is a friend in the traditional sense of the word. I suppose if you thought about all the people you ever had contact with in your life, from school, college, work and other social activities, if you kept a note of their name then you would have more than 500 by now ... so I don't think it's that strange that people have thousands of 'friends' on Facebook or Twitter. Maybe it would be more accurate to call them contacts, but it doesn't really matter.

### **Does Facebook change the meaning of friendship?**

No, not really. I still hang out with my friends and we go out at the weekends and do stuff together. Friends on Facebook are different ... in the past some people used to write letters to people in other countries ... like penpals ... I guess you could think of facebook as something similar but it's obviously much more advanced and you can do much more than just write to people. What is a true friendship in your opinion? It's having a relationship with another person and you have something in common. Maybe you went to the same school or you're interested in the same things. You share time and experiences together and that makes for a bond. Long term friendship usually means there is also trust and confidence between the two people and they are willing to help each other if necessary. But I suppose that everyone has their own definition of friendship and what it means to them.

## **MONEY**

### **How can (or, how do) young people learn to manage their financial affairs?**

Generally, I suppose they learn from their parents as the first example. If their parents are very careful and manage their finances well, then young people will probably adopt some of their parents' habits, if not all of them.

On the other hand, if parents are very free and easy with their money and don't plan or save anything, it's likely that their children will have a similar attitude unless somebody else shows them a different approach. I suppose sometimes children may learn about managing money at school, but I don't think all schools teach it as a skill. Or maybe they will be a part of a promotional activity by a financial institution and learn some good habits as part of it.

Of course, once you're working and earning money, there's a lot of financial advice and tips available. As soon as you open a bank account you normally get bombarded by financial advice, savings plans and other financial products from the bank you choose.

**Do parents in your country think it's important for their children to save money?**

Generally, yes they think it's important to save something each week or month. They try to encourage their children to save for their future. They might explain about buying a car or house when they're older and the fact that they'll probably need some savings for a deposit to be able to get a mortgage or bank loan. Children probably don't think it's very important when they're young, but once they're working they can usually understand that it makes good sense.

**How do parents in your country view the issue of their children saving money?**

Many of them positively encourage their children to start a savings plan when they are young. That way, if relatives or the parents give them extra money for special occasions they can spend some of it and save the rest for sometime in the future.

Most banks have special children/young people savings accounts, and of course most children understand the simple concept of a piggy bank – it's how my grandmother taught me to save.

**What do young people spend their money on?**

Usually many different things, but I suppose the most popular would be clothes, music, electronic gadgets and I guess girls spend more on makeup and stuff like that. Depending on how old they are, they might spend a lot of money socializing or going out, or maybe they have a specific hobby, a favorite sport or something similar which they spend their money on. Of course, as well as spending their money on things they like and want, they probably have to spend some of their money on transport and food and other basic necessities of life each month.

**Are credit cards used very much in your country?**

Yes, they're common now; most people who are working have at least one or two of them. People mainly use them in stores to pay for goods and for online shopping, but that's not as popular here as in some other countries.

### **Which is better for saving money, using a credit card or using cash?**

It's probably better to use a credit card than cash, but only if you pay the outstanding balance each month and don't incur any interest on what you spend. It used to be that many stores preferred cash and would offer 'cash discounts' but now that's not normal anymore. By using a credit card you can find better prices by shopping online sometimes, so if you're a smart shopper you can actually save money.

Many credit cards also have rewards schemes where they give you points for spending money. You can cash in or redeem these points for special offers; that's another way you can save money. Some credit card companies also advertise special promotional offers with stores or companies they have alliances with... yet another way to save money by using a credit card. The important thing is to avoid paying interest on what you buy with a credit card, because if you have to pay interest, then it will probably be more expensive in the long run than simply paying in cash.

### **What changes have resulted from the use of credit cards?**

In general, it has made shopping and buying things easier than it was in the past. It's also made it possible to buy things when you haven't actually got the money. Many people spend more than they should because it's so easy when you have a credit card. You can't do that when you only use cash. You can only spend the cash you physically have. Credit cards are also one of the key components of online shopping, which would be almost impossible to do without one. So all in all, credit cards have transformed the way people shop, buy things and spend their money.

