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Lesson Objective

The student shall be able to use "power words" as part of their oral vocabulary, read and comprehend both social and business language and demonstrate effective oral communication skills

Section One

Vocabulary

Evaluation Criteria

- Ability to understand definitions of English vocabulary

MATCH THE WORD WITH THE CORRECT DEFINITION

VOCABULARY	DEFINITIONS
1. DEJECTION (Noun)	A. To think about something and decide whether you need to change your opinion about it.
2. ADAPTABLE (Adj)	B. To give or commit (duties, powers, etc.) to another as agent or representative; depute.
3. RESILIENCE (Noun)	C. Feeling of sadness that you get, for example, when you are disappointed by something. Lowness of spirits; depression, melancholy
4. DEFENSIVE (Adj)	D. If someone is on the defensive, they are trying to protect themselves or their interests because they feel unsure or threatened.
5. REASSESS (Verb)	E. To be able to change ideas or behavior in order to deal with new situations.
6. DELEGATE (Verb)	F. To attempt to do something or compete for something and make a great effort to do it or get it.
7. STRIVE (Verb)	G. The capability of a strained body to recover its size and shape after deformation caused especially by compressive stress

Section Two

Reading Comprehension and Pronunciation skills.

Evaluation Criteria

- Ability to effectively read and comprehend written English in a social or business environment.
- Reading Tip
Multiple choice questions often require detailed reading of paragraphs because the questions may be written to test your understanding of the main idea or supporting points. Also, the wrong options (called distractors) will come from the same part of the passage as the answer, and you need to eliminate these.

Article 1

The Psychology in happiness

A) In the late 1990s, psychologist Martin Seligman of the University of Pennsylvania urged colleagues to observe optimal moods with the same intensity with which they had for so long studied pathologies: we would never learn about the full range of human functions unless we knew as much about mental wellness as we do about mental illness. A new generation of psychologists built up a respectable body of research on positive character traits and happiness-boosting practices. At the same time, developments in neuroscience provided new clues to what makes us happy and what that looks like in the brain. Self-appointed experts took advantage of the trend with guarantees to eliminate worry, stress, **dejection** and even boredom. This happiness movement has provoked a great deal of opposition among psychologists who observe that the preoccupation with happiness has come at the cost of sadness, an important feeling that people have tried to banish from their emotional repertoire. Allan Horwitz of Rutgers laments that young people who are naturally weepy after breakups are often urged to medicate themselves instead of working through their sadness. Wake Forest University's Eric Wilson fumes that the obsession

with happiness amounts to a “craven disregard” for the melancholic perspective that has given rise to the greatest works of art. “The happy man” he writes, “is a hollow man.”

- B)** After all people are remarkably adaptable. Following a variable period of adjustment, we bounce back to our previous level of happiness, no matter what happens to us. (There are some scientifically proven exceptions, notably suffering the unexpected loss of a job or the loss of a spouse. Both events tend to permanently knock people back a step. Our adaptability works in two directions. Because we are so **adaptable**, points out Professor Sonja Lyubomirsky of the University of California, we quickly get used to many of the accomplishments we **strive** for in life, such as landing the big job or getting married. Soon after we reach a milestone, we start to feel that something is missing. We begin coveting another worldly possession or eyeing a social advancement. But such an approach keeps us tethered to a treadmill where happiness is always just out of reach, one toy or one step away. It’s possible to get off the treadmill entirely by focusing on activities that are dynamic surprising, and attention- absorbing, and thus less likely to bore us than, say, acquiring shiny new toys.
- C)** Moreover, happiness is not a reward for escaping pain. Russ Harris, the author of *The Happiness Trap*, calls popular conceptions of happiness dangerous because they set people up for a “struggle against reality”. They don’t acknowledge that real life is full of disappointments, loss, and inconveniences. “If you’re going to live a rich and meaningful life,” Harris says, “you’re going to feel a full range of emotions.” Action toward goals other than happiness makes people happy. It is not crossing the finish line that is most rewarding, it is anticipating achieving the goal. University of Wisconsin neuroscientist Richard Davidson has found that working hard toward a goal, and making progress to the point of expecting a goal to be realized, not only activates positive feelings but also suppresses negative emotions such as fear and depression.
- D)** We are constantly making decisions, ranging from what clothes to put on, to whom we should marry, not to mention all those flavors of ice cream. We base many of our decisions on whether we think a particular preference will increase our well-being. Intuitively, we seem convinced that the more choices we have, the better off we will ultimately be. But our world of unlimited opportunity imprisons us more than it makes us happy. In what Swarthmore psychologist Barry Schwartz calls “the paradox of choice,” facing many possibilities leaves us stressed out – and less satisfied with whatever we do decide. Having too many choices keeps us wondering about all the opportunities missed.
- E)** Besides, not everyone can put on a happy face. Barbara Held, a professor of psychology at Bowdoin College, rails against “the tyranny of the positive attitude”. “Looking on the bright side isn’t possible for some people and is even counterproductive” she insists. “When you put pressure on people to cope in a way that doesn’t fit them, it not only doesn’t work, it makes them feel like a failure on top of already feeling bad.” The one-size-fits-all approach to managing emotional life is misguided, agrees Professor Julie Norem, author of *The Positive Power of Negative Thinking*. In her research, she has shown that the **defensive** pessimism that anxious people feel can be harnessed to help them get things done, which in turn makes them happier. A naturally pessimistic architect, for example, can set low expectations for an upcoming presentation and review all of the bad outcomes that she’s imagining, so that she can prepare carefully and increase her chances of success.
- F)** By contrast, an individual who is not living according to their values, will not be happy, no matter how much they achieve. Some people, however, are not sure what their values are. In that case Harris has a great question: “Imagine I could wave a magic wand to ensure that you would have the approval and admiration of everyone on the planet, forever. What, in that case, would you choose to do with your life?” Once this has been answered honestly, you can start taking steps toward your ideal vision of yourself. The actual answer is unimportant, as long as you’re living consciously. The state of happiness is not really a state at all. It’s an ongoing personal experiment.

