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AUDIO

SCALE UP

Workbook

Course 1

SCALE UP



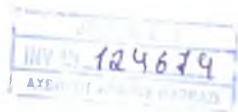
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Ministry of Higher and Secondary Specialized Education
of the Republic of Uzbekistan
Uzbekistan State University of World Languages

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Workbook

Course 1



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Lesson 1

UBIQUITY OF ENGLISH

1 Match the words in the and with the topics.

1. technological vocabulary
2. tourist places
3. public transportation
4. economy and finance
5. labels on clothes

correct; warning; caution; the end;
 enter; exchange; payment; budget;
 washing; cloth directions; shopping;
 parking; price; made in; PlayStation;

2 (T1.1) Listen to the tape and answer the following questions.

1. What is a computer age generation decent in?
2. What are junior pupils in Samarkand and Bukhara able to explain in English?
3. What are the circumstances of English becoming widespread?
4. How many words make up a core vocabulary of English?

3 Look at the expressions in the box and guess their meaning. Fill in the blanks with the words from the box.

aware; decent; for instance; to be acquainted with; competence; hereby; core vocabulary; the matter of; undoubtedly; master; indeed

1. Words like crisis, budget, auction, exchange, money or payment are undoubtedly known to people of any age
2. The younger population, who is mainly called computer age generation, is _____ in the sphere of technological vocabulary.
3. _____, the expression, "the end" consists of a grammatical issue where users, unconsciously deal with grammatical issue, the articles _____

4. In public transportation people _____ words like attention, warning, please, push, pull, caution and others.
5. Apparently, _____ of the language consists of approximately 1500 words

Listen again and check.

4 Look at the photo and answer the following questions.



1. How many languages do you think they speak? What is the reason they learned them?
2. What is the longest and the most commonly used word in your own and the second language?

5 Read the text and answer the questions.

1. Why is the equivalent of English "I" in Uzbek used less frequently?
2. What rules about prepositions in English is useful to know?
3. Why is English identified as "American" in Illinois law?
4. Why is QWERTY keyboard called this way?
5. How many words are there in the Oxford English Dictionary?

Amazing and Useful

There are many languages in the world. But only English gets more and more popular in every part of the world. Started in England, now it expanded to many parts of the world. There are many interesting facts about the English language. We **compiled** a list by studying the history of the English language and found out that these facts are not only interesting but quite useful for the general studies. At **competitive exams**, questions about the English language are often asked. One may **master** the language but not even knowing some interesting facts about it.

- The most commonly used word in English conversation is 'I'. In Uzbek its equivalent 'men' is used quite less frequently as it is used with case suffixes.
- A preposition is always followed by a noun (i.e. noun, proper noun, pronoun, noun group, gerund). Prepositions are extraneous in Uzbek, which causes some difficulties in using them. This fact can be useful for learners.
- "Rhythm" is the longest English word only one a **vowel**.
- There are only four English words in common use ending in «-dous»: hazardous, **horrendous**, **stupendous**, and tremendous.
- Of all the words in the English language, the word "set" has more definitions. It has 464 definitions in the Oxford English Dictionary. "Run" runs a distant second, with 396. Rounding out the top ten are "go" with 368, "take" with 343, "stand" with 334, "get" with 289, "turn" with 288, "put" with 268, "fall" with 264, and "strike" with 250. (Source: Dictionary.com)
- Did you know that of all the world's languages (over 2,700) English is **arguably** the richest in vocabulary; and that the Oxford English Dictionary **lists** about 500,000 words, and there are a half-million technical and scientific terms still uncatalogued?
- The longest word in the English language, according to the Oxford English Dictionary, is *pneumonoultramicroscopicsilicovolcanoconiosis*.
- According to Illinois state law, it is **illegal** to speak English. The officially recognized language is "American." In 1923 the state of Illinois made American, not English, its official language. The **move** was a protest against the British. In 1969, the law was quietly **amended** to make English the official language.
- English is the medium for 80% of the information stored in the world's computers.
- The «QWERTY keyboard» **gains** its name from the fact that its first 6 letter keys are Q, W, E, R, T and Y. On early **typewriters**, the keys were **arranged** in such a way to **minimize** the clashing of the mechanical rods that carried the letters.

6 Match the words in bold from the text and the phrases from 1-8.

1. to become thoroughly proficient in
2. make or compose from other materials or sources
3. it can be argued that...
4. to acquire (something desirable); obtain
5. to remove faults from; correct
6. to reduce to or estimate at the least possible degree or amount
7. to give legal force or official confirmation to;
8. another word for horrific

7 Read the statements and put them in the order. Listen and check.

- () English spoken all over the world differs from British or American.
- () There are many versions of English in the world, which are not considered as dialects.
- () Young Uzbek people frequently use words adopted from English.
- () We never take into consideration that there are some other versions of English besides British and American.

8 Match the words and expressions 1-5 and the correct definitions a-e.

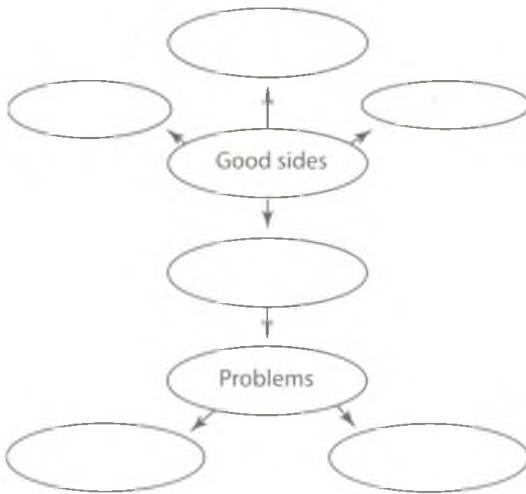
1. Inveterate a _
2. corroborate —
3. nodding —
4. precise —
5. utterance —

- a. settled or confirmed in a habit or practice, esp a bad one; hardened
- b. an element of spoken language
- c. strictly correct in amount or value
- d. to express or indicate agreement by nodding
- e. to confirm or support

9 Look at the mind map and complete it.

Some people think that it is important to have a single language as an international official language. Others think that it will be difficult to identify countries and cause a loss of culture.

What do you think about this?



10 Write two paragraphs on topic in Ex. 11 Put positive opinions in the first paragraph. Describe problems in the second.

11 Fill in the sentences with appropriate forms of the verbs.

1. Knowledge never (to earn) _____ by hunks but gained by bits.
2. English (to become) _____ a single international communicative tool.

3. I (to prepare) _____ all necessary examples before coming.
4. Interest of foreign tourists for ancient cities in Uzbekistan (to increase) _____ recently.
5. Esperanto (to promote) _____ as an alternative international language.
6. Shakhista (to make) _____ a lunch when her husband Alijon burst into the kitchen.
7. Jasur (to attend) _____ several training courses before he eventually found the one he needed.
8. Ravshan _____ attentively (to explore) _____ possibilities when it finely came to a turn.
9. In 2020, _____ (celebrate) 20th anniversary of our wedding.
10. Experts (to go) _____ to finish the task by May 1.
11. Next year, on this very day, our family (to celebrate) _____ my daughter's wedding party.
12. Next year Nodir _____ his new house (to finish).

12 Read the descriptions a-l and decide which sentence in Ex. 13 they match.

- a. ___ something which has happened up to the present moment.
- b. ___ a finished past action which occurs at a specific moment in the past.
- c. ___ talking about an action that is finished before another action in the past. This form is especially useful for giving reasons for a decision that was made in the past.
- d. ___ making a future prediction or express a decision about the future made at the moment.
- e. ___ discussing an activity that will be in progress at a specific point in time in the future.
- f. ___ regular routines and habits.
- g. ___ an action which is happening at the present moment.
- h. ___ the duration of an activity that begins in the past and continues up to the present moment.
- i. ___ expressing the duration of an activity up to another point in time in the past; stressing that a certain activity had been going on before something important happened.
- j. ___ speaking about future intentions or plans made before the present moment.
- k. ___ talking about what will have been done up to a specific point in the future.
- l. ___ something that is happening at a precise moment in the past; an interrupted action.

1 Match the following words and their definitions.

- | | | |
|-----------------|---|--|
| 1. Attack | → | a. Criminal activities carried out by means of computers or the Internet. |
| 2. Breach | | b. Act against (someone or something) aggressively in an attempt to injure or kill. |
| 3. Cybercrime | | c. A part of a computer system or network which is designed to block unauthorized access while permitting outward communication. |
| 4. Hacker | | d. A person who uses computers to gain unauthorized access to data. |
| 5. Security | | e. Procedures followed or measures taken to ensure being free from danger or threat. |
| 6. Confidential | | f. Make a gap in and break through by attacking. |
| 7. Firewall | | g. The possibility of trouble, danger, or ruin. |
| 8. Threat | | h. Facts and statistics collected together for reference or analysis. |
| 9. Data | | i. Intended to be kept secret |

2 (T2.1) Look at the table. Listen to the interviews and fill in the table.

No	Job, age	How do you protect yourself from IT attacks?	How do you protect yourself from unnecessary information?
1	Banker, 35	<i>Encryption method</i>	
2	Operator, 25		
3	Teacher, 27		
4	Student, 20		
5	Manager, 36		

3 (T2.2) Listen to the students speaking about the influence of advertisements on their purchase and fill in the table.

No	What was advertised?	What words helped to guess what was advertised?	Did he/she buy?	How much did it cost?
1				
2				

4 Continue the paragraph using follow up questions.

Follow up questions:
When was it?
What was the thing?
How was it advertised?
Did you buy?
How much was that thing?
Did you know that you were under the influence?
Did you feel happiness on obtaining it?
What did your parents say about your choice?

I was under the influence of advertisements while buying _____

5 Write definitions to the words given below.

Information society _____
security _____
compile _____
disseminate _____
hindering _____
a release _____
to evaluate _____
navigation _____
mediocre _____

6 Read the text and decide what original words were in the spaces.

7 Login a website. Write answers to the questions below.

1. What is the name of the author/creator of the page? _____
2. Are his/her credentials listed (occupation, years of experience, position or education)? _____
3. Is the author qualified to write on the given topic?

4. Is there contact information, such as an email address, somewhere on the page? _____

5. Is there a link to a homepage? _____
6. What does the domain name/URL say about the source of the information, if anything? _____

INFORMATION AND SECURITY

Information has the power to change our lives. It can increase the quality of human experience, create new environment to realize our dreams and help us to get beyond problems that trouble our world. In the last century Western culture gradually learned to see society as an “(a) _____ society”. Many are now convinced that we will all benefit from the systematic development of an Information economy*. Information is the currency of today’s world. Those who control information are the most powerful people on the planet – and the ones with the most bulging bank accounts.

It is hard to underestimate the added value of recent «Information and Communication Technologies».

Computers, software and the Internet drastically increased our possibilities to (b) _____, select, organize, analyse and (c) _____ information. Intelligent environment and machines can provide automated services that humans would be able to perform timeconsumingly.

It is your responsibility as a researcher to find and use the trustworthy sources. There are several ways to investigate your source. It is particularly important for the individual Internet user to evaluate the source or information. Keep in mind that almost anyone can publish anything they wish on the Web. It is often difficult to determine authorship of Web sources, and even if the author is listed, he or she may not always represent him or herself honestly,



or he or she may represent opinions as fact. The responsibility is on the user (d) _____ resources effectively.

Respected sources should always list (e) _____ or last updated date. Poor quality information is for the (f) _____ people, and if you have read this article till here, you are not one of them! At the end, I will tell you, where you can find this digital mall and start buying products that really worth their price!

The exact location is *http://www.simplyshoparound.com/*. The website is really easy to understand and will fit you in just a few minutes after browsing it. Don't forget to Bookmark it and use (g) _____ ! Remember, it opens only in Firefox!

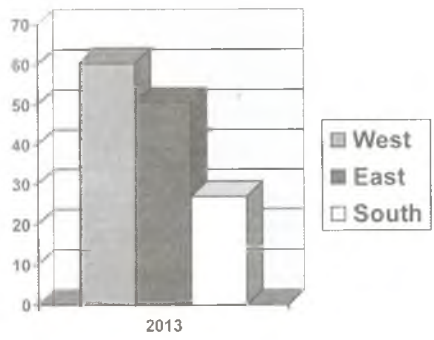
Today is the time, when you have to start living in a different way! Start filling your mind with the right information and practice it in your life! ... And happy eBook shopping!

Innovation is promoted as a process that goes all the way from information over new technologies to social change that improves the daily life of people.

(h) _____ efforts massively compile information into «intelligence systems» in order to protect people against crime and disasters.

Data protection and privacy efforts are promoting and enforcing mechanisms to avoid information reaching society in the wrong way and ultimately (i) _____ people.

8 Study the bar chart below and describe the influence of advertisements on purchase. (Vertical axis represents the percentage of people influenced by advertisements in different countries.)



Lesson 3

STUDYING WITH MULTIPLE SOURSES

1 Look at the pictures and write which source is the most important for you. Write down the reasons.



1. eg. I prefer Internet, because I can find information I need very quickly.
2. _____
3. _____
4. _____

2 Match the words on the left and the definitions on the right.

1. away from home	a. right or ability to say or to do smth. that you want
2. freedom	b. in a different place from home
3. opportunity	c. easy to bend or stretch
4. manage	d. the possibility to do smth. that you want to do
5. flexible	e. have the position of supervising at work

3 (T3.1) Listen to the tape and complete the sentences.

1. If you want to learn _____ of information in your spare time you can stay at university dormitory and you can use library.
2. This means you get the _____ and _____ to meet new people and to study as much as you want.
3. They are very _____ to work in the library and _____ center too.
4. They like to _____ all information and work on it.

4 Match the beginning of the sentence and the ending

- | | |
|--------------------------|-------|
| 1. I wish I was studying | _____ |
| 2. I wish I could try on | _____ |
| 3. If only I'd known | _____ |
| 4. If only Henry would | _____ |
| 5. I wish I could | _____ |
- a. "Mango" was having a sale last week
 - b. get hair cut
 - c. fit into these jeans
 - d. history of fashion instead of biology
 - e. this ball gown

5 Find the odd one out and underline it.

- a. I wish I could did this project on time.
- b. I need to translate this article. I wish I finish this translation before he asks about it.
- c. He thinks of going to the United Kingdom. I wish we also could go to the UK.
- d. I want to help her to do home tasks but she wants Anvar to help her.

6 Complete the sentences so that the meaning remains the same.

1. I don't really want you to smoke in the library hall.
I rather _____
2. It's time for them to go to the information resource center.
It's high time _____
3. I'd love to be with you in the library right now.
I wish _____
4. I don't like your criticizing me all the time in my lectures and presentations.
I wish _____



7 (T3.2) Listen and choose the correct answer.

Approaches to Learning

People appear (1) _____ in different ways. Some people expect(2) _____ mistakes in their studies and are capable of (3) _____ from their mistakes. They don't mind (4) _____ by their teacher and indeed often ask (5) _____ corrected.

Others, however, dislike(6) _____ mistakes. They try to avoid(7) _____ anything which they might do badly. They would rather(8) _____ something in small steps and be sure they have got it right (9) _____ attempt to do a task based on a subject they don't feel they have finished(10) _____ yet.

Both ways of learning seem(11) _____ equally valid, but a combination of the two may be the best solution. In (12) _____ to learn effectively, students have to remember(13) _____ risks sometimes. But they also have to feel comfortable and secure with what they're doing so (14) _____ not to become demotivated. All students should at least think about(15) _____ the way that they approach learning.

	A	B	C	D
1	learning	to learn	learn	having learnt
2	making	to make	make	having made
3	benefiting	to benefit	benefit	to have benefited
4	correcting	being corrected	to correct	to be corrected
5	being	be	to have been	to be
6	making	to make	to be making	make
7	doing	to do	having done	to have done
8	to perfect	perfecting	perfect	be perfected
9	to	from	that	than
10	explore	to explore	exploring	being explored
11	that	to be	as	being
12	desire	demand	need	order
13	to take	taking	to have taken	having taken
14	that	much	as	many
15	to question	questioning	question	to be questioned

8 Complete the text using suitable words.

analyze	professional	fiction	retention
evaluate	interviews	invaluable	sources
incorporate	understanding		

Use More than One Source!

When studying, it is a good idea to (1) _____ a variety of sources into your review. Use the textbook, the lectures and the handouts given by your (2) _____. You also want to review the internet and any audiovisual material that is suggested. It may help you to get (3) _____ or read biographies of the people you are studying. Many people use (4) _____ to get an idea of an historical time period or event. Original source material will be (5) _____ in your study. It has been found that using more than one source while studying increases (6) _____ and (7) _____, providing the sources are used properly.

Sometimes one textbook is too hard to understand, and another source is needed. If you use other readings, you may get a broader understanding of the topic. Just be sure to (8) _____ the readings carefully, especially if information is different. When you have information that does not agree with other information, take a few minutes to read and (9) _____ it. Try to use the material with your text in order to create a more accurate overall picture. Other sources will give you more facts and source material about your topic. Be sure to know the vocabulary in all your (10) _____.

Go ahead and read your text then read other sources. Try to understand the similarities and differences in the texts. It may be helpful to use online sources to discuss the material.

Adapted from: <http://www.studytips.org>

9 Put the parts of reference citing into the correct order.

Publisher	Book title	Edition	Authors	Place of publication	Date	Extent. Notes
			eg. 1			

10 Match the cited references and the source.

- a. Conference proceedings.
 - b. Book.
 - c. Journal.
 - d. Newspaper.
1. Kurbanova L, Shukurov M.2014. Implementing “Listening” under Difficult Circumstances. (2nd ed.). Tashkent, Uzbekistan. Sharq Press.. p. 328
 2. Akramov R. 2008. Jul 15. New Approaches to Language Learning. Uzbekistan Today. (Special Ed). p.5
 3. Askarova D, Shokirov D. 2014. Lightening the New Way. Proceedings of the Second World Congress in Extensive Reading; Seoul, South Korea: Compass Media.
 4. Lems, K. Instructional Enhancements to Improve Student’s Reading Abilities. English Teaching Forum 51. (2013): 2-11.

1 Match the pictures and the words.

1. Bullying _____
2. Addiction _____
3. Plagiarism _____
4. Phishing _____



2 Read the statements below and guess whether they are true or false. Then listen and check your answers.

1. Any Internet user has a right to download 5 or 10 percent of any book, magazine or other sources without permission _____.
2. If some blogs have friendly-printed versions, anyone can download materials without asking permission _____.
3. Phishing is a condition when people are fully absorbed into Internet affairs forgetting a real life _____.

4. Intellectual property law should be followed by any Internet user fully _____.

3 (T4.1) Listen to the tape and answer the questions.

1. What does Zuhra study for? _____
2. What was Zuhra doing when Rustam approached her? _____
3. How did Rustam find out that Zuhra had copied the presentation? _____
4. What is considered by plagiarism according to the tape script? _____, _____, _____.
5. What does Zuhra need for downloading materials from Rustam's blog? _____
6. What does Rustam mean when he says "a friendly-printed version"? _____
7. How did Rustam spell the word *phishing*? _____
8. What movie was mentioned in the tape script? _____
9. What should we do to prevent phishing? _____
10. What does a lady from international company ask from Zuhra? _____

4 Write down 10 rules Netiquette advise us to do.

5 Read the passage. Answer these questions using NO MORE THAN THREE WORDS from the passage.

1. What is required to be in order not to be ignorant in a digital world?
2. What has been set for information community citizens that explains how to behave in a virtual world?
3. What ensures IC3 program in equal and protected way?

Become a Netizen.

The influence of the Internet on our existence is becoming more and more important. There is no doubt that it is changing our lives. Though being recently invented it raised some problems such as bullying, phishing, fire sharing, hacking, cracking, addiction etc. So, in order not to be ignorant in a digital world it is required to be computer literate Netizens. According to Michael Hauben, Netizen is an Internet user who possesses a sense of civic responsibility for his/her virtual community in much the same way citizens would feel responsible for a physical community.

In an increasingly digital world, where every field is influenced by computers, being knowledgeable about ethical values of virtual life, about Internet's affect reality and its consequences due to wrong usage of technology, is essential. That's why the world standards for Information-community citizens have been set and developed IC CITEZEN program that explains how to use all digital resources, how to increase students' knowledge on Internet literacy, how to become more responsible for every action they did on-

line, how to teach students to use Internet wisely, beneficially with appropriate moral values and responsibility, and how to avoid unethical on-line behavior, being a victim or predator in the world of the Internet.