### **Do you think it's easy for (young) people to save money?**

A lot depends on their circumstances; I mean if they aren't working and only receive money from their parents then it could be quite difficult for them to save money. On the other hand, if a young person has a part-time job, they might find it quite easy to save some money each week or each month.

It also depends on their outlook, whether they plan for the future or see everything in the short term. There are a lot of things young people can spend their money on, but saving money is also important to help purchase larger items or do things in the future. Parents can also have a great influence over if their children develop a habit of saving money regularly or not. Once a person has the habit, it's quite easy to do, even if it's only saving a little money regularly rather than spending it all.

**In what ways do parents want their children to help them (around the home)?**

I suppose it depends on how old the child is, I can think of a couple of examples; traditionally parents might encourage their children to help do some simple chores around the home such as helping to prepare for meals. This might include helping with some simple food preparation tasks or putting the plates, knives, forks and spoons and other things on the table. Also, parents usually try and get their children to tidy their rooms once they are old enough to manage it, or they will teach younger children to at least put their toys away after playing with them.

**FAMILY**

**Do parents in your country expect their adult children to give them help?**

When the children are grown up it depends a lot on how close the family is and where the children live. Adult children who still live at home are expected to help out with certain things at home. It might be cooking, cleaning, washing or anything else that needs done. Or if the family have animals, the children may take over looking after them rather than leave it for their parents to do. Another example, and I have a friend who does this, is helping with younger siblings, she helps look after her little brother who is still a small child. She does lots of things with him like collecting him from school and helping him with his homework.

**In general, who do you think is more willing to help with the housework, boys or girls?**

In my country it's more traditional that girls help with it than boys. Boys aren't really encouraged much to help with such things, although some do it. I think if there are maybe physically demanding tasks to do then boys are usually more willing to get involved, they seem to like that sort of thing better than girls.

**In general, who do you think is more willing to help others, boys or girls?**

Generally, girls like helping others more. They seem to have a natural instinct for it whereas boys are more competitive, so helping someone else isn't always their first choice, but it depends on who the other person is. There's a big difference between helping a family member, helping a friend at college or university and helping someone you hardly know. I think boys are more likely to help their brothers, sisters and friends than other people they maybe don't know so well.

**Do you think children naturally want to help others, (or do they need to be taught this)?**

No, I don't think it's anything natural - it's something we are taught is a good thing to do. If you watch two young children playing, they will often be very competitive and even fight over certain toys. It's the parents or teachers who teach children that it's better to share things and help each other. Eventually it becomes a natural instinct as an adult to help someone if we can see that they are having difficulty.

**How can parents teach their children to help others?**

Like most things, children learn by example so if parents make sure that their children see them helping other people, their children should learn that it is normal and expected of them as they grow up.

**How can parents teach their children the value of helping others?**

There are many children's stories about helping, sometimes it's friends helping each other, sometimes it's animals, like in many Disney movies. It can be difficult for parents to try and explain why people help each other to a young child, but through stories and movies children can see quite quickly the advantages of having friends, helping people and many other aspects of life. Parents should show their children that helping is a good thing in as many ways as possible, through their own actions, through stories and other examples.

**Do you think children can learn about helping from other children?**

Yes, it's possible, for example, if a child receives some help from another child and they feel good about getting that help because it enables them to do something they were having difficulty with, maybe they will want to try and help another child themselves in a similar way. Helping people makes the person giving the help and the person receiving the help feel good so when a child experiences that it should reinforce the idea that helping in general is a good thing to do.

**How often are you together with other members of your family?**

Almost every day, I usually eat breakfast with my mother and sometimes my father is there if he hasn't already left for work. Then in the evening we usually eat dinner together and that would include my sister and brother as well as my parents so we are together at least once every day normally.



**When do you get together with other members of your family?**

More often than not it's at meal times, usually in the evening when we eat dinner. At weekends we may spend more time together as we usually have lunch and dinner together if we aren't out somewhere.

**What sorts of things do the people in your family do together?**

We eat together as a family and I like to go shopping with my sister. My parents do lots of things together, they go out dancing, they take vacations together without us sometimes but usually once a year we all get together as a family and go on vacation for a week.