Question 1:

Reading Passage has six paragraphs, A–F. Which paragraph mentions the following? Write the correct letter, A–F, in boxes 1–6 on your answer sheet.

NB: You may use any letter more than once.

- 1) The need for individuals to understand what really matters to them
- 2) Tension resulting from a wide variety of alternatives
- 3) The hope of success as a means of overcoming unhappy feelings
- 4) People who call themselves specialists
- 5) Human beings’ capacity for coping with change
- 6) Doing things which are interesting in themselves

Question 2:

Which TWO of the following people argue against aiming for constant happiness?

- A) Martin Seligman
- B) Eric Wilson
- C) Sonja Lyubomirsky
- D) Russ Harris
- E) Barry Schwartz

Question 3:

Which TWO of the following beliefs are identified as mistaken in the text?

- A) Inherited wealth brings less happiness than earned wealth.
- B) Social status affects our perception of how happy we are.
- C) An optimistic outlook ensures success.
- D) Unhappiness can and should be avoided.
- E) Extremes of emotion are normal in the young.

Question 4:

Complete the sentences below.

Choose **NO MORE THAN ONE WORD** from the passage for each answer.

- A) In order to have a complete understanding of how people's minds work, Martin Seligman suggested that research should examine our most positive as closely as it does our psychological problems.
- B) Soon after arriving at a in their lives, people become accustomed to what they have achieved and have a sense that they are lacking something.
- C) People who are by nature are more likely to succeed if they make thorough preparation for a presentation.

Article 2

Stress of workplace

- A) How busy is too busy? For some it means having to miss the occasional long lunch; for others it means missing lunch altogether. For a few, it is not being able to take a "sickie" once a month. Then there is a group of people for whom working every evening and weekend is normal, and frantic is the tempo of their lives. For most senior executives, workloads swing between extremely busy and frenzied. The vice-president of the management consultancy AT Kearney and its head of telecommunications for the Asia-Pacific region, Neil Plumridge, says his work weeks vary from a "manageable" 45 hours to 80 hours, but average 60 hours.
- B) Three warning signs alert Plumridge about his workload: sleep, scheduling and family. He knows he has too much on when he gets less than six hours of sleep for three consecutive nights; when he is constantly having to reschedule appointments; "and the third one is on the family side", says Plumridge, the father of a three-year-old daughter, and expecting a second child in October. "If I happen to miss a birthday or anniversary, I know things are out of control." Being "too busy" is highly subjective. But for any individual, the perception of being too busy over a prolonged period can start showing up as stress: disturbed sleep, and declining mental and physical health. National workers' compensation figures show stress causes the most lost time of any workplace injury. Employees suffering stress are off work an average of 16.6 weeks. The effects of stress are also expensive. Comcare, the Federal Government insurer, reports that in 2003-04, claims for psychological injury accounted for 7% of claims but almost 27% of claim costs. Experts say the key to dealing with stress is not to focus on relief – a game of golf or a massage – but to **reassess** workloads. Neil Plumridge says he makes it a priority to work out what has to change; that might mean allocating extra resources to a job, allowing more time or changing expectations. The decision may take several days. He also relies on the advice of colleagues, saying his peers coach each other with business problems. "Just a fresh pair of eyes over an issue can help," he says.
- C) Executive stress is not confined to big organisations. Vanessa Stoykov has been running her own advertising and public relations business for seven years, specialising in work for financial and professional services firms. Evolution Media has grown so fast that it debuted on the BRW Fast 100 list of fastest-growing small enterprises last year – just after Stoykov had her first child. Stoykov thrives on the mental stimulation of running her own business. "Like everyone, I have the occasional day when I

think my head's going to blow off," she says. Because of the growth phase the business is in, Stoykov has to concentrate on short-term stress relief – weekends in the mountains, the occasional "mental health" day – rather than **delegating** more work. She says: "We're hiring more people, but you need to train them, teach them about the culture and the clients, so it's actually more work rather than less."