Internet and computing core certification program is the world's first certification that promotes appropriate use of technology, produces digitally literate and responsible citizen through becoming critical thinkers in analyzing information and communications; making ethical online decisions in order to prepare users for a society full of technology without misusing it, to promote good behavior and respect when communicating in the digital world, to guarantee equal and protected access to Resources.

This program contains eight aspects such as: E-Access, E-Literate, E-Rule, E-Safety, E-Interaction and Collaboration, E-Enterprise, E-Care and E-Accountability.

Get acquainted with IC3 and demonstrate and expand your understanding on how to use technology appropriately.

6 Find a word in the text that means the same as.

- a person who is attacked, who is in an accident
a) addict b) victim c) netizen d) bullied
- a person who attacks and hurts others
a) predator b) student c) phisher d) hacker
- morally right
a) essential b) responsible c) knowledgeable d) ethical
- a wrong use
a) cracking b) misusing c) access d) disuse
- What does IC3 stand for?
a. Information communication citizen certification
b. Internet and community core citizen
c. Information community core citizen
d. Internet and computing core certification

7 Write the meanings of Netiquette Symbols and online abbreviations.

:)	_____	BTW	_____
:-{	_____	IOW	_____
:-@	_____	4EAE-	_____
<-[_____	FYI	_____

8 Fill in with the proper prepositions.

1. Call	find and read
2. Give	stop making an effort to achieve something difficult
3. Drop	leave school, etc. before you have finished a course
4. Let	disappoint
5. Take	become successful or popular very fast
6. Get	continue doing
7. Drop	fall asleep
8. Get	have a good relationship with
9. Fall	have an argument with and stop being friends
10. Set	explain, describe or arrange smth. in a clear and detailed way
11. Pick	keep treating someone badly or unfair
12. Look	respect and admire
13. Look ...	think that you are better than

9 Make up sentences using the following phrasal verbs.

hear about, result in, show off, embarrassed about, to be clever of smb., pop into, cut down on, to be taken aback, work out, cut off

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

10 Fill in the gaps in the letters using the words from the box. Don't forget about the style.

Couldn't wait to tell , Dear Mr. Isroilov, See you Monday. I am writing, how r u? graduated from, overboard, Ranosh, a scanned copy, tidy, organized, great music, I look forward to hearing

1 _____,
2 _____ in connection with your advertisement for a secretary.

I am 16 years old and I have just 3 _____ my secondary education. I am very skilled at using computers and I regularly use Word to write documents, and to send emails.

During my years in secondary school I always did quite well and received good reports from my teachers. Attached please find 4 _____ of my school leaving certificate. I am 5 _____ and 6 _____ in my work and as a student, my notes were always properly filed and my homework and schoolwork were neat. I would very much like to be considered for the job as I feel I have the necessary skills and qualifications. In addition, I believe I am hard-working and though I do not have any work experience I am very motivated to learn.

7 _____ from you,
Regards,
Sherzod Ismailov

Hi Barno,

8 _____ you all about yesterday, what a great time we had, I really wish you could have been there. BTW I really should ask about you first....

9 _____? Is your cough better? It was good of u not to come because it did get a bit cold in the mountains late at night.

The sight from the top was just perfect and the party began to take off. They played some 10 _____ and people started to dance and they served nice food .:) That's when my diet went 11 _____!FYI It was such a different night.

I heard someone say they were going to organize another party soon – and you've got to come next time! :-O, tired!

12 _____ and take care.
Lots of love,

11 Listen to the continuation of the talk between Zuhra and Rustam and answer the questions

1. What are they talking about?
2. Who are responsible for the page in social websites?

12 (T.2) Listen to the recording once more and choose the right answer.

1. Who is very easily flamed?
a) Zuhra b) Rustam c) Both of them
2. Who is referred back in this sentence under "they"
"Maybe in some years when they are old enough they will look through their todays' web pages...?"
a) accounts b) Zuhra and Rustam c) youth
d) adults
3. Why did Rustam send the folder of presentation to flash drive?
a) so that Zuhra is able to show it to her instructor
b) so that Zuhra is able to use it in class
c) so that Zuhra is able to share it with her friends
d) so that Zuhra took pleasure
4. What did Zuhra ask Rustam to do?
a) to teach to make up ppt presentations
b) to teach to download materials very fast
c) to teach to improve her IT skills
d) to teach to type properly

Lesson 5

LEARNING STRATEGIES

1 (T5.1) Listen to the tape and find out what problems the students have. Match the problems with the students' names.



Kajol	Olga	Husain

- Cannot remember words or phrases when needed;
- This learner feels very shy because of some language problems;
- This student is thinking to quit the college because of facing a lot of difficulties;
- Does a lot of mistakes in spelling;
- This student usually stops during speeches or presentations because of a small vocabulary store;
- Supposes not to have good writing skills;
- This learner has got some difficulties in pronunciation;
- This student doesn't participate actively in classes because of problems in uttering words;

2 Listen to the tape again and match strategies as solutions to the problems.

Problems with writing, spelling, not mastering writing styles well	Pronunciation in English, uttering medical terms, feeling shy in class, discouraged	Poor vocabulary store, making long pauses during speeches

- Inspect strategy;
- Cooperate strategy;
- Self-advocacy strategy;
- Possible selves strategy;
- Motivating strategy;
- Edit strategy;
- Use your imagination strategy;
- Evaluating strategy;
- Error monitoring strategy;
- Self-task strategy;

3 Write how the following strategies can be helpful for learners.

Edit strategy - _____

Evaluating strategy - _____

Use your imagination strategy - _____

4 Complete the sentences with the words from the box.

reflect on	decipher	make predictions
associate smth with	recall something	
access smth	reassure oneself	

- In personalizing learning strategy one should _____ someone or something in their personal lives.
- Modern science demands young researchers to _____
- Using context clues, students manage to _____ new vocabulary or figure out the meaning of a text or speech.
- Using images can help learners to _____ easier.
- For getting strong motivation learners try to _____ that they are best students ever.
- Students _____ their background knowledge, that can make their tasks easy.
- Learners can complete the set tasks more quickly by _____.

5 Write as many words and phrases as possible connected with the learning strategies in the box.

Personalizing strategy	Use your imagination strategy	Monitoring strategy	Organizing strategy	Substituting strategy

6 Write about strategies in the diagram according to your own experience. Support your ideas with explanations.



7 (T5.2) Listen to the tape and write whether these statements are true or false.

Statements	T	F
1. Before setting goals we should use organizing or planning strategy		
2. Evaluating strategy never focuses on learners' own mistakes or lacks		
3. A learner must never refer to previous background knowledge his/her.		
4. Imagination strategy helps students to picture something in their minds.		
5. Note-taking strategy does not demand any writing down.		
6. Substituting strategy can help to change any difficult task into an easier one.		

8 Listen and answer the following questions.

- a. How does evaluating strategy help learners? _____

- b. How can you use background knowledge strategy effectively in your studying? _____

- c. What are special peculiarities of substituting strategy? _____

- d. What strategies mentioned by the speaker can best suit you as a learner? _____

9 Choose the best answer to complete the sentences.

- 1. I _____ better results as a student if I learn about learning strategies more.
a) can be achieving b) could receive
c) can achieve d) may take
- 2. Robert and Peter _____ all sports techniques to achieve a lot in their future sports careers.
a) can obey b) must follow
c) couldn't get d) might do
- 3. Great warriors _____ the battles only if they had set exact, concrete strategies.
a) could win b) can't lead
c) must lose d) had created
- 4. Learning strategies _____ not taking into consideration students' learning styles.
a) should assess b) can't be set
c) must be done d) couldn't set
- 5. The richest personalities _____ multimillionaires if they do not set goals to lead them to further achievements.
a) can't be b) can't reach
c) should be d) couldn't become

10 Make up your own sentences using the following modal verb forms and word combinations.

- a. to organize a daily diary (could) _____

- b. to discuss a matter (dare) _____

- c. to look forward to returning (must) _____

- d. to join the supporting group (can) _____

- e. to turn down the suggestion (had to) _____

- f. to get involved into (couldn't) _____

- g. to have an opportunity (must) _____

- h. to get something ready (should) _____



A From my childhood my parents paid attention to my mental and physical development. They started to analyze what learning styles I could probably help me to study better. As far as I know there are four of them: visual, auditory, kinesthetic, and tactile. I have always been a visual learner. Unless I see something I cannot remember it. From learning styles one can set learning strategies.

B When I was four I had already known a chess figures' names and movements. My father taught me many secrets of them step by step. That is why I can tell that my first teacher was my father. Later on we began to play chess with my father for hours; it took much time when I won my father first. He had always claimed that a chess player should have a right, exact strategy, without it a player would surely lose the game.

11 Read the text about a popular Uzbek chess player Rustam Kasimjonov and give a title for it.

12 Find the best suitable title (1-5) for each paragraph (a-e).

1. "My first chess teacher"
2. "Personal effective learning strategies"
3. "Champion recommendations"
4. "A chess board – a battle field"
5. "Visual learner"

13 Now read the text again and choose the best summary for each paragraph.

- a. He should always follow it during that time.
- b. This also helped me to conclude my thoughts after the game. It gave an opportunity to ponder my thoughts.
- c. They are probably basic forms of learning strategies.
- d. Everything is in your hands!
- e. Those claims must have pushed me to think over them seriously.

C My father was right, today as a professional chess player I understand that chess board is a battle field where two different enemy armies fight against each other. The general or the leader must have set a strategy to win over the enemy.

D You can ask me how I have become the world champion several times in chess game. My answer will be the following: I have always tried to use my own learning strategies effectively after the game, a concrete game strategy during struggle on a board. I was taught to organize or plan my movements on the board beforehand. After the game I used to evaluate, and give feed back to my own actions in the game.

E A learner without learning strategies looks like a warrior with no arm or weapon or sword in a battle field. That is why I recommend all, youth exactly, to find out right learning strategies and never step back! Go further and realize your dreams!

14 Write a full description of the following learning strategies from your own experience.

Personalizing strategy _____

Imagination strategy _____

Monitoring strategy _____

Organising strategy _____

Substituting strategy _____

15 Write about positive sides of learning strategies using ideas organising strategy.

First of all learning strategies can _____

Secondly, _____

Besides, _____

At the end I would like to write that _____

Lesson 6

EFFECTIVE STUDY HABITS

1 Look at the photos. Guess and write their study habits.



1. _____
2. _____
3. _____
4. _____

2 (T6.1) Listen to the students talking about their study habits. List each speaker's preference and compare them with your answers above.

Rukhsora	
	notecards, detailed notes

3 Read the sentences below, listen to the tape again and put the information in the correct order.

- If I begin my day unorganized I feel the whole day to be messed up.
- I tend to remember everything I study by both reading and hearing the information.
- Morning is not the best time for me to study as I am not an early riser.
- It is fruitful for me if I break down my study hours into short slots.
- If the topic is of my interest I quickly immerse myself in it at once.

4 Make collocations using the words from the box. Use the words only once.

to break down;	developing;	quiet
to be;	to absorb;	to understand
to get into;	to tend to;	to reward;

1. _____ atmosphere
2. _____ the subject
3. _____ an early bird
4. _____ remember everything
5. _____ the material
6. _____ effective study habit
7. _____ one's study time
8. _____ oneself with a short break
9. _____ the information

Listen and check.

5 Match the headings and the paragraphs.

- a. Mix Content
- b. Space Out Study Sessions
- c. Test Yourself
- d. Alternate Study Environments

Defining Good Study Habits

Today lots of scientific investigations are being carried out by researchers to help students figure out how to succeed in their studies. Their main suggestions are the following:

1. _____

This can be over the course of a month or a week or even a day, but it is important to leave the material and come back to it later. Revisiting the material after a break requires you to re-learn it somehow, which improves the strength of your learning. Using multiple study sessions also provides you with the opportunity to take advantage of the strategies listed below.

2. _____

When you come back to the material, do it in a different spot. Were you in your living room earlier? Try the bedroom. Or even sit in the car. Your brain forms subtle connections between the material and your environment. And the more connections your brain makes for a piece of knowledge, the easier it is for you to recall it later. Research shows that students who study in the same spot show lower results than students who study in different rooms.

3. _____

Have you ever been surprised by the difficulty of a test for which you studied hard? Chances are that your studying didn't include testing yourself. Testing has a bad reputation because it is so difficult, but its difficulty is what makes it effective.

Practice tests are far more helpful than repeatedly reading the material or even making outlines or concept maps. Those other strategies can lead you to believe that you know the information better than you actually do. In one study, students who used those techniques retrieved only 2/3 of the information that was retrieved by students who used practice tests to study (even though they had greater confidence that they would do well on the test).

4. _____

This applies to your initial review as well as practice tests. When you focus on the same information for awhile, your brain gets lazy. It is better to study distinct but related concepts – such as a series of math different formulas – in each sitting. This forces your brain to figure out the similarities and differences between the pieces of information and figure out when to apply each one.

End-of-chapter review questions that can be found in many textbooks, which mix up the topics, are more effective than end-of-section review questions, which usually contain a more limited number of concepts. (typepad.com)

6 Find the words from the text to the following definitions.

- _____ the opinion that people in general have about someone or something, or how much respect or admiration someone or something receives, based on past behavior or character
- _____ at the beginning
- _____ a principle or idea
- _____ a detailed plan for achieving success in situations such as war, education, politics, business, industry or sport, or the skill of planning for such situations

7 Complete the phrases below. Use the words only once.

early	to process	to recharge	list
to achieve	fruitful	productive	racial
to come	to focus		

-habits
-of accomplishments
- a(n).....bird
-discrimination
-one's mind
-one's goal
-the day
-people
-in handy
-one's energy

8 (T6.2) Listen to the tape and fill in the table.

Names	1. Leonardo Da Vinci	4 _____	7 _____	10 _____	13 _____
Position	2 _____	5 president	8 _____	11 _____	14 great thinker
Habits	3 slept 20 minutes every three hours	6 _____	9 _____	12.to be constant in doing smth	15. focusing energy on big things

9 Read the following statements and write whether they are true or false. Then listen and check.

- Looking at Leonardo Da Vinci's list of accomplishments it isn't hard to realize that he was an active man. _____
- Nelson Mandela used to get up early in order to plan his day ahead. _____
- To recharge his mind and body Thomas Edison slept for three hours every day. _____
- Henry Ford believed that it was always helpful to learn from others' failure. _____
- Einstein thought it is better to spare energy on a great number of small things. _____

10 Fill in the blanks. Then listen and check.

- Even famous people used ones in getting higher results in their careers.
- Getting up early and doing physical and mental processes will to greater productivity.
- "Greatest thing in life is experience. Even mistakes have"
- You should be in doing something that provides you with the opportunity to achieve your goals even there is a risk for
- Einstein was able to his focus for periods of time on very important tasks.
- Productive people like mentioned above focused all of their energies on those

11 Complete the sentences with either the infinitive or the -ing form of the verbs in brackets.

- I used to think (think) that Lola was unfriendly, but now realized that she was a very nice person. I'm not used to thinking (think) so hard early in the morning.
- Dilshod was never a reliable person. If I were you, I'd try _____ (forget) him.
If your shirt doesn't seem very white after you've washed it, try _____ (soak) it in a bleach.
- I remember _____ (see) this actress in another film and she was perfect.
Did you remember _____ (call) Timur and tell him that he must come at 9.00 a.m.?
- She went on _____ (write) her poem even though it became noisy here.
The lecture began very badly, but the professor went on _____ (make) some interesting points.
- Do you like _____ (cook)?
When the whole family is at home, I like _____ (cook) something extraordinary that nobody's ever had before.
- I regret _____ (inform) you that I can't offer you the job.
It began to get cold and he regretted not _____ (wear) his coat.
- Zebo started _____ (read) fairy tales at the age of five.
Oh, look! It's starting _____ (rain)

- We are sorry(announce) that the 11.15 train to Samarkand has been cancelled.
- I'm sorry for(miss) your birthday party.
- I like(tidy) my room at week-ends because I don't have time during the week.

13 Once your friend asked your help in writing a diary. Fill in the table with tips on dairy writing.

1	<i>eg. Decide a topic</i>
2	
3	
4	
5	
6	
7	
8	
9	
10	

14 Try to remember your last traveling and write a travel diary.

Travel diaries include many records made by voyagers. Generally speaking, these diaries are centered specifically around the courses of where a person has traveled, usually including experiences that occurred along the way.

We are still here.... _____

12 Put the verbs in the brackets into the correct infinitive form or the -ing form.

- Please don't forget _____ (pay) for the book.
- Javlon said he remembers _____ (buy) the newspaper, but now he can't find it.
- Did you remember _____ (post) my letters today?
- Nasiba regrets _____ (shout) at Laziza.
- He went on _____ (write) for another hour.
- After ironing the linen she went on _____ (clean) the windows.
- I'm sorry. I didn't mean _____ (break) your vase.
- Being a teacher means _____ (correct) a lot of homework.

Lesson 7

SUCCEEDING IN LLL

1 Match the words phrases in A and definitions in B.

A	B
1. enable	a. do smth. or deal with very easily
2. catch on	b. stay at the same level
3. have had one's day	c. realizing smth. for the first time
4. look up to	d. understand
5. give in	e. to have respect (for)
6. dawn on smb.	f. being outdated
7. sail through	g. stop making an effort to achieve smth.
8. keep up with	h. to make possible

2 (T7.1) Look through the sentences. Listen to the record and fill in the gaps using no more than three words in each.

1. Young learner was displaying _____ to the subject.
2. Materials given in the course were _____ for the man of his age.
3. A young mate said that an old man had _____.
4. An old man came from _____, had a _____, and ran _____.
5. Enthusiasm is mostly _____ to youngster.
6. He was able to _____ of group mates.

3 Answer the following questions.

- a. How old was the man who a student looked up to?
- b. What was unusual in his attending the course?
- c. What is the greatest thing in life according to the author's description?

4 Look at the photo below and answer the questions.

1. What qualities does this man have?
2. What helped him to succeed?
3. What question would you ask if you were interviewing him?

5 Read the interview from the magazine and choose the best title to each Yodgor Saadiyev's answer.

- a. Another passion
- b. My sacrifice
- c. Patrimony
- d. Missed, & changed mind



6 Find the words or phrases in the text fitting definitions A-F.

- a. to order (someone) to do (something); urge strongly;
- b. a characteristic feature or quality distinguishing a particular person or thing;
- c. to experience, endure, or sustain;
- d. to change or go, or cause to change, or go from one thing, person, or point to another;
- e. to become separated or parted through disagreement.

Yodgor Saadiyev: "My heart enjoined me to be an artist but not a sportsman."

– Professional actor, director, producer, skilled goalkeeper, cock and singer... are there any other traits of yours not revealed yet?

– Guess, no more (laughs). Perhaps one more, I love water therefore, every possible time I spend hosing our yard and outdoors, and can do it for hours. Besides, I like watching sea waves.

– People of your profession undergo doubled emotional experience: your own and your hero's. Does it somehow affect your health?

– Indeed, but I love my profession and even cannot imagine my life without it. Once, I have left sports for it. Sport and arts are my passion.

– In 1966-67 you were a skilled goalkeeper in the football team "Pakhtakor". Is this the reason you have left sport? However, you could do both simultaneously.

– Sports and the arts are very delicate matters. When I had to choose, my choice was the arts. Obviously, love for art stems from my family

traditions. My brother had been the first on the threshold of acting, and I was engaged with sports. At that time, one director came to our house. He had been looking for my brother and met me. As my brother was away, he suggested me acting. So I played a part in a film instead of my brother. The first film was "My sweetheart" (Dilbarim). And... I left sports.

– It is said that two goals you had missed caused your decision to quit the team. As I know you were playing against "Chernomorets", weren't you?

– (Smiling) Oh, those times! As if, it was just yesterday. I had really missed two goals. The reason was, it was my birthday then. I was so excited that I missed a ball (laughs). Later arising passion to the art made me to transfer my documents from the Institute of Physical Training to the Institute of Arts.

There I became a close friend with Khojiackbar Nurmatov, Erkin Kamilov. We worked together at the theater and have never split up....

7 Complete the sentences.

- I (write) _____ twenty emails so far today.
- I (write) _____ emails all day. I'm exhausted.
- I (only/live) _____ in the area for a month. I don't know anyone yet.
- John's disappeared. Does anyone know what (happen) _____ to him?
- Have you heard? Tom (break) _____ his leg.
- I (try) _____ to call you all day. Why didn't you answer the phone?
- Why are you out of breath? (you/run) _____?
- My aunt is ill again. She (be) _____ in hospital five times in the last two years.
- You're soaking wet. How long (you/stand) _____ here?
- Who (eat) _____ my biscuits? Half the packet is gone!