**In your country, what sorts of things do people do together as a family?**

Generally, people spend time together at weekends. Lunchtime is an important event for many families as it may be the only time that grown up children visit or extended family members come together to share some time in the family house. Family get-togethers usually revolve around food, lunch or dinner, and of course then there are special occasions such as birthdays and when someone graduates from university. Just last week we had a family get together to celebrate the birth of the family's first grandchild.... My older sister's first baby, it was a wonderful day.

**What do you think are the benefits of doing things together such as walking in the street together as a family?**

Firstly, I think it's nice to do things together as a family, even just walking along together, it helps keep the family together just like any relationship when you share experiences and memories. Sometimes the simple activities like walking or going shopping together can be fun and relaxing and it also gives families a chance to talk or discuss things between them.

**Do people do things together as a family when you have festivals in your country?**

Yes, normally if it's a religious festival or special day then parents won't be working so they spend their time with their children... if they're young ones. They might go to church or an event related to the festival or they may plan to take them out someplace special or do some kind of activity together to take advantage of the extra free time together. Even when children have grown up... they'll usually visit and spend time with their parents if they can to celebrate the day... if it's a special day or an important holiday.

**Do people do things together as a family when you have holidays in your country?**

Yes, generally, families will plan to spend some time together. Maybe it's not always possible to travel to visit if children are grown up and living in another part of the country but especially if the holiday falls on a Monday, the long weekend makes it easier to plan a

trip to visit other family members. They might plan a special day out or simply plan to spend the day with their family at home.

### **Helping in Everyday Life**

#### **In general, who do you think gives more help in a family (or marriage), the husband or the wife?**

It depends, there are different kinds of help and every family is different also. I suppose that maybe a wife might help more with children, especially daughters, but a father may help more with sons in terms of teaching them certain skills and things like that.

Then there is financial help, it may be a case of helping aging parents or other family members and this would depend on whether or not both the husband and wife are working or only one of them.

You could say that in the case where a mom stays at home to look after the home and children and the husband goes to work and provides financially for all the family that she is helping him, but then he is also helping them, financially, so I guess in an ideal family everybody helps each other even the children can help by doing things to make life easier or helping their parents with chores around the home.

### **FOOD**

What are some of the main food products ("foods") that your country produces?

Well, there are a lot, but I think some of the main ones are: rice, wheat, seafood and many other agricultural products, fish, shrimp, apple juice, garlic, pine nuts, berries and coffee.

#### **What are some food products that come from different parts of your country?**

In the south of China they produce a lot of rice which is used in many products such as vinegar, beer and also wine. In the north of China the major crop is wheat which is used in bread and noodles which are very popular there. There are also four principal tea growing or producing regions in the country, each has its own variety and specialty.

#### **What widely consumed food products are mainly imported into your country?**

This is a growing area thanks to the expanding middle-class consumers who are interested in imported products. The amount of imported food products has been rising each year recently. The biggest product imported is milk powder, but there is a lot of demand for other food products such as fresh fruit and vegetables, certain types of meat and also seafood. Imported coffee, some kinds of snacks and confectionery from other countries are popular too. Nowadays, we can see almost every type of food product being imported as more people have more income to spend on such things. People like chocolate, wine and

special gourmet items from Europe, for example, and also US snacks and coffee, as well as condiments and other ingredients imported from sources in Africa.

## **Restaurants**

### **Why do you think people go to restaurants when they want to celebrate something?**

I guess everyone has their own reasons, but probably because it's not something they do every day, so it seems more special, especially if it's an important occasion. The other big benefit is that nobody has to do the cooking or clearing up afterwards so everyone can simply enjoy the celebration or event whichever it is. Nobody has to do anything. It's always nice to be waited on, so I think that's why most people prefer it.

### **Which are more popular in your country: fast food restaurants or traditional restaurants?**

They're both popular, but in different ways and for different reasons. I think fast food restaurants are popular for grabbing a quick bite or snack, as they are 'fast' and you can usually find one nearby. Traditional restaurants are more popular for special occasions or going out for lunch or dinner at the weekend when people have more time to sit and enjoy the food and the ambience or atmosphere of the place. They usually cost more too, so maybe people don't go as often, but they're still popular. I don't think anyone would consider going to a fast food place for a special occasion – unless it was a kids birthday party or something similar, in which case it makes a lot of sense, as some of these places cater specially for such events.