- D)** Identify the causes: Jan Elsner, Melbourne psychologist who specialises in executive coaching, says thriving on a demanding workload is typical of senior executives and other high-potential business people. She says there is no one-size-fits-all approach to stress: some people work best with high-adrenalin periods followed by quieter patches, while others thrive under sustained pressure. "We could take urine and blood hormonal measures and pass a judgment of whether someone's physiologically stressed or not," she says. "But that's not going to give us an indicator of what their experience of stress is, and what the emotional and cognitive impacts of stress are going to be."
- E)** Eisner's practice is informed by a movement known as positive psychology, a school of thought that argues "positive" experiences – feeling engaged, challenged, and that one is making a contribution to something meaningful – do not balance out negative ones such as stress; instead, they help people increase their **resilience** over time. Good stress, or positive experiences of being challenged and rewarded, is thus cumulative in the same way as bad stress. Elsner says many of the senior business people she coaches are relying more on regulating bad stress through methods such as meditation and yoga. She points to research showing that meditation can alter the biochemistry of the brain and actually help people "retrain" the way their brains and bodies react to stress. "Meditation and yoga enable you to shift the way that your brain reacts, so if you get proficient at it you're in control."
- F)** The Australian vice-president of AT Kearney, Neil Plumridge, says: "Often stress is caused by our setting unrealistic expectations of ourselves. I'll promise a client I'll do something tomorrow, and then promise another client the same thing, when I really know it's not going to happen. I've put stress on myself when I could have said to the clients: 'Why don't I give that to you in 48 hours?' The client doesn't care." Over-committing is something people experience as an individual problem. We explain it as the result of procrastination or Parkinson's law: that work expands to fill the time available. New research indicates that people may be hard-wired to do it.
- G)** A study in the February issue of the Journal of Experimental Psychology shows that people always believe they will be less busy in the future than now. This is a misapprehension, according to the authors of the report, Professor Gal Zauberman, of the University of North Carolina, and Professor John Lynch, of Duke University. "On average, an individual will be just as busy two weeks or a month from now as he or she is today. But that is not how it appears to be in everyday life," they wrote. "People often make commitments long in advance that they would never make if the same commitments required immediate action. That is, they discount future time investments relatively steeply." Why do we perceive a greater "surplus" of time in the future than in the present? The researchers suggest that people underestimate completion times for tasks stretching into the future, and that they are bad at imagining future competition for their time.

Questions 1:

Use the information in the passage to match the people (listed A-D) with opinions or deeds below.

NB: You may use any letter more than once.

- A) Jan Elsner
- B) Vanessa Stoykov
- C) Gal Zauberman
- D) Neil Plumridge

Opinions:

- 1) Work stress usually happens in the high level of a business.
- 2) More people's ideas involved would be beneficial for stress relief.
- 3) Temporary holiday sometimes doesn't mean less work
- 4) Stress leads to a wrong direction when trying to satisfy customers.
- 5) It is not correct that stress in the future will be eased more than now.

Question 2, 3, 4

Choose the correct letter, A, B, C or D.

2) Which of the following workplace stress is NOT mentioned according to Plumridge in the following options?

- A) Not enough time spend on family
- B) Unable to concentrate on work
- C) Inadequate time of sleep
- D) Alteration of appointment

3) Which of the following solution is NOT mentioned in helping reduce the work pressure according to Plumridge?

- A) Allocate more personnel
- B) Increase more time
- C) Lower expectation
- D) Do sports and massage
- E) What is point of view of Jan Elsnera towards work stress

4) What is the point of view of Jan Elsnera towards work stress?

- A) Medical test can only reveal part of the data needed to cope with stress
- B) Index somebody samples will be abnormal in a stressful experience
- C) Emotional and cognitive affection is superior to physical one
- D) One well designed solution can release all stress

Question 5:

Complete the following summary of the paragraphs of Reading Passage, using **NO MORE THAN TWO WORDS** from the Reading Passage for each answer.

Write your answers in boxes 01-06 on your answer sheet.

Statistics from National worker's compensation indicate stress plays the most important role in 01..... which cause the time losses. Staffs take about 02..... for absence from work caused by stress. Not just time is our main concern but great expenses generated consequently. An official insurer wrote sometime that about 03..... of all claims were mental issues whereas nearly 27% costs in all claims, Sports Such as 04..... as well as 05..... could be a treatment to release stress; However, specialists recommended another practical way out, analyse 06..... once again.