8 Match the sentences 1-10 and their endings a-j.

1) I have had this car for twenty years	a) it has been having big problems lately.
2) I'm afraid the company is going bankrupt.	b) since I last saw you? What's new?
3) So, what have you been doing	c) he has been acting very strange.
4) How many of these questions	d) since the beginning of the year.
5) I'm a bit worried about Malcolm.	e) since the beginning of the last year.
6) He's an awful driver.	f) he has had four accidents in the last three months.
7) Have you sent us	g) and it's as reliable as ever.
8) I have been trying to repair the lock on our door	h) the new price list of your products yet? We need it as soon as possible.
9) The company is huge. It has created a thousand new jobs	i) for the last four hours without any success.
10) We have been manufacturing this product	j) have you managed to get right so far?

9 Match the words in line 1 and their antonyms in line 2.

Line 1:

Continuous; limited; expand; freewill; earliest; desire; astute; peculiarity;

Line 2:

absolute; discrete; obligatory; restrict; latest; superficial; reluctance; banality;

10 (T7.2) Listen and replace the highlighted words with the words you hear.

1. Lifelong learning is the *continuous* pursuit of knowledge for either personal or professional reasons.
2. Learning is not that *limited* space including your school time or academic study any more.
3. Technical development *expands* the means of acquisition.
4. Lifelong learning is *freewill* and self-motivated learning.
5. Metacognition turns out to be an essential *earliest* step in developing lifelong learning.
6. *Desire* to absorb a new information, to ask *astute* question and to experiment are the basic *peculiarities* of major high achievers.

11 Read and write answers to the following questions.

1. How has the development in educational system influenced the learning process?
2. What is the root of succeeding in learning?
3. What is Metacognition and how is it related to lifelong learning?
4. What are core competences of a lifelong learner?

1. _____

2. _____

3. _____

4. _____

1 (T8.1) Listen to the dialogue and answer the questions.

- The speakers introduce themselves as _____.
 - Freshmen carrying out the case survey for group project
 - Sophomore conducting one of her science projects.
 - Junior brainstorming ideas for her essay writing
 - Senior collecting data for her qualification paper
- How long has the interviewee been settling in the area?
 - since she got married
 - since she gave birth to her second child
 - since she was born
 - since she changed her profession and did a location change
- The interviewee said that the officials appointed the fine in amount of _____ for the citizens dropping the garbage in the water.
 - eighteen thousand sums
 - seventy thousand sums
 - ninety thousand sums
 - sixty thousand sums
- Write three differences mentioned by the interviewee comparing the river of today and 30 years ago.
 - _____
 - _____
 - _____
- List three solutions suggested by the interviewee to the river case _____.
 - _____
 - _____

2 English quotes

- Arrange the words below to make well-known quotes about good deeds.
 - then if you can't people feed one a hundred just feed.

 - world be you change want the to see in the.

- Do you have similar quotes in your language? Write them in a space provided.
 - _____
 - _____

3 Read the story and tick the relevant passages with the headings.

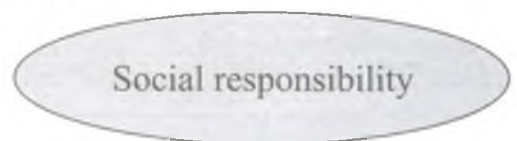
	Headings	A	B	C	D	E
1	Asking for direction					
2	Identity					
3	Getting lost					
4	Finding the destination					
5	Schedule for shopping					

4 Write adjectives and adverbs to characterize personal and social responsibilities.

punctual



supportive



SAMARITAN

My recent participation in a three-week Trainers' Training programme at Norwich Institute for Language Education in the United Kingdom enabled me to discover much about English people. Staying at the host family of the Allens, I went deep to dive through cultural diversity observing how the English people meet their personal and social responsibilities. So, I have found it important to share some of the culture related cases. I can say that English people possess a strong sense of social commitment.

Once I went shopping after my classes timed from 9 a.m. till 4 p.m. In the UK most shops are open till 5 p.m. and some are till 5:30 p.m. except Thursdays. Thursday is a special day when shops are open till 9 p.m. offering 20% discount for students. It was the very day when I completely forgot that the last bus departure to my destination was due to 7 p.m.. Arriving late at the bus stop I found the bus electronic time table blank. I hesitated to give a call to my hosts as they had already driven me twice after my social programmes organized by the institute.

There, I decided, who am I, at the age of 30 getting lost in the street?! No way! I did have a map of my living area but I am not so good at reading the maps. So the best way is asking the direction. I approached the driver of other buses and they were extremely polite to give the detailed direction to my route, and finally, one offered me to give a lift explaining his direction to be a three bus stop away from Harvey Lane. Harvey Lane was my bus stop. Thanking I got out of the bus and found myself in a quite unknown place. Even I forgot the turnings to be taken instructed by the driver. I stood still for a moment when I suddenly saw a jogger – a young man on the other side of the street. The conversation went on as...

Durdona: Hellooooo, may I ask you for a moment, please!?

Cath: Oh, yes, wait, I am going across, wait there!

Durdona: Hello, I have got lost here. I wasn't on time to catch my bus and had to take another bus to get at least the nearest place to my house, and now I have no idea how to reach.

Cath: Can you tell me your address?

Durdona: Yes, Telegraph Lane 9 at Harvey Lane.

C: Take it easy, I know that place. You should take the first tuning to the right just after that big supermarket ALDO, and then go straight having a 10 or maybe 15 – minute walk...

D: Oh, wait, I can't get your point and the destination seems endless! Can you guide me to my house, please.

C: Actually, I am running to the other side. Well, yes, if you agree with my condition.

D: What condition?

C: I will take you if you run with me. Because, you know, while jogging once having sweated out the man shouldn't cool off.

D: Yes, I agree, I will run with you, besides, I have comfortable shoes for running!

C: You think you can do?

D: Yes, surely.

C: Let's start it then!....

D: On the way home seeing I was almost out of breath Cath let me slow down from time to time and finally we reached the target address. I felt blessed and was very grateful for having such people in our community. My hosts, listening all ears to my adventure how I found my way home, called Cath as Samaritan. I updated my English language vocabulary with 'samaritan' that means a person helping someone in difficulty.

5 Write definitions using the adjectives and adverbs from Exercise 4.

Personal responsibility is _____

Social responsibility is _____

6 List five characteristics you have and wish to improve in the spaces below. Then in the second column, list five characteristics that you do not have but you wish you did

MAN IN THE MIRROR

What kind of a person I am now: _____

What kind of a person I want to be: _____

UNIT 3

MANAGEMENT TYPES

Lesson 9

SERVICE MANAGEMENT

1 Look at the photos and write the names of services. Match them and the advertisements below.



2 Match the words from 1-10 and the definitions a-j.

1. a representative	a) very fine in texture or structure of intricate workmanship or quality
2. wireless	b) a deep hole made in the ground through which water can be removed
3. cozy	c) a person or thing that represents one company or organization
4. delicate	d) giving a feeling of comfort, warmth, and relaxation
5. irreproachable	e) not deserving reproach; blameless
6. aerated	f) to charge (a liquid) with gas, esp. carbon dioxide, as in the manufacture of effervescent drink
7. plain	g) communicating without connecting wires or other material contacts
8. to extract	h) obtain from something by special method
9. a well	i) simple or ordinary in character
10. vigor	j) physical strength and good health

1. Need lifting?! Easy and cheap! _____
2. Great food, service and romantic atmosphere! _____
3. Look stylish, smart and elegant! _____
4. Fast, safe and convenient! _____
5. Wide range of goods guaranteed quality and licensed commodities! _____
6. Fast, tasty and useful. _____

3 (T9.1) Listen to the conversation and write the services mentioned by three speakers.

Dilnoza	Shakhnoza	Ulugbek

4 Read the statements below. Listen to the conversation again and fill in the gaps.

1. We have variety of services in all spheres of life today.
2. Increasing _____ of services and well formulated service management will _____ the quality of services and standard of life.
3. It was about services in the sphere of _____.
4. Actually, there were so many _____ in this field.
5. _____ models of _____, notebooks, computers, free Internet setup and others were offered by different companies.
6. The _____ of the "Navoiy" library was flatbed.
7. He is sharp as a _____.
8. He can spend hours _____ the details of the plan.
9. He _____ big.

5 Read the text.

6 Write answers to the questions below.

1. What will be the reason for a customer to write a complaint letter? _____

2. Do you know what parts does a complaint letter comprise? _____

3. Do you have any idea of what should each part of a complaint letter be about? _____

4. What is the length of the second paragraph of a complaint letter? _____

A Customer is Always Right

Interviewer: I am sure, our readers are keen on issues of consumer protection. Today we invited Mr. Rakhimov, an expert in this sphere.

Expert: Thank you. Mr. Aliev. I am at your disposal, I'm here to give answers to your customers' questions in the hope that my suggestions will improve our citizens' knowledge about their consumer rights.

Interviewer: Well. Let's start. My first question is the following: Do you think that companies and agencies must follow the rule: "Customer is always right"?

Expert: Yes, of course. They must, if they don't really want to flop in their business. It is a crucial factor in customer service. If somebody isn't satisfied with your service, it means something is wrong in your management, you make mistakes somewhere. Needs of clients is the only solution to this problem.

Interviewer: How should customers behave if they are dissatisfied with the quality of the service or good.

Expert: First of all, they should address a representative of the organization providing that service. If they don't take an immediate measure customers have to write a complaint letter to the manager.

Interviewer: Is there any exact requirements to follow while writing a complaint letter?

Expert: Yes, of course. Letters of complaint usually include the following 4 stages:

Background, Problem (cause and effect), Solution, Warning (optional). You should start it with "Dear Sir/Madam," Explain shortly (in one or two sentences) what you are complaining about. Explain in more details. What happened, what the problem is. What you are unhappy about. What you did to improve the situation? How do you feel about the problem. This paragraph should be the longest in the whole letter. You can even divide it into several parts. Write what you would like them to do, and what will you do if they don't give you what you want. Write a formal ending for the letter, your name and sign. If you know the name of a person you are writing to, sign "Yours faithfully, Mr. Smb".

Interviewer: Thank you, Mr. Rahimov. You gave very useful suggestion about writing a complaint letter. Thank you very much for answering our viewers' questions.

7 Put paragraphs into the correct order.

Dear Sir/Madam,

__ I am very disappointed with the equipment and the service I have received.

__ Therefore I expect a full refund of my money as soon as possible. I look forward to your reply and resolution to my problem and I will wait until Monday before seeking help from a Consumer Protection Agency. Please contact me at the above address or by phone at home 2246150/ or mobile +998903667355.

__ Obviously, I returned the washing machine to you to be replaced with a new one. Your assistant said that I would have to wait only a week. After two weeks it had still not arrived. Finally, four weeks later, I contacted your representative. Imagine my feelings when I learned from him that I cannot receive the same model of washing machine as I bought. As a solution he offered me to begin upgraded model one and this will take two weeks more.

__ The first defect that I noticed was the door of the machine that demanded applying the great force. My daughters had to ask their dad for help, because they weren't strong enough to open the door. We discovered another problem when tried to use it. We put laundry into the machine, and pushed the "Start" button. It started working but suddenly got stuck, the water leaked from the machine and we were unable to use it since. We were very surprised to discover so many problems in a quite expensive model.

__ The reason I am writing to you is poor quality of a washing machine, which I bought in your store two weeks ago. After only two times it was in use, problems started to appear.

Yours sincerely,

Mrs. Olimova.

8 Read the complaint letter in Ex. 7. Complete the table with the suitable paragraphs.

Background	Problem – (cause and effect)	Solution	Warning (optional)

9 Write a complaint letter about a poor service or bad quality of the product which you were provided with.

Start your letter with:

Dear Sir/ Madam. _____

10 Rewrite these sentences as relative clauses. Cross out redundant words and make necessary changes.

eg. Many people start a business thinking that they'll turn on their computers or open their doors and start making money. (These people think they'll turn on their computers or open their doors and start making money.)

- This will ensure that you're not forgetting anything and you're completing all the tasks _____ (These tasks are essential to the survival of your business.)
- This knowledge will allow you to take the kinds of calculated risks _____ (The calculated risks can generate tremendous rewards for your business.)
- There are many successful business es _____ (They forget that providing great customer service is important.)
- Consistency will create long-term positive habits _____ (These habits will help you make money over the long term.)

11 (T9.2) Listen to the dialogue and find if the sentences are true or false.

- Developing a business plan is not difficult. _____
- It is not important to develop your business plan. _____
- If you're seeking outside investors, you'll nee to target the plan mostly for your benefit. _____
- Usually, investors will look to beat a certain internal rate of return. _____
- First you should develop a draft of your business plan. _____

1 Find the antonyms to the following words from the text .

1. decline, failure 3. inappropriate 5. unfortunate, unlucky 7. inadequate
 2. doubtfully 4. blockage 6. incompetent 8. improper, unacceptable

2 Read the text and find out the terms concerning the types of management.

WHAT IS HRM?

Have you ever heard of the abbreviation HRM? It is deciphered as human resources management. Human Resources Management includes conducting job analyses, planning personnel needs, recruiting the right people for the job, orienting and training, managing wages and salaries, providing **(a)benefits** and incentives, evaluating performance, resolving disputes, and communicating with all employees at all levels. Human resource is a notion how the individuals realize their abilities and skills and contribute to their organization. HR emerged in the early 20th century, due to movement of human relations, as the strategic approach for creating **(b)successful** business. At first it dealt with transactional activity as benefits administration. Nowadays due to technology, communication and transportation **(c)progress** and wide research the essence of HRM raised to other higher levels.

Frederick Taylor termed the movement as “scientific movement” (later it was named as “Taylorism”) trying to increase economic productivity in manufacture. One of the oldest professional HR associations was the Chartered Institute of Personnel and Development which was established in England in 1913.

As the union HRM departments conduct issues pertaining to people such as motivation, discipline, employee data, recruitment, personnel administration (promotion in work places), job transfer, probation periods, work schedules, salary and satisfaction surveys, HRM design, human capital management (performance management, succession planning, training, induction), analysis and reports, budgets, admission system, quota-based work, incentives and commissions, compensation and payroll (worked hours, overtime, bonuses and omissions, endowment, deductions, taxes, leaves, family care leaves, absence and business trips), exams and tests on qualifications, safety, wellness, benefits (insurance, healthcare, pension, company transportation, housing), communication,

change management (finding the new **(d)eligible** ways and methods for conducting the process and helping people to cope with permanent changes), employee engagement (listening to grievances, organizing parties, picnics), labor relations (service conditions, negotiations on wages, settling strikes), satisfaction surveys (observing emotional state of the organization, motivate all employees and make appropriate changes to HR policies), record keeping (recording and keeping the employment history, health, absence, earnings records).

A good HRM staff is the heart of a company. Nowadays HR manager is associated as “business partner”. Modern real HR manager is responsible for culture and values of any organization. In order the employees acted as one friendly family and accomplished an organization’s targets and objectives HR managers should function **(e)effectively** and productively.

Update HR manager must avoid just hiring or firing any employee, but he/she is to headhunt, search executive, select highly **(f)qualified** personnel, have profound knowledge of industry, have leading ability and negotiation skills, create the whole employee programs that impact the business non-stop prosperity. HR manager should be the **(g)reliable** guide of employees and show them conductive ways in obtaining the objectives and skills required to achieve these goals. All activities of members of HR staff should be outcome-directed.

They should realize this by giving **(h)relevant** information and options, promoting effective structures for link between employees and directorate, motivating and enriching staff capabilities, working out methods for team work.

Today the Society for Human Resource Management in the USA has more than 250000 members in 140 states throughout the world and is the largest association which offers training and certification of HR managers.

3 Read the text again and give the definitions of the following types of HRM.

- a. Change management deals with
- b. Insurance management deals with
- c. Human capital management deals with
- d. Employee engagement management deals with
- e. Survey management deals with

4 Answer the questions.

- 1. What is HRM?
- 2. When did it emerge?
- 3. What are the main functions of HRM?
- 4. Why does any company need a good HRM staff?
- 5. How to realize the targets?
- 6. Where can HR specialists be prepared?

5 (T10.1) Listen to the former managers who shared their experience with the young HR manager. Name each manager's specific professional management area.

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____

6 (T10.2) A lot of managers are asking for advice in different situations which they are coming across. Listen to the answers and conclude each speaker's utterance by one sentence.

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____

7 Choose the correct tense and option using say or tell.

- 1. My boss ... me that I had to work on my report.
- 2. Steve ... them he was going to quit.
- 3. Martin ... his secretary that he couldn't come to the meeting.
- 4. My brother never ... me about his plans.
- 5. Our boss ... that we had to work hard

8 Complete the sentences.

- 1. "Have lunch with me", she said.
She _____ (agree, offer) me to have lunch with her.
- 2. "I'll call you tonight", said Nargiza.
Nargiza _____ (deny, promise) Marhabo to phone that night.
- 3. "You have to do home assignments", my mother said.
My mother _____ (order, admit) me to do my home assignments.
- 4. "Don't forget to call Grandpa", said father.
Dad _____ (pretend, remind) me to call my grandfather.
- 5. "Mr. Johnson, please let me have a rest", said the secretary.
The secretary _____ (beg, offer) to be allowed to go on vacation.
- 6. "I'll not take my coat off", said Sue.
She _____ (persuade, refuse) to take her coat off.
- 7. "The meeting is delayed. Let's meet a little bit later", said the manager.
The manager _____ (suggest, deny) meeting a little later.
- 8. "Great! Do it", said the director.
The director _____ (invite, encourage) us on opening the new local branch of the bank.

9 Complete the list of rules made by experienced HR manager of the trade company with four rules of your own.

RULES OF PROSPERITY:

- Pick up people which you really need for your work.
- Trust all your employees, but control them.
- Persuade your staff that the company will have great future.
- Appraise each of your worker as much as possible.

10 Summarize your knowledge in one or two sentences.

1 Look at the pictures and match the words.

analyze, success, lead, invest, manage, save



(a)



(b)



(c)

- a. Analyze _____
- b. _____
- c. _____

2 Match the words and their definitions.

1. goals	a) A part or portion belonging to, distributed to, contributed by, or owed by a person or a group.
2. security	b) The result or achievement toward which effort is directed.
3. budget	c) To earn more from your savings or investments
4. value	d) Protection from harm. It applies to any vulnerable and valuable asset
5. account	e) Summary of estimated or intended expenditures for given period.
6. high interest	f) A registry of pecuniary transactions, written or printed statement of business dealings.
7. share	g) The desirability of a thing.

3 (T11.1) Listen to the recording and fill in the table.

Student	Problem
Shahboz	He can't manage his earnings.

4 Imagine that you have some problems in your new work and write your memo about them to your new boss.

To
From
Date
Subject

5 Compare two pictures and write which of them is a successful manager and why?



6 Write whether the sentences are true or false.

1. Company was very successful five years ago. _____
2. They took over another company by buying over 61% of their shares. _____
3. We became the leaders in this field. _____
4. Manager should be very strict in saving money of the company. _____

7 (T11.2) Listen and fill in the table with the tips how to start students' financial life.

1	<i>eg. Set a goal</i>
2	
3	
4	
5	

8 Listen again and complete the sentences with the words in the box.

manage, responsibilities, goals, punctuality, valuable

1. Do you want to _____ your finances?
2. The first thing you should do is to set some financial _____.
3. It'll give you some _____ lessons like _____, work management.
4. You'll try to manage your work _____ and studying responsibilities.