### **Why do you think that is?**

Why are they both popular? I think it's because they both have good and bad things about them – they both cater for different needs and situations, and they both do what they do well, I suppose it depends what you are looking for when you want to eat.

### **Some people say that food in an expensive restaurant is always better than food in a cheap restaurant – would you agree?**

In my experience it's not that simple. I've had some amazingly good food in cheap restaurants and some disgustingly bad food in a supposedly classy and expensive place. I think that's why 'word of mouth' advertising is so important in the restaurant business. You simply can't guarantee that a place that looks expensive and charges a lot of money will indeed offer a better dining experience than a cheaper restaurant with fewer frills. The service can be just the same and the quality of food the same too – it might only be the surroundings that are more upmarket in reality.

## **ENVIRONMENT**

### **What are some ways that the government could use to help educate people about the environment?**

The government already use many different ways such as TV, newspapers and magazines to tell people about problems regarding the environment and also to introduce new energy policies and environmental initiatives.

Advertising, whether it's on TV or the internet makes people aware of changes that are happening. It could be the latest community environmental program or the release of the latest model electric car or hybrid vehicle.

I suppose all the media channels are effective. Using schools certainly seems to have produced a generation which is more aware of environmental impact regarding many things such as industry and consumerism.

### **Do older people in your country have the same attitudes towards the environment as young people?**

Personally I think they care for it a lot more than most young people, they understand the need for recycling and they've heard all the arguments about global warming and climate change. The reality is that older people were more in touch with nature than younger people are now. While climate change and all the clean energy policies seem to be a current trend, older people had less impact on the environment because they basically consumed less and they didn't have the 'disposable culture' that we have today.

### **Why do you think some people don't pay much attention to environmental problems?**

It could be because they don't really believe that the problems are serious. It's also difficult to actually see the impact sometimes, I mean it's almost impossible to see air pollution in most places, you can't really feel climate change on a daily basis either.

### **Compared to before, do you think people's awareness (consciousness) of environmental problems has increased or decreased? How? Why?**

Nowadays, I think most people are more concerned about the economic conditions in their country than the environment. Many people are still suffering with bad debt, some of them are struggling to find a job, earn enough money and pay their bills.

People have been more focused on the consequences of the latest financial crisis than on environmental problems ... it has produced more immediate problems such as higher unemployment, being more difficult to get a bank loan and other types of credit. These things affect people more directly today than some environmental problems which may have an effect on future generations.

So people may be more aware, but the environmental problems are not the hot topic anymore, it's the economy and its associated problems.

**What do you think will be the result if we ignore these environmental problems?**

Well, if we just carry on without making any changes, then one day in the future we will find ourselves confronted with disaster and chaos. Imagine if one day we just ran out of fuel; no gas, no oil, no energy. The world as we know it now would come to a halt.

If we continue polluting, and the world population continues growing - who knows what new problems may develop in the future; lack of food, clean water, bad air and new illnesses maybe. Thankfully, we are making some changes and it's very likely that our lives will be very different in the future.

**Do you think it is the government's responsibility to solve environmental problems or is it the responsibility of each individual?**

Well, if you think about it, the government can't solve the problem because it concerns the behavior of everyone and they only control our behavior in certain aspects of life. It is up to the people to change the way they do things and adopt new habits and change the way we perceive the world we live in.

Governments can help, educate, monitor and stimulate change but at the end of the day - it's ordinary people who need to change how they live. It's the only way there will be any real impact.

**What are some things that individuals can do to help solve environmental problems**

Small changes people can make would include being more aware of their energy consumption; using their cars only when necessary, reducing the energy they use at home, and recycling as much as possible. Bigger changes might include investing in alternative energy sources such as using solar panels to generate energy or heat pumps for domestic use rather than relying on traditional energy sources and buying an electric or hybrid car when they replace their existing car.

**What are the different kinds of environmental problems that exist right now?**

Well, there are many, but maybe the well-known ones are the impact of industry and commercial activities and the pollution they cause, the pollution caused by our transportation, the use of non-renewable energy resources such as petroleum, gas and oil, along with waste management and a growing world population.

These are probably the areas that most effort is being targeted at: reducing industrial and commercial waste and inefficiency, developing alternative energy sources which we can use

to replace fossil fuels, more efficient and less environmentally impacting waste disposal and better planning in terms of accommodating and looking after a much larger population.

## **HOUSE**

Do you live in a house or an apartment?

Which is your favourite room in your home? Why?

Would you change anything about your home? Why / why not?

Would you like to move to a different home in the future?

### **What kind of accommodation do you prefer?**

Well, I like where I stay at the moment, but ideally I'd like to have my own house someday in the future, with a garden. I prefer a house because normally you have more space. I would also like to live in a quieter neighborhood as the city centre can be quite noisy sometimes.

### **Would you like to stay in a big house/small house? Why?**

A big house, with a big garden and lots of space. I like spending time in the garden of my parent's house, it's so peaceful. I also love dogs, so I think it's better to have lots of space for them to run and play without needing to go out in the street. - See more at:

## **PHỤ LỤC ĐỌC THAM KHẢO TỪ VỰNG**

### **READ 1: Healthy Employer-Employee Relationship**

It's no secret that when a new employee comes on board, the employer who hired them is effectively beginning a new relationship.

It is the same relationship that he or she shares with every single one of their employees, and it is this relationship that will determine the success and impact of that employee's time at the company.

An employer's relationship with their employees has to be nurtured and taken care of in order to be beneficial for both individuals; their co-workers, and the company as a whole. It has long been noted that strong employer-employee relationships often lead to greater employee happiness and significantly improved productivity.

Many typical employer-employee relationships will vary on the scale of closeness and familiarity, but it is essential that all employer-employee relationships involve at least these five major characteristics.

#### **1. Mutual respect**

It's perfectly fine to instigate a closer relationship with your employees to the point of socializing with them outside of work. (This is particularly common in smaller businesses and start-ups).

But even in a relaxed workplace, it is crucial to retain the traditional hierarchical structure and encourage awareness of this in your employees. As a leader, you need to be ready to give your team honest and frank feedback, whether this is about projects, employee appraisals, or constructive criticism.

Romantic relationships in the workplace are always a bad idea, but you should also bear in mind that these relationships can have an effect on the workplace even before they are public or common knowledge — possibly without either party knowing it.

## **2. Mutual reliance**

There should be a balanced amount of reliance on both employer and employee. The employer relies on the employee to do his or her job well for the benefit of the business; the employee relies on the employer to treat them fairly and pay them equitably.

When this mutual reliance becomes imbalanced or one-way, problems will inevitably occur.

The employer may start to feel that the employee's efforts are no longer instrumental to the company and view them as disposable, while the employee may no longer value their job and start to become disengaged. When either of these things happens, it's time for the employer to reevaluate the employee's role at the company – whether a new agreement can be reached, or whether it's time to part ways.

## **3. Openness & communication**

Any healthy working environment involves openness and transparency.

Employers can help create a forum of openness and honesty by asking employees candidly about their lives, families, and interests. Employees can, in return, contribute to this setting by being forthcoming about their lives outside of work.

Openness and communication is even more important for situations sensitive to the company, or that require an otherwise serious approach.

For employees, this might mean informing their boss of a family emergency that could affect their performance, or a desire to find a new job. When it comes to the latter, employers shouldn't deter their employees from leaving, but should be understanding and supportive of their natural want to progress.

Meanwhile, employers should keep their employees in the loop about business matters and seek their input in important company decisions. Not allowing your employees to have an

active role in the growth of the company not only wastes valuable insight and energy, but may also encourage them to become disengaged.

#### **4. Support (and nurturing)**

Employers should want their employees to reach their full potential and recognize when their capabilities exceed their current role. Leaving natural abilities to stagnate will cause boredom and frustration to grow in the employee, and as mentioned earlier, waste valuable energy that could better help the team.