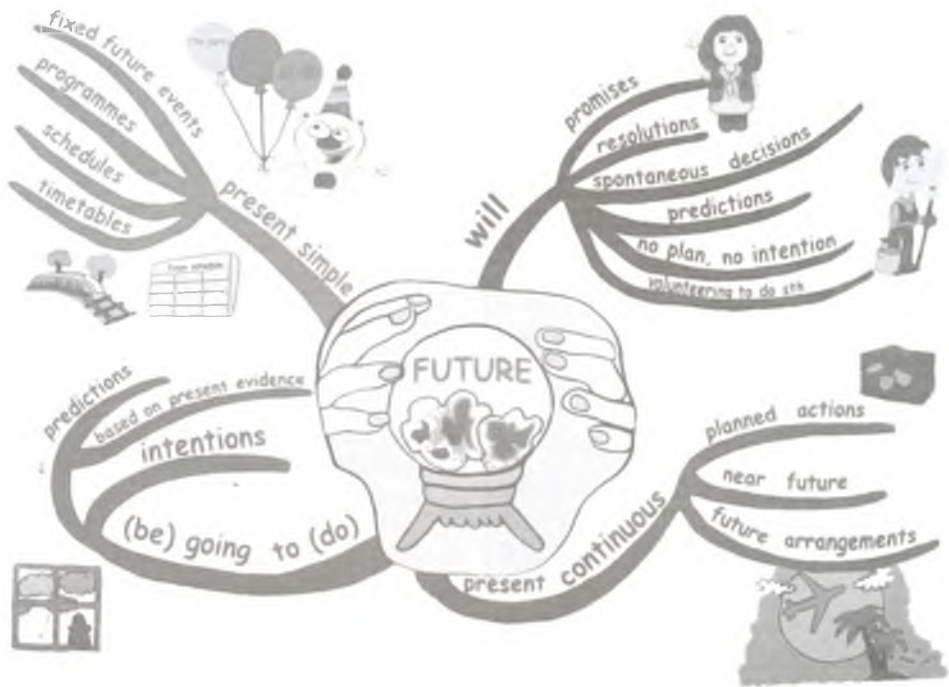
Five years ago I worked in a company. As a result of bad management the company was broken up into several parts. First, it was divided into two companies. Then one of them was split up into a number of smaller companies. And one part was bought by a bank which stripped its assets. The part where I worked was managed by a young well educated and extremely ambitious young man who wanted to expand his company. He started out with just one shop in a small town. So he established a chain of shops in the nearest city. As the result of his activity we took over another company by buying over 51% of their shares. Over the next three years he bid for several other companies. And at last our company became a huge multinational company. He created one big successful company. We became the leaders in this field. Now I understand that success of our company depends on him. There is a lot of discussion whether people, like our boss, are born with leadership skills or whether such skills can be learned. A leader must perform all these management functions as leading, controlling, organising, planning with assurance. He could lead us, sometimes direct, sometimes motivate and communicate with each of us. He found a way to any of us. He could suggest a good salary for financially less preveleged employers, flexible working hours for women with young children, exchange programmers for new interns and so on.

With his good knowledge of finance, he could assemble and coordinate financial information.

He could set us the goals which must be achieved in short and long time period.

And, of course, the most difficult thing for managers is to implement their plans, they often find that things are not working out as planned. So controlling activities is a set of performance standards that indicate progress towards long-term goals. He could manage such tools as budgeting, information systems, cost cutting, and disciplinary action. Personally I think leader with such qualities as punctuality, sense of responsibility and creativity can lead people.

9 Look at the picture and find out the tenses.



10 Make up sentences using will or going to with the verbs in the brackets.

- Have you finished your CV yet?
No, but I'm sure I _____ (finish) it on time.
- I have decided what to wear for my interview.
Really? What _____ (you/wear), then?
- Did you post those letters?
No, I forgot. I _____ (post) them this morning.
- I'm hungry. I _____ (make) something to eat.
- Have you booked a table at the restaurant?
Oh, I _____ (do) it in some minutes.

11 Choose "will" or "to be going to".

- I not *will/am* going to watch TV until my financial project is finished
- I know she's sick, but I think she *will/is* going to come to her interview.
- Are/will* you going *to/go* play volleyball after lecture.
- In the year 2050 all students *will/are* going to have their own flying cars.
- We're *going to/will* buy a new car next month

12 Make five predictions for the future about yourself, your friends, your country and the world.

Myself _____

My friends _____

Our country _____

The world _____

1 Match the words and their definitions

1. Increase	a) is knowledge or skill in a particular job or activity which you have gained because you have done that job or activity for a long time
2. Awareness	b) job or task requires a lot of your time, energy, or attention.
3. Break up	c) to hear information about something, to know about
4. Experience	d) if you have a responsibility for something or someone or if they are your responsibilities, it's your job or duty to deal with them and to take decisions relating to them
5. Demanding	e) when something breaks up or when you break it up it separates or is divided into several parts
6. Nightmare	f) to leave, to go away
7. Responsibility	g) if you find it difficult to make both ends meet you can only just manage financially because you have hardly enough money for the things you need.
8. Quit	h) if you shift something or if it shifts it moves slightly
9. To make both ends meet	i) if something increases or you increase it, it becomes greater in number.
10. Shift	j) a very frightening dream

2 Imagine that you have been offered a good job with a high salary. Would you accept it immediately or think over carefully? Write the reasons for your decision.

- _____
- _____
- _____
- _____
- _____

3 Match the phrases with their definitions.

A	B
1. get over something	a) escape
2. get on with someone	b) return to a place
3. get away	c) have something returned to you
4. get back	d) have enough money to buy the things you need
5. get something back	e) have a friendly relationship with someone
6. get by	f) recover from illness

4 (T12.2) Listen and answer the questions.

1. Where does Azim's grandfather live and how did Azim and his friends get there? _____

2. What was their main topic for the whole week about? _____

3. What kind of examples did Abdulla give? _____

4. What can be the consequences of taking the risk? _____

5. Should we consult someone before taking a risk? _____

5 Imagine that these people need your help to manage their risks. Write them answers.

I'm in a terrible trouble. My friends are very fond of relaxing. They are not interested in study. They often miss classes and stroll around the city. They go to discos, one can find them always in Internet cafes even at night. They play some games even for money. They invite me to go with them, when I don't go they call me a coward, or they say that I'm still a child and my mom's pet.

Farkhod, 17

I am very worried because I'm not good at math. It is difficult for me to understand how to do sums. Besides, I was late for the classes and the teacher didn't let me enter the class. He said that I can come up to him only at the end of the term. I tried to come up to him after the lessons but my friends said that he was very strict and wouldn't listen to me.

Alisher, 18

I always blame myself for my sister's health. It happened several years ago. My mother used to leave her to me and go to work. I was also young and wanted to play. Once I had her sit in the water and played with my friends. Our game was so interesting that I forgot about my sister. As she liked playing with water, she also didn't bother me. Nowadays she can't walk as her legs are paralyzed. Doctors think that it is since her birth. But I think that it is because of the fault made by me. I'm hesitating about telling the truth to my parents.

Dilshoda, 23

6 Otabek is giving an advice to a colleague who is planning a journey. Fill in the gaps using *had better* or *should*. You can use both in some sentences.

Otabek:

OK, well, as you haven't done such a trip before I _____ give you a few tips to save your time and hassle. First, you _____ make sure you get to the airport really early because you always _____ queue for ages at check-in. They really _____ introduce a more efficient system, but they won't. Anyway, then you _____ go through passport control and so on. You _____ take something good to read because you'll have quite a long wait in the departure lounge. At least you _____ be able to sit down there. That's another advantage of being early. They _____ provide more.

7 Read and choose the most useful the tips given below are.

One shouldn't be afraid of taking risks. One should always try to achieve his/her goals by taking risks which can be considered a positive one

Before taking any risk you should determine which risks might be worth taking

Write the positive benefits, there are always a few possible negative consequences. Make another list of those and consider if you can handle them.

Most successful people have one thing in common. Nine times out of ten there was some degree of success.

Taking any risk, you should first look at the potential benefits. Make a list of what you can gain from moving forward and include as many details as possible

Compare the two lists and see which one has the strongest likelihood of coming fruition. Consider if the gains be worth the risk. And, of course, you should consider if you can handle the negative consequences if they happen

8 Read the text and put the chunks in order.

Nozima, I was able to deal with the risks consequences and strains (pressures) of my job by starting to work part-time. I was luckier than one of my colleagues, who became so stressed out because of overwork that he had a nervous breakdown; he was so worried about work that he couldn't sleep or work, and had to give up.

'My name's Nilufar and I am a university lecturer. I chose this profession because I wanted to do something rewarding: something that gave me satisfaction.

He's completely burned out, so stressed and tired by his work that he will never be able to work again. Burnout is an increasingly common problem among

my colleagues.'

I felt stretched: I had the feeling that work could sometimes be difficult, but that it was stimulating, it interested me and made me feel good. It was certainly challenging: difficult, but in an interesting and enjoyable way.'

Ten years ago, when I started this job, I had lots to do, but I enjoyed it: preparing and giving lectures, discussing students' work with them and marking it.

In the last few years there has been more and more administrative work, with no time for reading or research. I felt pressure building up. I began to feel overwhelmed by work: I felt as if I wasn't able to do it. I was under stress; very worried about my work. I became ill, and I'm sure this was caused by stress: it was stress-induced.

9 Read the statements and write your opinion about them.

You should always check your motive intention asking questions like: Is it in harmony with what you know to be right, or is it possible that greed or selfishness might be influencing you? Understanding your own intentions will help you get very clear about what you should do

Always move toward the greater good. Think of one or two of your risk taking events and analyze them according to the tips. Decide whether your managing risks were favorable or not

1. You should always lock the front door when you go out. NO CHANGE
2. I should leave now, or I'll miss my bus. _____
3. I don't think people should keep pets if they don't have time to care for them properly _____
4. I realize you must be surprised to find us here. Perhaps I should explain what's going on. _____
5. They shouldn't go sailing today. The sea's rough and it might be dangerous _____

CAREER RESPONSIBILITY

Lesson 13

1 Put the words in the box into relevant columns.

Persuasive	help people	close to nature	upsetting	caring	courageous
save lives	people respect	tiring job	hard working	not much free time	dangerous

Position	Qualities	Advantages	Disadvantages
politician			
firefighter			
nurse			
farmer			

2 (T13.1) Listen to the tape and write whether the following statements are true or false.

Statements	T	F
1. Akrom is starting his career at financial corporation.		
2. Personal career responsibility makes job holders feel free releasing them from a number of obligations, difficulties in the profession.		
3. The whole responsibilities of a job depend on employee according to personal career responsibility rules.		
4. To have a promotion in a job one should work out special personal career development plans.		
5. There is no any exact steps of career development.		
6. A job holder should try to evade using words or phrases which lower his confidence in front of others.		
7. The second step of personal career responsibility is constructing emotional intelligence.		

3 Match the responses 1-4 and the questions a-f to make a conversation.

1. That is a common phrase for all people's obligations towards their professions.
 2. That assists a person to have a stable progress in a job.
 3. Turning bad sentiments into good ones is the foundation stone of constructing.
 4. That is one of the most essential points in expressing one's ideas due to which one can be estimated either positively or negatively.
- a. What is the first step of a personal career responsibility?
 - b. How important is a personal career responsibility for a job holder?
 - c. What is a career responsibility as a common notion?
 - d. How can one build emotional intelligence appropriately?

4 Read the words and word combinations below and discuss their meanings. Find their antonyms among undelined words in the text.

- astounding _____
- accomplish duties _____
- benevolence _____
- face challenges _____
- unfaithfully _____
- occasional _____

5 Read the sentences and find their equivalents in the text.

1. Cat in gloves catches no mice.
2. Maturity is never ensue unless responsibilities accepted.
3. Devotion to ethical standards guarantees resisting the temptation.
4. If not follow sportsmen's attitude to their objectives, success is remote.
5. Responsibilities make people more confident.
6. People confuse burden and blessing.

Responsibility is Not a Burden. It's a Blessing.

Chuck Gallozzi

'The burden of responsibility' – a prevalent rather bewildering expression carries some negative attitude to the word responsibility. Uzbek metaphorical equivalent 'ola khurjun', which means 'inflated sack', also harshly interpreted as a heavy load of life is apparently used to emphasize responsibility of a man in the family. In the age of technology and science where every single item is created in order to relieve humanity of its burden, people tent to evade difficulties and forget the other famous proverb saying 'No pains, no gains'. Almost all successful people would and still assert that important feature of their advancement as carrying out duties conscientiously, persistent learning and being in touch with innovations.

A person who made a mind, what career success looks like to him/her, should first figure out to complete the gaps and build up professional skills and competences. Therefore, an initial step in your career is assigning him/herself a task of fulfilling the flaws in own professional competence, hence focusing on constant advancement and modernization to meet the contemporary needs. As soon as you stop in your improvement, you lose the authority, respect and influence. This, in its turn,

means that in general career responsibility is a part of your personal responsibility. Brian Tracy counsels 'the acceptance of personal responsibility is what separates the adult from the child'. A sobering thought, isn't it?

Another demand in career is your autonomy. Once you are in action, the best way to stay emotionally independent is acting in accordance with your morality, rather than under the influence of your desire. (Kantian philosophy) Drive your career by yourself; do not let it just happen to you. Professional fitness absolutely equals to physical fitness, long term working out of all challenges practically, passing through the pains, errors and stable regularity. Things here stem from personal approach. Problem, without our aversion, actually loses its problematic character. To all intents and purposes, being authorized is an honor, and honor in its turn is happiness, satisfaction, especially when you have managed. Responsibility might be a challenge, but one hint, is there any matter in our life that is impossible to concern as a challenge: birth, love, education, friendship or job. Be thankful to have diverse responsibilities and remember: "Diversity is the spice of life"

6 (T13.2) Listen to the tape and complete the sentences with the words from the box.

upshot; ensue; search for; alter; study; ultimate; accountable; inert;

- a) Workers must be able to _____ what patterns of their behaviors are keeping them back from development in their careers. b) A person who needs some recommendations, advice on the professional development matter should try to _____ information. c) One of the most essential steps of the personal career responsibilities is being _____.
- d) If a person is open-minded in job managing he will be ready to _____ some ideas, techniques. e) Healthy risk attitude assists people in moving forward from staying _____.
- f) As the specialists suppose risking can be an essential matter for professional progress as its _____ will probably be great. g) The _____ step of the personal career responsibilities is feeling responsibility or obligation, respect towards the authority of the company. h) If a person _____ those mentioned steps of personal career responsibilities, a rapid progress can soon be seen.

7 Listen to the tape again and fill in the table.

Personal career development steps	Personal career development steps definitions
1	
2	
3	
4	
5	
6	
7	
8	

8 Fill in the blanks with personality adjectives

Prettier opposite intelligent kind attractive satisfied egoistic

- Anvar never helps his coworkers with their job. He is so
- Zamira was than Laylo, and more too. She wasof Laylo.
- Karima rarely gets angry with people.
- She is usually and understanding
- Farida is very I'm sure you will love her.
- The teacher felt very when all her students passed exams.

9 Put down an appropriate word for reflecting a job description step

Competence job titles duties relationship skills

- information about the job and the attributes of a position _____;
- tasks and responsibilities required for a certain position _____;
- activities candidates expected to obtain _____;
- state of being qualified _____;
- people and departments the position related to _____.

10 Fill in the blanks with statements to complete the template.

- Job title : Account Specialist
- Account Specialist Job Duties:
 - _____
 - _____
 - _____
 - _____
- Skills _____
- Competence: _____
- Relationship: _____

Lesson 14

PROFESSIONAL DEVELOPMENT

1 Give the definitions to the following words.

1. block out _____
2. non-negotiable _____
3. review materials _____
4. scan for _____
5. trimester planners _____
6. colour code _____
7. tutorials _____

2 (T14.1) Listen to the tape and write down the points she has mentioned?



1	eg. <i>Time management</i>
2	
3	
4	
5	
6	

3 Listen to the tape again and find out whether statements are true (T) or false (F).

1. University life may appear to be more unstructured in comparison to school or work. F
2. University students are not expected to spend more time in independent study.
3. Create daily, weekly and trimester planners, block out your lectures, tutorials, work and social time, colour code the activities in your week.
4. When you are planning each week remember to factor in research time and time to attend Study Skills workshop.
5. Revise after each lecture and start preparing for assessments and exams.
6. We remember about 80% of new material if it is reviewed within 24 hours.

4 Complete the sentences.

1. If you are actively engaged in learning experiences, _____
2. If you were a highly qualified professional _____
3. If you weren't so nervous during the interview, _____
4. If she continuously worked on her personal development, _____
5. If you were curious about everything, _____
6. If _____, you'll be aware of dress codes and cell-phone policies to documentation requirements.
7. If _____, she would answer the phone.
8. If _____, I'll have the chance to take this post.

5 Make up sentences.

1. Under what conditions, if any, would you _____
2. disobey an order of your boss? _____
3. become a professional in your field? _____
4. continue self development training courses? _____
5. quit the job? _____
6. change your career? _____
7. attend professional development programs? _____
8. lie to your boss? _____
9. write to legal enforcement agencies? _____

Lesson 15

LATEST ACHIEVEMENTS

1 Match the words in A and their opposites in B.

- | | |
|------------------------|---------------------------|
| A | A |
| 1. a riot | a. a state of peace |
| 2. to defeat | b. to rid of |
| 3. foregone conclusion | c. uncertain introduction |
| 4. to get involved | d. to negate |
| 5. to confirm | e. to undervalue |
| 6. to appreciate | f. to lose |

2 (T15.1) Listen and complete the table with the right endings.

a. Speed and accuracy were the keys	<i>to this young Uzbek team</i>
b. But the depth and shooting attacks	
c. This championship is not only about pride or glory,	
d. It's about pushing your body to the limits,	
e. We're aiming at	
f. Uzbekistan confirmed its supremacy in	

3 Listen again and answer the following questions.

- How many spectators were there in the final of World Cup 2010? _____

- Which countries did Uzbekistan team defeat before the final match? _____

- What was the prediction about the final match? _____

- What do you think of Uzbekistan football players' emotions after the match? _____

4 Fill in the gaps with the correct verbs in brackets.

- If the students hadn't used to a noninvasive technique known as electroencephalography that harnesses brainwaves, they _____ (be able, not) to control the motion of a helicopter.
- If I _____ (be) a carpenter, I would build my own house from wood that no one has built before.
- If scientists _____ (discover) a new type of medicine, people wouldn't have died of cancer and lived longer.
- If the scientists received high reward for their hard work, they _____ (carry out) research into many different areas of science.
- If I _____ (work) at the research center, I'll do research on weather control.
- If Australian researchers _____ (unveil, not) a catalyst, they wouldn't have been able to split ocean water with very little energy needed.

5 Complete the sentences.

1. If I had been a great scientist in the field of medicine, _____.
2. If I had been a famous film star, _____.
3. If you had been able to speak English, _____.
4. If you have been unemployed for six months, _____.
5. If _____, I'm sure I would have been a sportsman.
6. If _____, researchers would have invented cure to cancer.

6 Match the beginnings of the sentences and their endings.

1. If researchers hadn't synthesized a lithium-ion battery smaller than a grain of sand,	a) there wouldn't have been so many changes in the world.
2. If there hadn't been scientific discoveries,	b) life as we know it wouldn't exist.
3. If there were no oxygen on the Earth,	c) doctors wouldn't have been able to detect heart diseases.
4. If the hotel had been built to withstand an earthquake,	d) the printer wouldn't have used specially made liquid inks containing electrodes.
5. If there hadn't been new technique,	e) It wouldn't have collapsed.

7 You are going to read an article about the latest inventions in sciences. Answer the following questions.

1. What latest achievements of scientists have you heard about?
2. What are their inventions and contributions to the society?

8 Complete the text with the extracts a-f.

- a. and proved that the signals produced by the receptors
- b. the scientists were able to identify changes in serum
- c. though binding with some receptors more than with others
- d. as there were devices developed capable of

- e. detecting small molecules
- c. react differently to different compounds
- f. The molecule attached to the receptor particles

New "Nano Nose"

Nanoparticles are used by researchers to 'smell' the scent of illnesses in fluids of the body. The researchers used nanoparticles of gold with different coatings to distinguish among different proteins and detect the illness, as reported by the *New Scientist*.

According to Vince Rotello from the University of Massachusetts the human nose has a series of receptors, which (1) _____. Thus it is not a specific smell that the receptors react to, but it is a generalized response produced by the receptors, which creates the smell.

The 'nano nose' uses a system of six receptors, each one consisting of a solution with gold nano particles not larger than two nanometers, each one having a different coating too. Nitrogen atoms form the organic molecules which make up the coating of the nanoparticles.

Different types of proteins have different features, thus having a property to attach to various receptors, (2) _____. The team's task was to identify those properties of binding for different proteins. For this purpose the team used a molecule beaming a fluorescent signal. (3) _____ and then it was replaced by a protein molecule when the latter bound to the receptor. This way, the more the fluorescent molecule was displaced, the more light produced. The results were subsequently analyzed by the computer.

During the experiments the scientists ran tests with 56 different proteins (4) _____ could be then used to distinguish among various proteins. The 'nano-nose' was accurate in 96 of 100 cases during these tests.

After running a series of tests with blood of sick and healthy animals, (5) _____. They do not want to stop here and they try to make this ability statistically stable. Later on Rotello plans to make the 'nano-nose' identify different kinds of cancer cells and other diseases.