Draw up your ideal business structure, or your current business structure as it is now, and outline every role and position that is necessary for it to work effectively. Not only will this enable you to identify gaps in your current team, it will also encourage you to take stock of who is performing well and who might be better off in a role with more authority.

Supporting employees even extends as far as helping them spread their wings and fly away to a new job when the time comes. Employers ought to be invested in their employees' success as a whole and understand that they may not be at the company forever.

Employers have the option to help employees or to stifle them — but only the former will lead to trust, higher skill levels, more productivity and more motivation.

On the other hand, employees should be willing to show support for the company's welfare and progress, which may mean making sacrifices from time to time. Whether it's working late to fix an unexpected problem, or covering somebody else's duties as well as their own, employees need to be ready to show that they are invested in the success of the company.

#### **SOFT SKILLS: WHAT EMPLOYERS WANT (AND DON'T WANT) IN AN EMPLOYEE**

No matter the technical or how-to ("hard") skill requirements of a job, there are "soft skills" valued at all workplaces. Sometimes what separates a good employee from an exceptional one is taking just one or two extra steps or considering a situation from the employer's point of view. Whether you are trying to get a job, keep a job, get promoted, or have a more successful career, you will benefit from giving regular thought to how you can serve a current or potential employer better.

*Employers want employees who are: self-motivated, have ideas and take initiative; deliver more than is promised or expected*

*Employers don't want employees who: wait for specific instructions, deliver the bare minimum*



By regularly performing beyond what is required, you'll make yourself ever more valuable to your employer, which is crucial these days with hiring freezes and layoffs. Even if not all of your ideas are implemented, the fact that you are thinking of ways to improve things or try something new will be appreciated.

*Want: Flexible, eager to learn new things*

*Don't want: Resistant to change, uninterested in learning new skills*

Rapid, constant change is commonplace these days. Low-maintenance employees who can adapt quickly and without a fuss are more likely to be retained when there's a layoff.

*Want: Easy to work with, positive, has conflict resolution and negotiation skills*

*Don't want: Conflict with supervisor and others, resistance to compromise, complaining*

Positivity and amiability are good qualities at any job, and with so many positions these days being temporary, project, or consulting work, it is more important than ever to get along with those with whom you interact. Working successfully with others increases your visibility in the workplace, expands your network, and builds your reputation in a positive way – all these can help to increase your job security.

*Want: Has a large network; active in professional organizations*

*Don't want: Uncomfortable with networking or uninterested in professional activities beyond "9 to 5"*

Alliances with others in your field provide opportunities to collaborate and share resources, information, and advice. These things benefit everyone involved: you, your employer, and those in your network. A strong network is also essential for a successful job hunt.

*Want: Informs supervisor of problems and proposes well-thought-out solutions*

*Don't want: Brings problems to supervisor and expects him/her to give solutions*

Problem-solvers are much preferred to problem-bringers. This is another way to demonstrate initiative and good judgment and shows respect for your manager's time.

*Want: Organized and able to multitask, punctual, behaves professionally, meets deadlines without reminders*

*Don't want: Chronically late, disorganized, unprofessional, rude or abusive, requires close supervision to get work done*

If you demonstrate effective time management and consistently professional behavior and interactions, you'll gain your supervisor's trust and s/he will appreciate not having to devote time to checking up on you. This can lead to increased responsibilities and more opportunities in the future.

*Want: Takes responsibility, reliable, honest*

*Don't want: Gives excuses, hides mistakes, blames others*

Trust can take a long time to build, and very little time to destroy. Your boss will likely forgive you for making a mistake if you own up to it, apologize, fix it, and take care not to make it again. Honesty is not just telling the truth, it is also keeping your word; do what you say you'll do, every time.

*Want: Understands when to discuss, and when to follow instructions*

*Don't want: Endless debate, questions every decision*

There's a time to ask questions and offer opinions and there's a time to say "Got it" and just do what needs to be done. Your boss will appreciate it if you can read situations accurately and know which response is appropriate.

*Want: Able to accept and give criticism in a professional manner*

*Don't want: Takes things personally, becomes defensive, avoids difficult conversations with direct reports or gives feedback in a harsh, harmful way*

Accepting constructive criticism can sting, and giving such criticism can be more uncomfortable than many new supervisors imagine it would be. Being able to do both with grace and respect and move forward without drama will serve you well in your career.

*Want: Strong communication skills: writing (formal and informal), verbal, presentation/instruction*

*Don't want: Unclear communications, poor writing skills, discomfort with public speaking or presentations*

Effective and appropriate communication in different work settings is required for success, and comfort with public speaking is a plus if not a requirement for many positions and for advancement.

*Want: Makes employer and supervisor look good, lightens supervisor's and others' loads*

*Don't want: Disinterested in making employer look good or more interested in promoting self*

These are two simple and very powerful things you can do to demonstrate your value: make those around you look good to others within and outside your workplace, and assist in any way you can, large or small.

Create a company culture that rewards innovation, rather than success.

**READ 2: “How do you keep your best employees?”**

My most important job as CEO of Zillow is to identify, recruit, retain, and motivate extraordinary people. It’s what I spend most of my time on. Here are some of the ways we do this at Zillow:

1. Set a clear vision. This helps empower employees so they know the company’s mission, direction, and how to solve problems.
2. Serve your employees, not vice versa. If managers are focused on helping their direct reports succeed instead of always telling them what to do, the entire organization will be set up for long-term success.
3. Hire people who are better than you, and help them become superstars. Never be afraid of being outshined by someone on your team, especially a subordinate. Their success will reflect favourably on you.
4. Find ways to keep the company growing and dynamic. Great people want advancement and increased responsibility, but not by cannibalizing the jobs of their co-workers. And never take credit for other people’s work.
5. Create a company culture that rewards innovation, rather than success. If you focus on rewarding success, people won’t take risks for fear of failing. Failure is proof that you’re trying. If you’re not failing, you’re not trying hard enough.
6. Value efficiency over face time. If you’re still at your desk at 10 p.m., you probably weren’t very efficient during the day. On a personal note, I turn off my phone on Saturdays and I usually don’t work on vacation. That doesn’t mean I’m not thinking about work—I do that all the time. But I do it quietly, and away from the constant ping-pong of e-mail.
7. Offer corporate perks, but in a way that fosters the company’s culture. For example, Zillow invests heavily in employee education and training. Embrace a corporate culture that works hard, plays hard, and celebrates milestones.
8. Motivate employees to succeed through autonomy, mastery, and purpose. The best way to do this is by staying on message and regularly communicating your company’s mission, and tying it back to the work your employees do on a regular basis. This will help them understand how their work contributes to the broader goal.

9. Finally and most of all, treat employees like grownups. There's no room at Zillow for needless rules or oversight. Great people need autonomy and inspiration, not a handbook thicker than the dictionary.

### **READ 3: SELF SUPERVISION AT WORK**

The business or organization benefits a lot from employees who are motivated, and work independently with minimum supervision. The management that empowers its workers to utilize their self-reliance and ingenuity to work without supervision will find the organizational goals easy to achieve.

A good leader gives the members a chance to be their own bosses by letting them work with autonomy and self-control so they can develop new skills and increase job satisfaction. In fact, one of the causes of job dissatisfaction among employees is when they feel that they are too controlled and monitored over their roles as working individuals. By giving them a little responsibility, they tend to take more of it and their self-confidence in taking responsibilities would gradually increase.

#### **How to Encourage Self-Supervision in the Workplace**

Management has various ways and means to motivate employees to become independent and autonomous in the workplace. Here are some ways to do it:

- Delegate special projects and let them work on it with less supervision.
- Utilize the skills and competencies of the employees for which they are hired. These skills may be applied through regular tasks and workloads where they can widen their knowledge and develop their abilities.
- Let them participate in trainings and workshops to enhance their skills and learn more.
- Allow them to learn from their own mistakes and avoid having to reprimand them for a shortcoming as it will only lower their self-esteem. Give them a chance to straighten out their flaws.
- Pose challenges and problems that will require them to think out of the box and analyze the situation. This helps develop their problem solving and decision-making abilities.
- Conduct group activities wherein group leaders will be appointed in order to make them experience the role of a supervisor.
- Don't try to control everything. Simply lay out their daily or weekly tasks and let them figure out how they will go about accomplishing them.