Such a nose device, sniffing out illnesses is not a novelty in the world of science and technology, (6) _____; yet the Rotello's system is the first one to detect large and complicated molecules.

Lesson 16

WORLD AWARDS

1 Look at the pictures and try to guess what kind of awarding ceremonies are taking place? Write below.



(a)

(b)



(c)



(d)



(e)



(f)



- a. *eg. sport competition* _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____

2 Match column A and column B.

	Column A	Column B
1		a. Academy award winners
2		b. Award winners for actor and actress
3		c. Emmy award winners
4		d. New Jersey association of school psychologists

3 Find the endings of these words or word-combinations.

- Contention is a _____
- Nominee is a _____
- Single out is _____
- Advancement is _____

4 (T16.1) Listen to the dialogue and fill in the gaps.

Teacher: Have you got any information about the latest world (a) _____?

Student A: I have been informed by my friend who lives in the USA.

Student B: I like to watch world (b) _____ and native (c) _____ on TV.

Teacher: What would you do if you had been chosen as an (d) _____?

Student A: Frankly speaking, I would be very happy if the (e) _____ chose me.

Student B: I think to win in the (f) _____ is more formidable. I would be the happiest man in the world if I were a winner.

Teacher: Both of you are quite right. Your sentiments are very original. But what do you think how the (g) _____ can be (h) _____?

Student A: I reckon with the help of oral or written voting.

Student B: In my opinion, the person should be deserved and experienced who is being (i) _____ in the (j) _____ of the awards rite. The (k) _____ will select a candidate who is the best of the best.

Teacher: I agree with you. You know that tastes differ. I wish both of you (l) _____ in acquiring your goals.

5 Answer the questions:

- Have you ever met any award-winner in your life? When? What kind of award-winner was he/she?

- Have you ever participated in any competition? What was the result of it?

- What would you do if you were one of the award-winners of Nobel Prize?

6 Change the statements into mixed time conditionals.

eg. *I didn't buy tickets. We don't go to the awarding ceremony. If I had bought tickets, we would have gone to the awarding ceremony.*

- I am not as clever as you, so I didn't apply to the math contest.
- You are not creative. Your publications didn't attract readers' attention and couldn't get high rating.
- We don't like watching films. We didn't go to the cinema.
- He isn't talented, so he wasn't selected as a participant of the competition.
- Aziz didn't prepare properly. He isn't an awardee of «Nihol».

7 Complete the gaps using the verbs given in brackets to form the mixed conditionals.

- We _____ the first place in the competition if all the members _____ actively. (take /take part)
- If Alfred Nobel _____ the fund, there _____ Nobel Prize in the world. (organize,not/exist,not)
- If the students _____ more time, they _____ their work by the competition day. (have/ finish)
- If you _____ better at speaking in public, the presentation _____ more successful. (be/ be)
- If I _____ that you are going to come by tomorrow, I _____ in then. (know/ be)
- If I _____ in Hollywood I _____ rich and famous now. (work/may be)

8 Match the words and their definitions

1. testimonial deeds	a. friendship
2. premium	b. a teacher
3. felicitate	c. prize
4. amity	d. congratulate
5. instructor	e. an official document

9 (T16.2) Listen to the text and complete the missing part with the words from the box.

winners	were awarded	advancements	skilled	gifted	haughty
proficient	competitions				

Award Strengthens Friendship.

Bakhtiyor and Lola were good at art, particularly, singing songs. Together they went to out of class singing hustles in their childhood. Both of them were very (a) _____ and active in their field. They participated in many song (b) _____ among young talented people and they (c) _____ with medals or testimonial deeds. In one word, they were (d) _____ of their educational establishment.

When they grew up, Lola entered the University of World Economy and Diplomacy but Bakhtiyor kept on his own way, singing. Firstly their ratios lasted for some time, and then suddenly didn't move any more. Nobody knew the matter. After some years, Lola became a (e) _____ and (f) _____ ambassador and was sent to Paris, as an ambassador of Uzbekistan to France. Bakhtiyor

became a professional singer. At the same time, he was an instructor at Tashkent Art Institute. In both singing and teaching he got great (g) _____. He did his PhD and got a scientific degree.

In 2009, there was a World music premiums ceremony in Paris. Bakhtiyor also was invited there, as a participant. He was very pleased when his name was announced among the (h) _____. Among visitors was our ambassador too. Lola was also happy and at the same time she had tears coming out of her eyes. The people around her didn't catch the reason: her close friend had become a winner or she paused their good attitudes before some years ago or another reason... . Everybody felicitated Bakhtiyor on his special occasion. Two friends came across and their amity reactivated again.

10 Write true or false.

Statements	T	F
1. Lola was an ambassador to Finland.		
2. Lola was interested in poetry.		
3. Bakhtiyor was active in solo.		
4. Bakhtiyor's attitude to Lola was insincere.		
5. Lola was jealous when her friend got an award.		
6. Bakhtiyor kept his friendship although their professions were different.		
7. Non-stop activities make a person be energetic.		

11 Read the introductory paragraph. Continue the next paragraph.

Farhod, first of all, you should plan your future. I have known you for a long time. You are very hard worker. You can be a successful scientist if you continue your research work. Don't be passive. Now you are at the beginning point.

- What will the first body paragraph be about? _____

- What will the second body paragraph be about? _____

- What will the third body paragraph be about? _____

12 Tick the appropriate criteria listings for writing a persuasive essay:

- | | |
|--|---|
| <input type="checkbox"/> a title | <input type="checkbox"/> subject/verb agreement |
| <input type="checkbox"/> an introduction | <input type="checkbox"/> transition words |
| <input type="checkbox"/> an attention grabber | <input type="checkbox"/> correct spelling |
| <input type="checkbox"/> a thesis statement | <input type="checkbox"/> punctuation |
| <input type="checkbox"/> paragraphs | <input type="checkbox"/> a heading |
| <input type="checkbox"/> a conclusion | <input type="checkbox"/> examples |
| <input type="checkbox"/> support and elaboration | <input type="checkbox"/> details |
| <input type="checkbox"/> stay on topic | <input type="checkbox"/> to be rewritten |
| <input type="checkbox"/> to be expanded | <input type="checkbox"/> to be checked easily |
| <input type="checkbox"/> no fragments | <input type="checkbox"/> to be neat |
| <input type="checkbox"/> no run-ons | <input type="checkbox"/> handwriting |
| <input type="checkbox"/> facts | <input type="checkbox"/> names |
| <input type="checkbox"/> dates | <input type="checkbox"/> statistics |
| <input type="checkbox"/> quotes | <input type="checkbox"/> rhetorical questions |

13 Write persuasive essay on given topic.

Think about the following case: you are brightly talented in your field but a bit out of authority notice. Write about your relevant strengths which might help you to be selected to the announced award in your home institute

TAPESCRIPTS

UNIT 1 GLOBAL INFORMATION AND YOU

Lesson 1 UBIQUITY OF ENGLISH

T1.1

As we are all well aware, English is one of the most widely spoken languages in the world and that other languages adopt many English words, especially the ones related to media and technology. If you look around in cities and towns in Uzbekistan, you will find English everywhere, including internet, meeting, fashion, signs and so on. Moreover, we all surely have a couple of mates or relatives who master English pretty well. The youngsters, who are mainly insisted to be computer age generation, are past masters in the sphere of technological vocabulary as quit, enter, game over, correct, error, the end and so on. Additionally, they are not always just words, as the last expression in any game “the end” which consists grammatical issue where users, unconsciously deal with some grammar, ‘the articles’ in particular. Most young people in Samarkand, Bukhara or Khiva are more acquainted with English speaking competence as those places are considered tourist centers in Uzbekistan. Even some school-aged children are able to explain directions in easy language and have good idea about price expressions and shopping in general. In Tashkent, people continuously deal with signs and notices, which are more and more preferred to be made in a Global language. Thereby, citizens are disposed to be aware of words and expressions like play, pause, parking, sale, super market, upstairs, downstairs and etc. Public transportation, on its turn, presents such notices as attention, warning, please, push, pull, caution and others.

Hereby, the matter of economy and finance can not be left. Certainly, the power of the dollar and the US having the world’s largest economy have played a role in the worldwide spread of English. And words

like crisis, budget, auction, exchange, money or payment are undoubtedly known for people of any age. Indeed, when money talks, people listen. English has also become the language of world travel. For an Uzbek tourist visiting Italy or Turkey or France, it would be excellent if he or she can speak Italian or Turkish. However, if she can’t, her best choice is English. Apparently, core vocabulary of the language consists of approximately 1500 words and these are more than enough to communicate without any limitations. Contemporary professionals and even non-professionals are quickly learning the lesson of the 21st century and doing well in the means of global interaction, acquiring every possible piece of English. Perhaps not consciously but people know and in most cases use these ‘English representatives’ in their everyday life.

Lesson 2 INFORMATION AND SECURITY

T2.1

Banker,³⁵ Oh, as a bank accountant I find IT attacks as life threatening (ha ha). We use encryption method; it is one of the ways of preventing cybercrime in the banking system that is coding clients’ data. Then I switch off advertisements in the Internet to avoid interruptions. How to get slim... how to get rich in a few days..., how to win Green Cart... they are not my problems. I do not have any wish, belief or time for those tricks.

Operator,²⁵ Yes, they are everyday problems now; we have to think over and over to find new ways of protecting information. I set new password to my office computer but all the time someone finds it out. It would be better if we access our files through retina scanners with fingerprint as a password (ha ha). To look at serious, I can say that there are software firewalls that are installable on a PC that will allow me to select a list of programs that are allowed internet access. This means that any suspicious programs can

be locked down before I can do any damage to my computer.

Teacher, 27. In this globalization era we teachers should be very attentive to the students' ideologies whether they are not harmed by alien ideas or aren't there any gap in their ideologies. To worry about them is everybody's problem today; the youth are our future so we should be aware if they are not infected innocently and do not let them have ideological gap. (Er, then) To secure IT attacks, personally I access only reliable sites and download files that I trust.

Student, 20. So, I download latest antivirus software, for me Nod32 is the most reliable, I do not give the password of my e-mail, err.. what else, oh. I read license agreements written in small prints before I click on "I accept" not to let spyware to snoop me legally. And you asked about unnecessary info... er (oh yeah), I once received e-mail from US FBR, it said that a large amount of money was stolen from African bank to my name and asked me to send my passport copy and etc. at first I was very shocked then understood that was just spam. So, even if I open and read such e-mails I don't believe them.

Manager, 36. Securing my computer is securing me as well (because it may cause stress to my health). I try to do my best, because it may decide the fate of my office. So, one of them is that I don't open email attachments unless I am expecting them. Many viruses are attached to email messages and will spread as soon as you open the email attachment. To get secured from irritating info I try to stop gossips in the office. within we provide friendly working atmosphere.

T2.2

a) Last year my family decided to buy a washing machine. But we could not choose a company and model of the washer. But at that time on the TV we watched advertising of a washing machine. The publicity was so colorful and at the same time the operation of the product and its advantages were described simply and clearly, and in the end we decided to buy it.

The price was reasonable and soon we bought it. If I analyze now, we were not deceived by advertisement. We have been using this machine for a year and we

are satisfied with it. I have never regretted that I was influenced by the advertising. (Natalya.)

b) As soon as, I entered the University, I needed a laptop. I had been looking for a suitable one with inexpensive price, a few days later I saw an advertisement on the street «Matbuotchilar» next to the store «Shedevr» on the banner was an awesome picture of laptop with the famous brand image. So when I saw that advertisement, I instantly went to the website of this brand to find out how much it cost so I could begin saving for it. I was determined to do what I could. I was a little disappointed when I went to their website to discover that it had not been released yet. One of their videos estimated it would be released sometime that winter, but no exact dates were listed. I really did not want to wait that long though. So I found the company's Facebook page and asked them if they knew when it would be released for sale to the public, because I was really excited. So I took the leap and began interacting with them on their Facebook page. Two weeks later, the official website of the company published the date of sale. The price was a little expensive, but I decided to make a booking. Within a week I got a call and they said to come to the postal service and pick up my purchase. I have never regretted that I purchased this laptop as it is fast and reliable. lots of storage space and memory, battery life is good enough for me and suitable for university assignments. Windows 8, once I get used to it, is a very good OS. It's very stable and has good features. I especially like 'Play to' which allows me to play any video or song.

Lesson 3

STUDYING WITH MULTIPLE SOURCES

T3.1

If you want to learn wide world of information in your spare time you can stay at university dormitory and you can use library and information resource center every time whenever you want. This means you get the freedom and opportunity to meet new people and to study as much as you want. In our republic most students choose to work in information resource center. They like to manage all information and work on it. They are very flexible to work on library and information center too. They like to collect all information in sources and then to revise it and do conclusion. Which is very important in studying?

Some educators (Ravitch, 1990) have suggested that students use multiple source documents to study history.

If students were asked for a description, they tended to stay close to the text. If asked for an opinion, however, they tended to ignore the information in the texts they read, even though they may have taken copious notes. Examining students notes, we found that they tended to take literal notes, regardless of the final task. This suggests that they were using the initial readings to garner the facts about the incident or the resolution. Our observations suggest that high school students may not be able to profit from multiple texts, especially those presenting conflicting opinions, without some additional instruction.

T3.2

Approaches to learning

People appear to learn in different ways. Some people expect to make mistakes in their studies and are capable of benefiting from their mistakes. They don't mind being corrected by their teacher and indeed often ask to be corrected.

Others, however, dislike making mistakes. They try to avoid doing anything which they might do badly. They would rather perfect something in small steps and be sure they have got it right than attempt to do a task based on a subject they don't feel they have finished exploring yet.

But a combination of the two may be the best solution. In order to learn effectively, students have

to remember to take risks sometimes. But they also have to feel comfortable and secure with what they're doing so as not to become demotivated. All students should at least think about questioning the way that they approach learning.

Lesson 4

ON-LINE ETIQUETTE

T4.1

At the internet cafe (voices/noise of internet cafe, opening and closing the door)

Opening the door

Zuhra: (addressing to an Internet boy) hello, Can I have access to Internet?

Internet boy: Sure.

Zuhra: Thanks. (Zuhra takes a seat and contacts to Rustam)

Zuhra: oh, Rustam, hello! How is the life? What are you doing?

Rustam: hi, sister. Working on my qualification paper. What about you?

Zuhra: Came to prepare power point presentation on management. I downloaded some materials from internet.

Rustam: oh, You have downloaded it! It means you have stolen it! (laughs)

Zuhra: No. I am not a thief. I just copied and pasted it. Everybody does so.

Rustam: And it is not right. The majority of people accept downloading without permission ok. However, If you ask me, I honestly think that you should do away with this habit.

Zuhra: do away?

Rustam: yeah, get rid of it as it is considered plagiarism.

Zuhra: plagiarism?

Rustam: plagiarism! Photocopying, scanning, downloading, recording on to audio or video without permission of the author or not even mentioning his or her name is considered PLAGIARISM.

Zuhra: even copies?

Rustam: yes. You are allowed to make a copy of just 5 or 10 percentage of a book or 1 chapter for individual study or research work.

Zuhra: hhh, I didn't know that. Then how can I cite the website.

Rustam: show a link. By citing we show appreciation to the authors. They work hard on their

creation, believe me. And not mentioning their names or file-sharing we just steal their property.

Zuhra: property? Is this presentation considered somebody's wealth?

Rustam: you know yes. It is considered Intellectual property! And we break intellectual property law if we don't cite of share files without showing the author.

Zuhra: how did you know that I copied it out?

Rustam: (laughs)

Zuhra: hey guy, why are you laughing?

Rustam: you have got it from my blog!:))

Zuhra: your blog?

Rustam: yeah, I am a blogger for a year. Scroll down and you will see my name at the end of this presentation.

Zuhra: hey, man. You are a super-user.

Rustam: you can get my material either as a soft copy if you have proper softwares and applications or it has a friendly-printed version.

(The voice informs about message?)

Rustam: you have a message.

Zuhra: Look how nice she is. You know she is from international educational company. Just a moment. I will just send her my username, password, phone number and credit card number she is asking so that she is able to fill in my application for me...

Rustam: wait! Why did she fill in your application.

Zuhra: I want to go abroad to study but I don't know how to fill in application. So she offered her help.

Rustam: do you know her in real-life?

Zuhra: of course No

Rustam: then why are going to give her your personal information.

Zuhra: she said she is from international educational company.

Rustam: oh man, don't be so naïve. You don't know maybe she is phishing

Zuhra: fishing F-I-S-H-I-N-G?

Rustam: No, phishing- P-H-I-S-H-I-N-G. that means to attempt to acquire information such as usernames, passwords, and credit card details (and sometimes, indirectly, money) by masquerading as a trustworthy entity in an electronic communication.

Zuhra: oh my God.

Rustam: on-line is a virtual world that maybe not existing in real life

Zuhra: like Avatar in Avatar movie

Rustam: yeah like that. So look out while you are

on-line and don't share your personal information with the person you don't know in real life. Don't be phished.

Zuhra: you are so knowledgeable. Thank you.

T4.2

Hey Rustam, you have a lot of smart friends on-line. Can't you help me to create my FB account. It is very popular with my friends and I am not very well aware of it.

Rustam: certainly. (voice of clicks) just fill in this blank. That is it.

Zuhra: so easy.

Rustam: yeah, modern technology is very user-friendly. Just don't forget your username and password. OK, let me pop into my FB account. (voice of clicks)

Zuhra: (with wonder) You are chatting with foreigners.

Rustam: I am sending snail mails. My friend has tagged me in photo from the conference and I am thanking him for it. FB takes off nowadays as the number of people who has access to internet is increasing day by day Social websites have already spread over the world. You are familiar with social websites, right.

Zuhra: somehow, I have an account in "odnoklasniki". But I am cutting down on using it these days.

Rustam: I am taken aback. You used to be social.

Zuhra: yeah, (smiles) just a friend of mine mentioned once about digital footprints.

Rustam: so...

Zuhra: and he said that developed companies check their applicants' social accounts before accepting their resume.

Rustam: really, I have not heard about it.

Zuhra: and you know I am very easily flamed, man. That's why I am afraid to say something not appropriate on-line that will bring on my future career in danger. I couldn't work out something better than cutting off using it so not to spoil my face. You see, even its name is Facebook. That means our account is our face and we should keep it bright not making it suffer from dirtiness such as bad comments, upload photos, videos or podcasts that are not suitable for us, some impolite rubbish words that may result in offending people in our virtual community. We are responsible for our digital face as it is saved in digital world forever. Though not many youth think over it

and just go in for showing off on line considering that it look nice and nobody sees it. Maybe in some years when they are adults they will look through their todays' secondly updated accounts and they will burn in shame, but now they are not anxious/embarrassed about it. That is not very clever of them.

Rustam: I see. It is smart and kind of you to share this with me. Well, your presentation is ready now. We will save it in the folder called "management" on the desktop and then send it to your flash drive in case you need it in class.

Zuhra: Can we send it directly to my instructor.

Rustam: sure. We will attach it, zip it and send! Done!

Zuhra: It is lucky that I came across you! I owe you a debt of gratitude.

Rustam: Don't mention it. I took pleasure in helping and talking to you.

Zuhra: (click smth.)

Rustam: what are you doing?

Zuhra: typing the name of the author of this power point presentation. Rustam Muminov.

Rustam: hey, man.

Zuhra: it is your presentation. Hope my instructor will understand me and won't kick me out. Will you help me to improve my IT skills so that I am able to make up further presentations on my own.

Rustam: of course, next presentation you will do by yourself and your instructor will kick you in the class. (laughter)

Zuhra to the café boy: Can you please cut off the internet. We are done!

UNIT 2 LIFELONG LEARNING

Lesson 5 LEARNING STRATEGIES

T5.1

Proper learning strategies.

– Radio programme of today is devoted to solving different problems of youth connected with their studying. Our guest, a teacher of London Metropolitan University Nicky is ready to answer all your questions and assist you to solve the studying problems. You can call us with any problematic issue at your Higher Educational Institution.

– Good morning, dear learners, feel free to ask any

questions. I will try to lead you to learning strategies which ensure to solve your problems on your own.

– The first learner is on the line. Introduce yourself, please, and share your problem.

– Hi I am Kajol, Indian, second year student at Manchester Technological College. I have some difficulties at writing in English. Whatever I write, my friends find a lot of mistakes in them, I cannot write complicated phrases connected with technology but I have to, I am afraid I lack writing styles as well.

– I understand your problem, firstly I advise you not to fall into depression. Keep motivated and work harder at your writing. Secondly, find out appropriate learning strategies for improving your writing skills. I can suggest you looking for special writing strategies, sentence writing strategy (fundamentals), sentence writing strategy (proficiency) paragraph writing strategy, theme writing (fundamentals), error monitoring strategy, inspect strategy (for word-processing spellcheckers), edit strategy. Besides, cooperating strategy can help you for getting advice or recommendations from your group-mates.

– Oh, thank you a lot.

– Another student, please.

– I am Olga, a Russian, a first year student at Liverpool Medical College. Nicky, my problem is pronunciation in English. Though I have been studying this language for five years, I still have some difficulties in it. Some medical terms cannot be caught by my friends and teachers that make me feel very shy and I prefer to keep mostly silent during classes. Now I am thinking to give up college and find some easier profession for studying... but anyway, I am watching some films in English but cannot see noticeable improvement in my pronunciation. May be you can suggest me something more?

– Sure. We should think what learning strategies can be helpful for you. As far as I suppose, you are lack of motivation that is why you should get to know some information about strategies for motivation. Besides, self-advocacy strategy, possible selves stimulate you to analyzing your strong and weak points. As a result, weak points at pronunciation can be developed by you. Monitoring and evaluating strategies can assist analyze and choose best learning strategies for you. Also, self talk strategy may be very effective to you, as you can give feedback to yourself encouraging future improvements in your pronunciation. In short words, be enthusiastic, industrious, persevering! Keep calm,

use your own effective learning strategies!

- Oh, thank you, I will try to follow your recommendations and advice!

- You are welcome!

- Another listener of our programme is on line. Hello, let's get acquainted.

- Hello, I am Husain, Egyptian; I am the second year student at London Sport College. My vocabulary is not rich as I suppose, usually I make pauses while making some speeches or presentations, I feel that I know the word but cannot recall it. Can I do something with this?

- That is not only your problem, most foreign language learners face with this. I can suggest you to use "use your imagination" strategy better. With the help of this you can create an image that assists you to remember information, words, phrases or idiomatic expression....(cut down here)

T5.2

I am very glad to present my imaginative ideas on learning strategies. So, how do I imagine learning strategies in real life conditions? What do they resemble to? With what life aspects do they have resemblance? I have tried to do my best and picture some comparative imaginative skills to draw connectivity of learning strategies with life issues. So, let's start.

Here you can see a **motor car with torn wheels**. What does this picture illustrate? It means a learner who does not use organizing or planning learning strategy is not able to go further how hard he wants it. Plan, organize thoughts step by step, get everything ready, set up your goals; have wheels repaired, then drive your car! Another picture here is the following: a **mother bear** is taking care of her cub; but students, remember, you are not babies or cubs now, you must be autonomous and independent learners; manage your own learning strategy teaches to find ways to solve problems. In the next picture you can see a **man who has thrown a cigarette on a lawn causing a fire**. What do I mean here? If a student does a task but does not evaluate it, lacks, mistakes of that task can quickly follow him in the next task. Evaluating strategy supports a learner to complete any task. Another picture shows a **building with higher floors but no foundation and the ground floor**. Certainly, it is about use background knowledge strategy! If

you do not use your previous knowledge in different spheres you cannot develop new ones at all! So, now let's see another photo! Here we see a **man using an old computer Pentium 2** for years and cannot see new innovations, ideas, issues but he has a chance to change it but does not make use of it. Substituting strategy helps learners to get to innovations every time, be modern and take all opportunities of the new era altogether. Another picture describes an even **hill with no any plants, greens**. It is complicated to imagine something from here. But if we are able to use our imagery strategy we can see everything there which will surely help our education as well! Try to see images in just blank obstacles! Life can seem more colourful afterwards! In our next picture we see a **man looking for the object in a very messy room** where everything is lying upside down. Can you fulfill any task if your knowledge is in a mess! Never! You should have your thoughts, ideas in order. For this use grouping, classifying strategy more effectively. Another picture describes a **woman holding a bag with holes**; her things are falling from it turn by turn. If a learner does not write important things, ideas down immediately, study or professional effectiveness falls rapidly. Use note taking strategy and never lose your brilliant ideas!

Lesson 6 EFFECTIVE STUDY HABITS

T6.1

You are going to listen to some students' speech about their effective study habits

Rukhsora: I study best indoor, quiet atmosphere. I tend to get distracted easily by what's going on around until I really get concentrated on the subject and then I can tune out everything. Besides, I'm not an early bird, so afternoon or evening is usually the best time for me to study, but if I'm really interested in something, I will dive into immediately.

Shamsiddin: Hi, I'm shamsiddin. I study best by making notecards or detailed notes and reading them out loud to myself over and over. By both reading and hearing the information, I am inclined to remember everything that I study. Then I try to present and share with others to assure myself that I have fully understood the material and been able to explain everything.

Kamola: For me organization and time management are two of the most crucial components of developing effective study habits. Starting the day not properly planned seems to ruin my whole day.

Barno: Hi, I'm Barno. Scheduling my study hours with intervals is much more productive for me. Moreover, I divide material into small sections and focus on them till I feel comfortable moving along the sections and then reward myself with a short break. That gives me time to reflect and absorb the information I have just studied.

T6.2

Effective habits are considered to be the keys to a successful career taker. You can prepare yourself to succeed in your studies using different habits. Even famous people used distinctive ones in getting higher results in their careers. Let's look through the fruitful habits of them which might come in handy for others as well.

If you look at famous artist and maestro of productivity Leonardo Da Vinci's list of accomplishments you can realize that he must never have slept. To the question how he managed so much done in his lifetime sleeping only for 20 minutes every three hours, we can get only one answer – he was an active man.

We can find thousands of people among us who are early birds and perform early morning walks like Nelson Mandela, the famous president of South Africa who fought against racial discrimination. Getting up early and doing physical and mental processes will lead to greater productivity. His morning walks were time for him to think about to process the day before.

Famous American inventor and businessman Tomas Edison was not the only famous napper. In order recharge his mind and body for greater productivity he took for an hour or two naps every day which was essential to work from morning to night.

Among many sayings of a great automobile manufacturer Henry Ford there is one: "Greatest thing in life is experience. Even mistakes have value". He had a belief that if you are going to fail you should really do it fast and learn from that failure. You should be constant in doing something that provides you with

he opportunity to achieve your goals even there is a risk for failure.

A very productive man and one of the greatest thinkers of the past century Einstein was able to narrow his focus for periods of time on very important tasks. He believed in the productivity of focusing one's energy on a small number of very big things rather than focusing on a large number of very small things.

Usually inspiration and productivity come together. If you are not interested in what you are doing it is hard to be productive. Productive people like mentioned above were able to get more done in their lives because they had their own interests in their lives and focused all of their energies on those pursuits.

Lesson 7 SUCCEEDING IN LLL

T7.1

Recently one of my students have told me about 75 year old uzbek farmer who was studying German at the language course together with him. One reason why the story impressed me that much, is the way he describes him. Suddenly, it dawned on me... I'd been trying to catch on his keen interest into the subject. Apparently, my student was looking up to that old man. It was a bit shame for a young lad not to keep up with an old 'peer' who had been making progress in his studies, despite the tasks that were much too difficult for a man of his age. He was probably very intelligent; owing to young man's discourse that man had broad horizons and had acquired English as well. Originally, the old man was from Samarkand, had a large family and had successfully running his farm. Nevertheless, he came here to Tashkent with the intention to learn something new. How a man, old, already succeeded in life, wealthy enough to manage a little luxury at his own premises could quit his comfort and join immature students as a peer, obey teachers who are his junior and display enthusiasm that is mostly appropriate to youngster? Those things can stem only from a great will, hard work and perseverance. Furthermore, he had visited many countries and therefore could astonish young souls of his group mates with fascinating real life experiences.

Indeed, the greatest thing in life is to keep your mind young.

T7.2

Lifelong learning is the insistent pursuit of knowledge for either personal or professional reasons, which should be freewill and objective. It is not that confined space including your school time or academic study any more, but the process stretching throughout your life, in different situations. Technical development, in its scope, scales up the means of acquisition and learning does no longer depend on particular time or place. It can be seen as continuous accumulation of knowledge from everyday interaction with people and environment.

What is succeeding in Lifelong learning?

Educational psychologists say that difference between successful learners and their less successful peers, stems from metacognition.

Metacognition is being aware of own thought process and refers to 'higher order thinking', which involves active control over the cognitive processes engaged in learning. This, in its turn, involves: a) Knowledge, that is awareness of own thought processes, learning styles, and efficient strategies. And: b) self-regulation, which is keeping track of own cognition – regulating and evaluating them.

As lifelong learning is voluntary and self-motivated learning to learn learning how to recognize learning strategies, monitor and evaluate learning is a pre-condition for lifelong learning. Hereby, Metacognition turns out to be an essential first step in developing lifelong learning.

Core competences of success are to possess an open mind, sense of autonomy and management, ability to monitor personal performance and goal achievement. Perfect willingness to absorb a new information, to ask insightful question and to experiment are the basic characteristics of major high achievers.

Lesson 8 SOCIAL RESPONSIBILITY

T8.1

– Hello, I am Noila Melieva, a first year student at the University preparing a project work entitled 'Human and Nature'. As a target point of our team project we have selected this " Sangzorkul river" which flows through living area.

- Well, it sounds very interesting.
- Indeed, I have several questions in order to get the main components of my survey.
- Oh, yes, I am at your disposal.
- So, let's start it then. How long have you been living the riverside, I mean, here the river flows through two houses and I found it reasonable to talk to the settlers having the evidence of historical and today's river condition.
- Hmm. I can say since my birth, I mean it had existed even before I started to recognize myself as a child. About more than 50 years.
- So long witnessing?! Can you , please, compare the river of today with 20-30 years back?
- Oh, very big and challenging points to compare. I can state three things which really makes me feel worry. First, before it covered the more streams in width and height, but now it is less in both of the points. Secondly, we used to fish as well as swim, but now I can't permit my grandchildren to it even on hot summer days as the water is out of hygiene. Thirdly, at the current moment it is filled with pollution presenting disgusting view and smell, even I can't say when it started to get littered.
- What are the factors of this awful view?
- People, people living around here, of course. Sometimes I notice at nighttime some shadows emptying their garbage and odds filled in either buckets or sacks into the water.
- At midnight?!
- Yes, because our village officials set a 90000 sum fine - equal to the minimal rate of monthly payment on littering people and the warning board is just over. There were the times when I caught two of them. One approved himself reasoning that litter service hadn't been working regularly. The second apologized promising not to do the disgusting action anymore.
- Mostly. what age people are the action doers?
- They are of mixed age, but often most are youngsters. I think, the youngsters are day by day getting faded with their sense of responsibility in nature.
- As lady of rich life and social experience can you suggest some of the solutions to the improvement of the state?
- Hmm. to my mind, the fining should be strict and under careful control for prevention as people are very sensitive for financial touch. Then, the next is the parent obligation, I mean, they should be responsive

to have a conscious eye on their children behaviour. And the last but the most essential is neighbour or community observation. Having the strong sense of social responsibility the person should watch out at the other, it is like chain of controllment, one is under the eye - control while that eye - controller is also followed by others`controlling.

- Thank you for your wise suggestions and time consideration. I hope in some near years this case will surely get its solution.

- Yes, me pleasure.

UNIT 3 MANAGEMENT TYPES

Lesson 9 SERVICE MANAGEMENT

T9.1

You will hear three siblings speaking about services.)

Shahnoza: I was at the exhibition yesterday.

Dilnoza: Oh, great! What kind of exhibition?

Shahnoza: Exhibition of tour agencies and hotel business.

Dilnoza: What interesting things are there in the sphere of tourism?

Shakhnoza: There were representatives of different local and foreign tour agencies and hotels who offered their services.

Dilnoza: What sort of services?

Shahnoza: All of them offered cozy and spatial rooms with wireless Internet access, restaurants and bars with delicate cuisines and irreproachable services, conference and banquet halls, which can hold any level of events from small business meetings to international congresses. Additional services: an oriental tea-house and a table with vitamin-rich fruits, a summer club, a discotheque, an open swimming pool, a sports ground, a photo-studio, a parking ground and other services.

Dilnoza: O, well. Was it an international exhibition or... ?

Shahnoza: Yes, of course. There were representatives from Turkey, Azerbaidjan and other countries. But I don't remember all of them. By the way, there will be "International Travel and Tourism Fair" from 3rd to 5th of April next year. Their representative gave us their invitation card.

Dilnoza: Were there only tour agencies and hotel representatives?

Shahnoza: No, representatives of Uzbekistan Trade Unions Federation Council also took part in the exhibition. They offered services of all sanatoriums and rest houses in the territory of Uzbekistan. They also advertised Bakard Azia LLC mini plant which produces aerated and plain water, which is extracted from a 1,544 m deep well and an ideal source of vigor and energy for productive life, which strengthens immunity. Besides, they offered goods of "Kasaba-text" sewing shop, where work women from low-income families and families with many children residing not far from the sanatorium, expressed their will to work.

Dilnoza: Well. It is really interesting. We have variety of services in all spheres of life today. Increasing a number of services and well-formulated service management will improve the quality of services and standard of life. We have also been to the exhibition lately. It was about services in the sphere of telecommunication. Actually, there were so many novelties in this field. All companies tried to represent their services at top-level. Latest models of mobiles, notebooks, computers, free internet setup and others were offered by different companies. Some companies organized lottery games. The win of the "Navoiy" library was flatted. I also took part in this lottery game, but unfortunately, I didn't win.

Shahnoza: Oh, what a pity. It would be great if you won it.

Dilnoza: Yes, I hoped so, but...

Ulughbek : O, everybody is here. How are you?

Shahnoza: Fine thanks.

Dilnoza: Great, thank you. Where are you going?

Ulughbek : I am looking for a medical center or policlinic with high quality and fast service.

Shahnoza: Do you feel bad? (anxiously)

Dilnoza: What's up? (both anxiously at the same time)

Ulughbek: No, I'm going to the army. I must have medical examination as soon as possible. I don't have time to knock about the doors.

Dilnoza: Umm. Then go to the "Softmed center". We have been there when Shahnoza had vertigo. We were afraid whether she had something serious. Fortunately she was slightly tired .

Ulughbek: And you run to the doctor immediately. Ha-ha,ha, you girls. In vain, people say girls don't

lie, they only exaggerate and why do advice me this center? Were you satisfied with their services?

Dilnoza: Yes, no doubt. They have top-level service management, medical staff is very polite with patients and they provide fast service. I'd like to tell you about their equipments. They use most modern up to-date devices. We did tomography and they gave the result in no time. So, don't hesitate and don't look for other polyclinics. Go straight there. By the way, their manager is our father's friend. He is sharp as a tack. He can spent hours talking over the details of the plan. Until he gets desired result. He thinks big. O, sorry. I must be at the university at 2 p.m. So I must hurry. See you soon.

Ulugbek: Thank you for valuable advice, my dear. Bye.

Shahnoza: Bye, bye.

T9.2

Last year Shahnoza took part in the course for young entrepreneurship. There is her conversation with her tutor:

Shakhnoza: Why is it important to have business plan?

Tutor: Aha, yes, if you're starting business for yourself, the first thing you do must be developing a business plan. Great number of studies have shown that poor planning leads to the failure of a businesses. Because it will be a road map for your business and helps you appeal to outside financing.

Shahnoza: People say that developing of a business plan is the hardest point at the beginning?

Tutor: Suprisingly, developing a business plan is not as hard as it seems. In order to develop a solid business plan, you need to understand the business you're entering thoroughly. Next, you should determine using of the plan and audience you are target. Finally, your business plan should be comprehensive and concisely written and each step should be described in details.

Shahnoza: What factors should we take into account developing our a business plan?

Tutor: In preparing a business plan, you must take into consideration your knowledge about the business you are entering inside and out. You should read a lot about the business. Study, learn and analyze experiences of those who are already in this field.

Shahnoza: How determine our purposes for the plan?

Tutor: A business plan serves to clarify your business vision and guide you in executing that vision: If you are self-financing your business, you design the plan mostly for your benefit, but if you need outside investors, you'll will have to target them. In this case, you should determine whether you will find outside investors, before you create your plan.

Shahnoza: How to determine our audience?

Tutor: If you plan to recruit investors, you need to build a plan to suit them. Remember that they are all looking for four things: trust in you, understanding of the business, Financial confidence, and a good return on investment. Typically, investors want a certain internal rate of return. Your job is make certain of your projected returns are in line with those of similar field.

Shahnoza: How to develop my own business plan?

Tutor: First, develop a sketch of your business plan. Take into account each aspect of your business and how it will affect your business plan. Remember, this business plan is a guideline. Investors should be aware of your intentions and why they should invest with you.

Lesson 10

HUMAN RESOURCE MANAGEMENT

T10.1

The beginner manager Sarvar Latipov asks through Internet some advice towards managing his staff effectively. The former managers throughout the planet shared their experience. Let's listen to some of them.

1. The most difficult situation was when I had to choose between two or more ideas of my people. Then I tried to find the middle and satisfy them all. But it wasn't always easy to achieve it.

2. My boss trusted me. I always felt that I was a keeper of the confidential information of the firm and my boss liked praise me saying "You are the conscience of my company".

3. I always stated my people that they should work together civilly. As the HR manager I found ways to allow that to happen. Every day I tried to air the workplace with warm atmosphere. I often organized parties. And mostly it eased the situation. Sometimes

George, my boss said “You are my cool problem-solver.”

4. I always tried to evaluate my strengths and weaknesses and watched my staff followed it. I always affirmed my boss to use the latest technical developments in our field. Because workers worked in high spirit then. I kept my people informed, shared my ideas and knowledge with my staff.

5. I trusted my staff but verified. I always checked the result and they felt that I was accountable and creditable. I forced them to work in a team. My boss liked to repeat “Tom, set the example – this will motivate subordinates to improve themselves”.

6. I never looked to take on more than I should. I knew my limitations. Besides, you have to know when to seek the professional help of colleagues, attorneys, and other experts.

T10.2

Numerous managers working in different offices are asking for advice in different situations which they are coming across. Listen to the answers of successful members of HR staff of our country.

1. - I have just been appointed the HR manager. But I don't know how to begin? I am in disarray.

- Ask other senior managers and executives with lots of experience to help you in this situation. Besides, attend training courses on HR and read relative literature.

2. - Nodira is one of the young members of my staff. She has recently sent the inappropriate data on salary of employees of our finance department to the statistics office. I am going to discuss the situation along with my colleagues. How to be in this situation?

- It's best to call her to your room and explain her mistake face to face. Don't discuss this cause in public. It is not right position towards your employee.

3. - Our manager isn't fair. I mentioned it several times. But it is useless. What to do?

- In this case try to explain the situation again. If there is no result, you may recourse to the administration outright or consult the lawyer of your company.

4. - I am going to raise my HR manager to the position of the senior manager in trade department. But she states that she is here like fish in the water. How to be?

- Leave her in her position. Truly talented people cannot be made do something. Allow her to do what she wants to.

5. - I am the manager of change engagement department. My colleagues are my peers and I feel their envy towards me. How to handle?

- Try to be sincere and polite with them. Do compliments every day, but don't often do it. Cheer them up. But be strict and show your place. Don't be bashful. Ask them ideas in order them to feel engaged in the process. Don't isolate yourself.

6. - I am working as the manager for a year. But I can't avoid my family problems. Even in the workplace I think about my family problems. How to cope with the situation?

- You know, managing is a hard job. You should try to keep your work and family simultaneously explaining your position to your family members. But your career shouldn't destroy your family relationships.

7. - My work is exciting. I work longer than my hour works. Sometimes I work even at home. But I am feeling that I am getting poor health. How to be?

- You have to put your health in the first place, because you can't help your staff with poor health. Sleep enough, have a rest, go out-of-doors and go to sport clubs.

8. - I am realizing that my staff is getting passive. There is a lack of enthusiasm in the process. What to do?

- Motivate, motivate, and motivate your staff. Motivation isn't just money. Reward them regularly by extra day off or vacations.

Lesson 11 FINANCE MANAGEMENT

T11.1

What are your plans for the rest of the day, and the rest of the week?

I'm going to visit my grandmother in the evening.

Aziz, Alisher: Hi, Shahboz. How are you?

Shahboz: Hi, Aziz, hi, Alisher. I'm fine. What about you.

Aziz: Oh, I'm exhausted. I am preparing for my exams. What are you doing here?

Shahboz: I'm just looking at this poster. Have you seen it.

Alisher: No, we haven't seen it yet. What's this about?

Shahboz: It's about talk next week. This talk will be about financial management. I can't manage my earnings. I suppose it 'll be useful for me to take some good ideas how to save my money.

Alisher: Really, you think it 'll be useful. Actually, I have the same problem. I earn some money but I can't manage my savings to achieve my goals.

Aziz: Oh, my problem that I spend much more than I earn.

Shahboz: So, what are you doing on Monday. Shall we go to this talk?

Aziz: Oh, I don't know. I should prepare for my midterm control. Who is the lecturer there?

Shahboz I, think professor Usmanov.

Are you sure. I attended his lecture once and it was very boring. He couldn't cover his topic.

Shahboz No, that can't be truth. Professor Usmanov is very famous for his lectures.

Aziz: Oh, sorry, sorry. I've mistaken that was professor Azizov.Ok I'll do my best to come to this lecture. What about you Alisher?

Alisher: If I pass my exam I'll come for sure.

T11.2

Hello everyone it's good to see so many of you here. This is an important time in your life to make your first important step into the world. So here are some tips for students which want to manage their life in financial world.

So, let's begin. If you're a student and you want to manage your finances, the first thing you should do is to set some financial goals. The only thing that the money gives you is the freedom of not worrying about money. What do you really want to spend your money on? A car? A holiday? Maybe your wedding party? Well, whatever it is, work out you should know real value of it. So you will concentrate on how much you need to earn.

Well, the second one is to earn money .As Benjamin Franklin said" If you want to know the value of money, go and try to borrow some." Try to get a job in your students' years. It'll give you some valuable lessons like punctuality, work management. You 'll try to manage your work responsibilities and studying responsibilities.

Third one is a budget .It's time to set a budget. Once you have a job and know what you will be

earning, set a budget plan. Creating a budget generally requires three steps:

a) Identify how you spend your money.

b) Evaluate your current spending and set of goals that take into account your long- term financial objectives. Then follow your financial budget

c) Finally, make a plan of your further expenditure.

Now that's a good idea to open your account that attracts high interest. There are also special savings accounts or young people so make sure you explore what the banks have to offer in this area when you're setting up the account. Beside that you look through new rates and new opportunities which banks offer.

Think about your long-term investment plans

Even as a student you can start thinking about your long-term financial future.If you start thinking about putting a little aside each week for your long-term financial goals it'll bring you independence and you'll be sure in your future savings. You need to have a bit of money behind you - to create some types of private business which you can own. So for the first period of time you can be involved in such types of business organization like sole-proprietorship or partnership.

Lesson 12

RISK MANAGEMENT

T12.1

Our group mate Azim suggested us to visit his grandfather who lives in Keles. We got there by bus. Abdulla ota welcomed us very warmly, during the day; he told us interesting events. Here we wanted to use a chance of talking about risk management to him as it used to be the main topic for us for the whole week. So we tried to clarify our knowledge about risk management by asking several questions:

- Hello Abdulla ota! My question: Do you think that everyone should take a risk?;
- Yes, of course. But for most of us it seems scary, because there is always a potential for loss. But to achieve something we want we have to take risk.
- Can we manage the risk without difficulties?
- Of course not. There are many kinds of risks. For example, going to dentist is also taking risk. For the sake of bodily fitness, many people undergo strenuous

and painful exercises on a daily basis. A runner may push himself the point of exhaustion. A weight-lifter's muscles may get an ache after training sessions. These experiences may involve great discomfort. Nonetheless, the athletes undergo them voluntarily to increase bodily fitness.

- Can all risks taking be beneficial? No, of course. We shouldn't take risks which is harm both for us and for our community. Let's imagine that one was offered a job testing experimental medications on oneself. The pay is good, but there is no way to predict what effects medications may have. They may cause irritability, nausea, skin reactions, deteriorating vision and even death. Do you think that such risk worth even large amounts of money? Imagine you got a large sum of money to invest. Would you seek or think of getting any advice from professional financial advices?

— I think that will be my last question. Do you think that we should address to someone before taking any risk?

— Firstly, you should think about positive and negative effects of it. If it is dangerous, you have to avoid it. In some cases, you got to consult family, doctors and some professionals on your issue.

Here we stopped our talk on topic as it was nearly sunset. We expressed our gratitude to Azim doda and left.

UNIT 4 CHALLENGES AND INNOVATIONS

Lesson 13 CAREER RESPONSIBILITY.

T13.1

There are a lot of jobs in the world. The world of work is changing rapidly. Today we have already had a new standard of job holding. Anybody has to follow a number of job options to promote in his career. A young student is referring to a psychologist about an issue how to develop a personal career who is suggesting some recommendations to him.

A student: Good afternoon, Akmal Anvarovich.

A psychologist: Good afternoon, Akrom.

A student: I am going to start my career at a financial corporation soon that is why I need your recommendations. Can I ask you some questions, please?

A psychologist: Oh, I congratulate you on this great occasion. I am glad to suggest you some ideas about career development and job responsibilities.

A student: Would you like to explain me what personal career responsibility is?

A psychologist: Sure. To start your career, you should be aware of all circumstances connected with your job. Personal career responsibility loads you with different obligations, sometimes complicated, seeming impossible to fulfill. But you should always remember that any set task can, should and must be done by you as a responsible worker. Personal responsibility means that you, only you are responsible for all your deeds, actions, decisions! It means acknowledging and accepting that you are responsible for the choices you make, the way you behave, the actions you take and the way you think and feel. Only you can choose how you respond. Personal responsibility is an attitude, a philosophy, a way of being. You will have to work out your personal responsibility as well. If you really want to achieve something in life, promote in your career, you should have a proper, correct, steady personal career responsibility, your own, unique one!

A student: Oh, I have never thought about such matters. Could you tell me how I can manage to develop personal career responsibility?

A psychologist: You have asked a question connected with an essential matter. There are special steps to personal career responsibility of which I would inform you. First of all, watch your language. It is an important matter. Why? Because each of us deals with language, we mind what we hear or listen. That is why you should try to avoid using phrases, statements or expressions which make others think that you are not a confident, responsible, professional worker. "It is not fair", "it is not my fault", "I can't help it" are statements which may somehow make your colleagues think negatively about you. Secondly, build your emotional intelligence. You should ask yourself "how self-aware am I?" "Do I understand my strengths and weaknesses, attitudes, behavioral patterns?" If you are able to find answers to these questions, you can surely tell that you are managing to control your emotional intelligence. In various job or life situations it is important to overcome negative emotional conditions and develop positive ones into process.

A student: After your words I decided to check up my emotional intelligence as well.

T13.2

A psychologist: You should do it for sure. Next step to personal career responsibility is investing in your personal and professional development. You should not stand still or motionless. Always analyze how effectively you are working. What is keeping you back should also be found out by you, solve that problem, don't wait its growing and turning into catastrophic pattern! What behaviors of yours are keeping you from rapid development? Think over and find solutions to them!

A student: If I am not able to resolve it by myself?!

A psychologist: Then you can ask some elder worker or your friend for advice or recommendations to solve a problem. Next step is the following: help yourself. You should seek for answers, solutions actively, enthusiastically with overflowing energy. Don't forget that personal career responsibility is an active issue not passive! The next step I would like to tell you is being accountable. That means that you should account for your thoughts, your attitudes, your feelings and your actions. Accept that you have a choice in all of these.

A student: Being accountable suggests that one should be completely responsible for what he does and must give a satisfactory reason for it.

A psychologist: Without doubt! Next step to personal career development is the following: be proactive. Drive your career don't let it just happen to you. Take control of your career, your life, your destiny. Take action by causing change and not only reacting to change when it happens. Your career should not stick to one place, take responsibility and make it move, develop! Next pace in personal career development is taking action.

A student: Taking action?!

A psychologist: Yeah, you should plan your strategy. Once you've decided what career success will look like to you, figure out how you will fill in the gaps and build up your skills and competencies. Next one is remaining open-minded. Can you guess what it can be?

A student: May be it means widening world outlook and being ready to any new extraordinary, innovative discoveries. Besides, one should never give up studying and looking for new ideas for career development too.

A psychologist: Yeah, mostly right. If you are open minded you will consider experiences, suggestions and opinions on their own merit. You will be prepared to alter, or add to your world-view with this new-found knowledge. And that includes a willingness to be corrected and admit your mistakes as you know all of us make them! And the next step of personal career development is developing a healthy risk attitude. Following on from the above a healthy risk attitude takes you out of your comfort zone and provides the momentum to move forward. We're talking about measured risk here taking a chance based on an informed decision and living with the consequences. Risking is sometimes very important issue in achieving remarkable results in career development. Unless you risk, outcomes will stay behind. That is why it is useful to risk but of course it should be reasonable. The last but the most important step is to feel as much responsibility as possible. If one is responsible for what he is doing he can reach many results in life and job. If you follow all these steps in personal career development you can have further promotions.

A student: I am sure that your recommendations in personal career development will be very useful for me. Thank you for them.

A psychologist: You are welcome!

Lesson 14

PROFESSIONAL DEVELOPMENT

T14.1

Khodjieva Rano: Good morning dear students. Now we are going to introduce you to Khodjieva Rano. So you can ask any questions. Now, Rano you are welcome to our meeting.

Dilnoza: Good morning!

Khodjieva Rano: Well, Rano are you ready for our questions? So you are awarded for the Presidential scholar ship, was it easy or hard to manage it?

Dilnoza: Yes, if I remember those days it was really hard. When I entered the university I faced many difficulties concerning to the subjects and writing scientific articles. I couldn't write any scientific articles before. I worked at the articles and reports many hours' even sleepless nights. In this kind of situations my skilled professors and lectures helped me a lot. I always remember Rodin's sayings 'Nothing is a waste of time if you use the experience

wisely.' From the first day at the university I followed time management. I think I life may appear to be more unstructured in comparison to school or work. However, university students are expected to spend more time in independent study. You may need even more time if you are new to university study. Managing my time and getting organised is vital to my success. Use a personal planner is one way of getting organised. For example, create daily, weekly and trimester planners, tutorials, work and social time, colour code the activities in week.

Khodjieva Rano: Thank you Rano. Shall I ask the next question? Was it your dream to be awarded for such awards?

Dilnoza: Oh, yes of course. All of us have our own dreams. Before entering the university I read and watched programmers on TV about some young people who were awarded with scholarships. I always followed their successes and inner my heart dreamt to get scholarships. Being a student of the university from the first day I understood that students like me would be able to get any nominated scholarships. However It was clear that I had to step several stages and out coming difficulties.

Khodjieva Rano: So, Rano, my last question. What can you advice to the students who want to succeed their goals?

Dilnoza: Em, I can advice first of all, dream and try to achieve in it. Then from the first day at the university follow time management. Attend to all your lectures regularly, read your lecture notes, textbooks, weekly topics in the unit guides and articles on your field. Revise after each lecture and start preparing for assessments and exams. Try to get more instructions from your lecturers on writing scientific articles and participate in the conferences. Participate in debates and discussion in your field. Be brave, never stop working hard at yourselves. At the same time don't forget about doing sports and other hobbies. If you work on according to your planner you'll achieve in your goal.

Khodjieva Rano: Thank you very much Rano. We wish you more success in future. We hope you are the future of our country.

Dilnoza: You are welcome. Due to the opportunity I would like to say to thank all my professors and who supported me. My great wish to the students to achieve to their dreams.

T15.1

Latest Achievements of Uzbekistan

Uzbekistan can take pride in numerous achievements and development in many fields. The scale reforms which have been carried out for last 20 years in Uzbekistan promoted achievement of good results in all spheres. In this period science and technology have developed, rapidly striving to reach the world's advanced level and scoring striking achievements. Science and technology are 2 crucial components of all efforts aimed at fostering growth socioeconomic development of Uzbek nation. Uzbekistan has made great strides in different sectors, including aerospace, nuclear Science, medical development, high energy physics as well as different branches of industry and agriculture. Here is a list of some significant achievements: In October 2007 at Maidanak observatory new minor planet number 2007 TN2 was discovered in the solar system which in 2009 was assigned the number 210271 by the Harvard Minor Planet Center and 2010 this planet was named "Samarkand" The largest scientific breakthrough in the country's cotton industry was the creation with the use of developed gene-knock out technology of the first unique transgenic cotton varieties with a wide range of economically useful characteristics such as high yield, high quality and length of fiber, early ripening, salt tolerance. A joint patent is issued to this technology. Using the concentrated solar energy the stable superconducting materials with increased to 110-150 degrees of Kelvin temperature of transition to the superconducting state have been produced for the first in the world. Pharmaceutical industry can boast of the development of domestic new medicines such as Ecdysten, Ayustan, Rutan, Gossitan etc Important substitution ceramic filtration devices, membranes for fine cleaning of oil and gas, aviation fuel production technology for gas turbine engines of fuel-grade "Jet As" of aircrafts Boeing airbus RG from local hydrocarbon raw materials were developed and successfully introduced into production. The huge contribution to the future development of the has been made by the creation of a free industrially-economic zone of "Navoi" which could promote

increase of volume of direct foreign investment in our country.

Lesson 16 WORLD AWARDS

T16.1

Have you got about the latest world awards?

Student A: I have been informed by my friend who lives in the USA.

Student B: I like to watch world premium and native ceremonies on TV.

Teacher: What would you do if you had been chosen as an award winner?

Student A: Frankly speaking, I would experience myself in the maximum point if the organization chose me.

Student B: I think to win in the contention is more formidable. I would be the happiest man in the world if I were winner.

Teacher: Both of you quite right. Your sentiments are very original. But what do you think how the nominee can be picked out?

Student A: I reckon by the help of oral or written voting.

Student B: In my opinion, the person should be deserved and experienced who is being singled out in the nominations of the awards rite. The fund will select a candidate who is best of the best.

Teacher: I agree with you. You know that tastes differ. I wish both of you advancement in acquiring your goals.

T16.2

Bakhtiyor and Lola were accomplished at art, particularly, singing songs. Together they went to out of class singing hustles in their childhood. Both of them were very gifted and active in their field. They participated in many song competitions among young talented people and they were awarded with medals or testimonial deeds. In one word, they were haughty of their educational establishment.

When they grew up, Lola entered the University of World Economy and Diplomacy but Bakhtiyor kept on his own way, singing. Firstly their ratios lasted for some time, and then suddenly didn't move any more. Nobody got for that matter. After some years, Lola became a proficient and skilled ambassador and was

sent to Paris, as an Extraordinary and Plenipotentiary ambassador of Uzbekistan in France. Bakhtiyor also became a professional singer. At the same time, he was an instructor at Tashkent Art Institute. Both singing and teaching he got great advancements. He did his PhD and got a scientific degree.

In 2009, there was a World music premiums ceremony in Paris. Bakhtiyor also was invited there, as a participant. He was very pleased when being read his name among the winners. Among visitors was our ambassador too. Lola was also joy and at the same time she had tears coming out of her eyes. The people around her didn't catch the reason: her close friend had become a winner or she paused their good attitudes before some years ago or another reason... . Everybody felicitated Bakhtiyor on his special occasion. Two friends came across and their amity reactivated again.

KEYS

UNIT 1 GLOBAL INFORMATION AND YOU

Lesson 1 UBIQUITY OF ENGLISH

1

1. technological vocabulary - PlayStation; the end; warning; caution;
2. tourist places - shopping; price; caution;
3. public transportation - parking; enter; payment;
4. economy and finance - exchange; payment; budget;
5. Labels in clothes - caution; cloth directions; washing; Made in;

2

1. technological vocabulary (quit, enter, game over, correct, error, the end...)
2. explain directions in easy language and have good idea about trade expressions and shopping in general.
3. the power of the dollar and the US having the world's largest economy
4. 1500 words

3

2. past masters
3. in particular
4. acquainted with
5. come across
6. core vocabulary

4

Possible answers:

1. Sevara speaks Uzbek, English and Russian fluently. Angela Merkel speaks her own German and English languages
2. longest word – internatsionallashtirolmayotganli klaringa / pneumonoultramicroscopicsilicovolea nokoniosis / тысячавосьмисотвосьмидесятивятимикрометровый

6

1. as they are replaced by suffices
2. Prepositions are extraneous in Uzbek, which causes some difficulties in using them
3. In 1969, the law was quietly amended to make English the official tongue
4. The first 6 letter keys are Q, W, E, R, T and Y.
5. about 500,000 words

7

1. master
2. compile
3. arguable
4. gain
5. amend
6. minimize
7. horrendous

8

1. F
2. F
3. T
4. F

11

1. is never earned
2. is becoming
3. have prepared
4. has been increasing
5. was promoted
6. was making
7. had attended
8. had been exploring
9. will celebrate
10. are going
11. will celebrate
12. will have finished

12

- a. 3
- b. 5
- c. 7
- d. 9
- e. 11
- f. 1
- g. 2
- h. 4
- i. 8
- j. 10
- k. 12
- l. 6

Lesson 2 INFORMATION AND SECURITY

1

1. b
2. f
3. a
4. d
5. e
6. i
7. c
8. g
9. h

2

1. Banker, 35	Encryption method
2. Operator, 25	Set passwords
3. Teacher, 27	Use reliable websites
4. Student, 20	latest antivirus software
5. Manager, 36	Not open unexpected email attachments

3

What was advertised?

- washing machine
- laptop

What words helped you to guess what was advertised?

- operation
- reliable, storage space and memory, battery life, Windows 8

Did he/she buy?

- yes
- yes

How much did it cost?

- reasonable price
- a little expensive

6

- | | |
|----------------|-------------------|
| a. information | f. mediocre |
| b. compile | g. the navigation |
| c. disseminate | h. security |
| d. to evaluate | i. hindering |
| e. a release | |

Lesson 3 STUDYING WITH MULTIPLE SOURCES

2

- b
- a
- d
- e
- c

3

- wide world
- freedom
- opportunity
- manage
- flexible, information

4

- d
- e
- a
- b
- c

5

- could
- finish
- be
- to

6

- I'd rather you didn't smoke in the library hall.
- It's high time they went to the information resource centre.
- I wish I were with you in the library now.
- I wish you didn't criticize me all the time in my lectures and presentations.

7

- | | | | | |
|------|------|------|-------|-------|
| 1. b | 4. b | 7. a | 10. c | 13. a |
| 2. b | 5. d | 8. c | 11. b | 14. c |
| 3. a | 6. a | 9. d | 12. d | 15. b |

8

- incorporate
- professional
- interviews
- fiction
- invaluable
- understanding (retention)
- retention (understanding)
- analyze
- evaluate
- sources

Lesson 4 ON-LINE ETIQUETTE

1

- d
- c
- a
- b

2

- T
- T
- F
- T

1. PT
2. Making up a presentation on management
3. It was from Rustam's blog.
4. Photocopying, scanning, downloading, recording on to audio or video
5. Intellectual property law
6. Proper Software and applications
7. The user can print it.
8. PHISHING
9. Avatar
10. Look out and don't share personal information with the person you don't know in real life.
11. Username, Password, Phone number and Credit card number

4

Rule 1: Remember the Human - just because we do not see the face...

Rule 2: Adhere to the same standards of behavior online that you follow in real life

Rule 3: Know where you are in cyberspace chatroom vs. e-mailing rumors

Rule 4: Respect other people's time and bandwidth - be concise

Rule 5: Make yourself look good online - judged by how you represent yourself

Rule 6: Share expert knowledge

Rule 7: Help keep flame wars under control

Rule 8: Respect other people's privacy - don't snoop

Rule 9: Don't abuse your power - administrators

Rule 10: Be forgiving of other people's mistakes - at least initially

(Albion, 2005)

5

1. (paragraph 1) Computer literate nitezen
2. (paragraph 2) world standards
3. (paragraph 3) Access to resources .

6

1. b
2. a
3. d
4. b
5. d

- :) Smiley face
- :-{ Frowning
- :-@ Screaming
- <-[Disappointed
- {***} Hugs & Kisses
- >>>>>-- Teasing/Tickling
- :-O Uh Oh! Or Wow! Or Yawn Or Shocked
- :-T Keeping a straight face

- BTW By the way
- IOW In other words
- 4EAE- Forever and ever
- FYI for your information
- TTUL talk to you later
- P.S.- post script
- CUL See you later
- LOL laugh out later

8

1. Call up
2. Give in
3. Drop out (of)
4. Let down
5. Take off
6. Get on with
7. Drop off
8. Get a long with
9. Fall out with
10. Set out
11. Pick on
12. Look up to
13. Look down on

10

1. Dear Mr.Isroilov
2. I am writing
3. Graduated from
4. a scanned copy
5. tidy/organized
6. organised/tidy
7. I took forward to hearing
8. Couldn't wait to tell
9. How r u?
10. great music
11. overboard
12. Ranosh

11

1. Social websites/Facebook
2. We are/the owner of the page

12

- 1. a
- 2. c
- 3. b
- 4. c

UNIT 2 LIFELONG LEARNIG

Lesson 5 LEARNING STRATEGIES

1

Kajol: D, F
 Olga: B, C, G, H
 Husain: A, E

2

- 1. Problems with writing, spelling lacking writing styles: A, B, F, I
- 2. Pronunciation, uttering medical terms, feeling shy, discouraged: C, D, E, H, J
- 3. Poor vocabulary, long pauses during speeches: G

3

edit strategy- this is used for recapping some plans or deeds; besides helps to reflect on knowledge.

Evaluating strategy- helps to assess his own achievements; evaluate his deeds.

Use your imagination strategy- helps to picture future events or deeds better.

4

- a. associate with
- b. reflect
- c. decipher
- d. making predictions
- e. reassure themselves
- f. recall
- g. accessing

5

Personalizing strategy	Experience; Associate with something;
Use your imagination strategy	Create an image; Mental movie; Check comprehension;

Monitoring strategy	Supervise; Observe; Control;
Organizing strategy	Plan; Organize;
Substituting strategy	Structure; Replace; Paraphrase;

7

- 1. T
- 2. F
- 3. F
- 4. T
- 5. F
- 6. T.

8

- a. Evaluating strategy helps learners to reflect on their results. It can make students to improve his language skills.
- b. Background knowledge can make learners feel more confident, to achieve better results, improve.
- c. It can help to analyze and change some issues in strategies or plans.
- d. Student's own answer.

9

- 1. c
- 2. b
- 3. a
- 4. b
- 5. a

10

- a. She could organize a daily diary last year during her studying.
- b. How could Barno dare discuss such a confidential matter with a stranger?!
- c. They must look forward to returning such an event.
- d. They can join the supporting group.
- e. We had to turn down the suggestion of yours.
- f. Why couldn't they get involved into a matter?
- g. Bob and Jane must have an opportunity to do the task as well.
- h. The learners should get every plans ready.

11

Possible answers: "Keep motivated!"
 "Keep calm and go on!"
 "Uzbek chess king's strategies"

12

- a. visual learner
- b. My first chess teacher
- c. A chess board-a battle field
- d. Professional effective learning
- e. Champion recommendations

13

- a. They are probably basic forms of learning strategies.
- b. Those claims must have pushed me to think over them seriously.
- c. This also helped me to conclude my thoughts after the game. It gave an opportunity to ponder my thoughts.
- d. He should always follow it during that time.
- e. Everything is in your hands!

Lesson 6 EFFECTIVE STUDY HABITS

1

- 1. Studies new material highlighting the necessary information.
- 2. Studies in a quiet place.
- 3. Studies in a bedroom.
- 4. Studies in an open air.

2

Shakhnoza	studies in an indoor, in a quiet atmosphere;
Shamsiddin	makes note cards, reads them out loud over and over;
Komola	organization and time management are important to her;
Laziz	breaks down his study time into small bites;

3

- 1. I'm not a morning person, so afternoon/evening is usually the best time for me to study,
- 2. I'm really interested in something, I will dive in first thing

- 3. By both reading and hearing the information, I tend to remember everything that I study.
- 4. If I begin my day unorganized I feel as if my whole day is ruined.
- 5. It helps me if I break down my study time into small bites.
- 6. That gives me time to reflect and absorb the information I have just studied

4

- 1. quiet atmosphere
- 2. to get into the subject matter
- 3. to be a morning person
- 4. to remember everything
- 5. understand the material
- 6. developing good study habits
- 7. to begin one's day unorganized
- 8. to break down one's study time into...
- 9. reward oneself with a short break
- 10. absorb the information

5

- 1. b 2. d 3. c 4. a

6

- 1. reputation 3. concept
- 2. initial 4. strategy

7

- 1. fruitful 6. to achieve
- 2. list 7. to process
- 3. early 8. productive
- 4. racial 9. to come
- 5. recharge 10. to focus

8

- 2. Nelson Mandela
- 3. Thomas Edison
- 4. Henry Ford
- 5. Einstein
- 6. artist
- 8. inventor
- 9. automobile manufacturer

12. performed morning walks
13. took naps/ was a napper

9

1. T
2. F
3. F
- 4.
5. F

10

1. distinctive
2. lead
3. value
4. constant, failure
5. narrow
6. pursues

11

2. to forget, soaking
3. seeing, to call
4. writing, to make
5. cooking, to cook
6. to inform, wearing
7. reading, to rain

12

1. to pay
2. buying
3. to post
4. shouting
5. to inform
6. writing
7. to clean
8. to break
9. correcting
10. to announce
11. missing
12. to tidy

13

Possible answer.

1. Decide a topic
2. Start writing the diary only if you really have interest in it
3. If you are writing a diary for the first time, always start with a small one
4. Try to write your diary at night because in that way, you can describe the entire day and schedule.
5. Put the date or some sequence information in the diary, maybe at the top of the page
6. Start with the morning.
7. If you have not written in the diary for a few weeks, then do not worry about it.
8. Write about how you wish your day went.
9. Close with your name.
10. Write truthfully in your diary
11. Students' answers

Lesson 7 SUCCEEDING IN LLL

1

1. h
2. d
3. f
4. e
5. g
6. c
7. a
8. b

2

1. keen interest
2. much too difficult
3. broad horizons
4. Samarkand, large family, a farm
5. appropriate
6. astonish young souls

3

- a. 75 years old
- b. normally only young men attend courses
- c. to keep minds young

5

A

6

- a. enjoyed
- b. trait
- c. undergo
- d. transfer
- e. split up

7

1. have written
2. have been writing
3. have only lived / have only been living
4. has happened
5. has broken
6. have been trying
7. have you been running
8. has been
9. have you been standing
10. has been eating

8

1. g 4. j 7. h 10. d
 2. a 5. c 8. i
 3. b 6. f 9. l

9

continous – discrete
 limited – absolute
 expand – restrict
 freewil – obligatory
 earliest – latest
 desire – reluctance
 astude – superficial
 peculiarity – banality

10

- insistant
- confined
- scales up
- voluntary
- essential
- perfect willingness
- insightful
- characteristics

Lesson 8

SOCIAL RESPONSIBILITY

1

- a
- c
- c
- a. decrease in water level; b. fishing and swimming
c. pollution;
- a. strict fining; b. parent obligation; c. community
observation

2

- "If you can't feed a hundred people, then just feed one." Mother Teresa
- "Be the change you want to see in the world." Ghandi

3

Headings	A	B	C	D	E
Asking for direction				✓	
Identity	✓				
Getting lost			✓		
Finding the destination					✓
Schedule for shopping		✓			

5

Possible answers:

Personal responsibility: punctual, courageous
 liable, duteous, mature, conscious, committed
 mindful;

Social responsibility: supportive, practical
 reliable, collaborative, effective, cross-functional
 collective, friendly, devoted;

Note: The above words can be used interchangeably
 in both of the classification depending on the situation.

8

- pull to one's feet
- give someone a fireman's lift
- help someone walk
- give someone a piggy back
- support someone under the arms
- help someone lift up something
- give someone a hand up
- shelter someone under one's umbrella
- pull someone up

10

- | | |
|----------------|-----------------------|
| 1. happened | 5. tried |
| 2. received | 6. started |
| 3. was driving | 7. led |
| 4. had got | 8. had been following |

UNIT 3 MANAGEMENT TYPES

Lesson 9 SERVICE MANAGEMENT

1

- Need lifting. How would you like to travel- a
Great food, service and romantic atmosphere - b
Look fashionable, smart and elegant- d
Fast, save and convenient! - e
Wide range of goods, guaranteed quality and licensed commodities- f
Fast, tasty and useful- c

2

1. c 3. d 5. e 7. I 9. b
2. g 4. a 6. f 8. h 10. j

3

Dilnoza	IT service Health service
Shakhnoza	Hotel service Restaurant service sanatoriums and rest houses Bakard Azia LLC "Kasaba-text"
Ulug'bek	Health service

4

1. a number of; improve 5. win
2. telecommunication 6. tack
3. novelties 7. taking over
4. Latest; mobiles 8. thinks.

6

- The customers write complaint letter if they are dissatisfied with the quality of the service or good.
- Letters of complaint usually include the following 4 stages: Background, Problem (cause and effect), Solution, Warning (optional).
- You should start it with "Dear Sir/Madam," Explain shortly (in one or two sentences) what you

- are complaining about. Explain in more details. What happened, what the problem is. What are you unhappy about? What did you do to resolve the situation? How do you feel about the problem?
- This paragraph should be the longest in the whole letter. You can even divide it into several parts. Write what you would like them to do, and what will you do if they don't give you what you want.

7

Dear Sir/Madam,

The reason I am writing to you is poor quality of a washing machine, which I bought in your store two weeks ago. After only two times it was in use, problems started to appear.

The first defect that I noticed was the door of the machine that demanded applying of great force. My daughters had to ask their dad for help, because they weren't strong enough to open the door. We discovered another problem when tried to use it. We put laundry into the machine, and pushed the "Start" button. It started working but suddenly got stuck and the water leaked from the machine and we were unable to use it since. We were very surprised to discover so many problems in a quite expensive model.

Obviously, I returned the washing machine to you to be replaced with a new one. Your assistant said that I would have to wait only a week. After two weeks it had still not arrived. Finally, four weeks later, I was contacted by your representative. Imagine my feelings when I learned from him that I cannot receive the same model of washing machine as I bought. As a solution he offered that I upgrade my model to a better one and this too will take two weeks. I am very disappointed with the equipment and the service I have received. Therefore I expect a full refund of my money as soon as possible. I look forward to your reply and resolution to my problem and I will wait until Monday before seeking help from a Consumer Protection Agency. Please contact me at the above address or by phone.

Background: The reason I am writing to you is poor quality of a washing machine, which I bought in your store two weeks ago. After only two times it was in use, problems started to appear.

Problem – (cause and effect): The first defect that I noticed was the door of the machine that demanded applying of great force. My daughters had to ask their dad for help, because they weren't strong enough to open the door. We discovered another problem when tried to use it. We put laundry into the machine, and pushed the "Start" button. It started working but suddenly got stuck and the water leaked from the machine and we were unable to use it since. We were very surprised to discover so many problems in a quite expensive model.

Solution: Obviously, I returned the washing machine to you to be replaced with a new one. Your assistant said that I would have to wait only a week. After two weeks it had still not arrived. Finally, four weeks later, I was contacted by your representative. Imagine my feelings when I learned from him that I cannot receive the same model of washing machine as I bought. As a solution he offered that I upgrade my model to a better one and this too will take two weeks.

Warning (optional): I am very disappointed with the equipment and the service I have received.

Therefore I expect a full refund of my money as soon as possible. I look forward to your reply and resolution to my problem and I will wait until Monday before seeking help from a Consumer Protection Agency. Please contact me at the above address or by phone at home 2246150/ or mobile +998903667355.

Yours sincerely,
Mrs. Olima.

10

1. Many people start a business thinking that they'll turn on their computers or open their doors and start making money.
2. This will ensure that you're not forgetting anything and you're completing all the tasks that are essential to the survival of your business.
3. This knowledge will allow you to take the kinds of calculated risks that can generate tremendous rewards for your business.

4. This knowledge will allow you to take the kinds of calculated risks that can generate tremendous rewards for your business.
5. This will create long-term positive habits that will help you make money over the long term.

11

1. T 2. F 3. F 4. T 5. T

Lesson 10

HUMAN RESOURCE MANAGEMENT

1

Answers may vary.

2

- Human resource management
- Personnel administration management
- Recruitment management
- Human capital management
- Performance management
- Change management
- Compensation and payroll management
- Employee engagement management

3

- a. Change management deals with finding the new eligible ways and methods for conducting the process.
- b. Benefits management deals with insurance, healthcare, pension, company transportation, and housing.
- c. Human capital management deals with future plans and training of employees.
- d. Employee engagement management deals with listening to grievances, organizing parties, picnics.
- e. Satisfaction survey management deals with observing emotional state of the organization motivate all employees and make appropriate changes to HR policies.

4

Possible answers

1. Human resource management department runs and motivates people in order them to work and contribute for the organization effectively.
2. The notion human resource appeared in the 20th century as a result of human relations movement.
3. The main functions of HRM department are motivating, discipline, recruiting, probing, salary, compensating, etc.
4. A good HRM personnel is a guide of any organization.
5. Targets are achieved through motivating and working out employee programs.
6. HR specialists are trained in a number of institutions. One of them is the Society for Human Resource Management in the USA.

5

- a. negotiation management
- b. ethics management
- c. conflict management
- d. change management
- e. team organizing management
- f. limitation management

6

1. Improve yourself constantly.
2. Rail private.
3. Consult the tough cases.
4. Do not force people to do anything.
5. Always be with your staff.
6. Keep balance.
7. Sound mind in a sound body.
8. Managing is motivating.

7

- | | | |
|---------|----------|---------|
| 1. told | 3. told | 5. said |
| 2. told | 4. tells | |

8

1. She offered me to have lunch with her.
2. Nargiza promised Markhabo to phone that night.
3. My mother ordered me to do my home assignments.
4. Dad reminded me to call for grandfather.
5. The secretary begged to be allowed to go on vacation.
6. She refused to take her coat off.
7. The manager suggested meeting a little later.
8. The director encouraged us on opening the new local filial of the bank.

9

- Gather them and give clear and precise goals to each of them.
- Encourage them every moment while the process.
- Never shout or quarrel with your workers.
- Be always grateful even after the process

10

Answers may vary. Possible answers.

Human resource management is a complex program with a number of functions according to which the staff work and realize an organization's goals and objectives.

Lesson 11 FINANCE MANAGEMENT

1

- a. success
- b. invest, save
- c. lead, manage;

2

1. b 2. d 3. e 4. g 5. f 6. c 7. a

3

Shahboz- He can't manage his earnings
 Alisher- He earns some money but he can't manage his savings to achieve his goals.
 Aziz- He spends much more than he earns

4

To: The manager of human resources department.
From: Akmal Rashidov the worker of reconstruction department

Date: July 19, 2012

Subject: Break Room Closed Next Week

The Employee Break Room will be closed all next week—July 22 through July 26. We will be remodeling the break room during this time. The break room will reopen on July 29. We apologize for any inconvenience this may cause you. We are putting patio tables and chairs on the back patio for your use while the break room is closed. We're looking forward to renew the furniture of this room. Details about that coming soon!

5

The manager of the first picture is a successful manager because he knows how to manage the company. He is very happy and he is surrounded by his team.

6

Leading, controlling, organizing, planning.

7

1. F 2. T 3. T 4. F

8

1. Earn some money
2. Do a budget
2. Open a savings account that attracts high interest
3. Think about your long-term investment plans

9

1. manage
2. goals
3. valuable, punctuality
4. responsibilities;

Lesson 12 RISK MANAGEMENT

1

1. l 3. e 5. b 7. d 9. g
2. c 4. a 6. j 8. f 10. h

3

1. f 3. a 5. c
2. e 4. b 6. d

4

1. Azim's grandfather lives in Kale and they got there by bus/
2. The main topic was risk management.
3. going to dentist, going to fitness...
4. irritability, nausea, skin reactions, deteriorating vision and even death
5. yes, we should. i.e. family doctors and some professionals on the issue

6

1. had better
2. should
3. should
4. 'd better
5. Should
6. should

UNIT 4 CHALLENGES AND INNOVATIONS

Lesson 13 CAREER RESPONSIBILITY.

1

Position	politician firefighter nurse farmer
Qualities	persuasive courageous caring hard-working
Advantages	eople respect save lives help people close to nature
Disadvantages	not much free time dangerous upsetting tiring

2

1. T 4. T 7. T
 2. F 5. F
 3. T 6. T

3

1. c 2. b 3. a 4. e 5. d

4

- a. sobering d. evade difficulties
 b. happen to someone e. conscientiously
 c. aversion f. prevalent.

5

1. No pains, no gains
2. 'the acceptance of personal responsibility is what separates the adult from the child'
3. Once you are in action, the best way to stay emotionally independent is acting in accordance your morality, rather than under the influence of your desire.
4. Professional fitness absolutely equals to physical fitness. Long term working out of all challenges practically, passing through the pains, errors and stable regularity.
5. To all intents and purposes, being authorized is an honor, and honor in its turn is happiness, satisfaction

6

- a. study e. inert
 b. search for f. upshot
 c. accountable g. ultimate
 d. alter h. ensues

7

Personal career development steps	Personal career development steps definitions
1) watch your language	The job holder should be very attentive to utter a word;

2) build your emotional intelligence	Emotional condition sometimes plays an essential role in professional development;
3) investing in your personal and professional development	You should not stand still or motionless
4) help yourself	You should seek for answers, solutions actively, enthusiastically with overflowing energy
5) being accountable	You should account for your thoughts, your attitudes, your feelings and your actions
6) be proactive	Drive your career don't let it just happen to you. Take control of your career, your life, your destiny
7) taking action	ou should plan your strategy
8) remaining open-minded	If you are open minded you will consider experiences, suggestions and opinions on their own merit

8

1. egoistic 4. kind
 2. prettier 5. attractive
 3. intelligent 6. satisfied;

9

1. job titles 4. competencies
 2. duties 5. relationship;
 3. skills

10

1. a, b, c, d, g, l 3. f
 2. h 4. e

Lesson 14 PROFESSIONAL DEVELOPMENT

2

1. Ex. Time management
2. Attend to the lectures
3. Read your lecture notes
4. Read articles
5. Get more instructions
6. Participate in the seminars
7. Do hobbies, sports

3

- | | | |
|------|------|------|
| 1. F | 3. T | 5. T |
| 2. F | 4. F | 6. F |

6

1. find-visit
2. seek-find
3. want to grow-need to continue
4. want to be-have to equip
5. become – improve
6. be carried out- be completed
7. want to become- need to start
8. become-have

7

- a. reaching the goal

Lesson 15 LATEST ACHIEVEMENTS

4

1. If the students hadn't used a noninvasive technique known as electroencephalography that harnesses brainwaves, they wouldn't have been able to control the motion of a helicopter.
2. If I were a carpenter, I would build my own house from wood that no one have built before.
3. If scientists had discovered a new type of medicine, people wouldn't have died of cancer and lived longer.
4. If the scientists received high reward for their

hard work, they will carry out research into many different areas of science

5. If work at the research center, I'll do research on weather control.
6. If Australian researchers hadn't unveiled a catalyst, they wouldn't have been able to split ocean water with very little energy needed.

5

Students' own answers.

6

1. d 2. a 3. b 4. e 5. c

7

Students' own answers.

8

1. e 2. c 3. f 4. a 5. b 6. d

9

Lesson 16 WORLD AWARDS

1

A-sports awards ceremony, B- school awards ceremony, C- the best bank worker

D- Nobel Prize awards ceremony, E- University awards ceremony, F- Military awards ceremony

2

1. c 2. d 3. b 4. a

3

Contention is an event in which people can compete with each other competition

Nominee is a person who has been suggested for something

Single out is synonym for the word "to choose"

Advancement is Success or progress in doing something

4

- | | |
|-----------------|----------------|
| a. awards | g. nominees |
| b. premiums | h. picked out |
| c. ceremonies | i. singled out |
| d. award-winner | j. nominations |
| e. organization | k. the fund |
| f. contention | l. advancement |

5

Students' own answers.

6

1. If I had bought tickets, we would go to the awarding ceremony.
2. If I were as clever as you, I would have applied to the math contest.
3. If you were creative, your publications would have attracted readers' attention and could get high rating.
4. If we liked watching films, we would have gone to the cinema.
5. If he was talented, he would have been selected as a participant of the competition.
6. If Aziz had prepared properly, he would be an awardee of World music premiums.

7

1. We would take the first place in the competition if all the members had taken part actively.
2. If Alfred Nobel hadn't organized the fund, there wouldn't exist Nobel Prize in the world.
3. If the students had more time, they would have finished their work by the competition day.
4. If you were better at speaking in public, the presentation would have been more successful.
5. If I had known that you are going to come by tomorrow, I would be in then.
6. If I had worked in Hollywood I might be rich and famous now.

8

- 1.e 2.c 3.d 4.a 5.b

9

- | | |
|----|----|
| a. | e. |
| b. | f. |
| c. | g. |
| d. | h. |

10

- | | |
|------|------|
| 1. F | 5. F |
| 2. F | 6. T |
| 3. T | 7. T |
| 4. F | |

For Notes

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