

1.3

UPGRADE

LESSON OBJECTIVE

- discuss issues and agree strongly

1 LISTENING

- A **PAIR WORK** In what situations do you send or receive emails? Do you think it's an effective way to communicate? Why or why not?
- B **1.05** Listen to coworkers Shawn and Lorena talk about problems with email. What other ways of communication do they mention?
pen and paper; phone call; fax
- C **1.05 LISTEN FOR OPINIONS** Listen again. What does Lorena think the problems with email are? Do you agree with her? What does Shawn think about the alternative that Lorena mentions? Do you agree with him?
- D **PAIR WORK THINK CRITICALLY** Compare different ways of communication, such as face-to-face conversations, texts, IMs, video calls, etc. What are their advantages and disadvantages? Which ways of communication do you find most effective in which situations?



Answers

Lorena thinks we get too many useless emails that waste our time.
Shawn didn't like using fax machines.

2 PRONUNCIATION: Listening for main stress

- A **1.06** Listen. What do you notice about the underlined words?
- 1 ... I can get some real work done.
 - 2 ... people usually choose the easy option.
 - 3 All this technology was supposed to help us be more efficient ...
The underlined words have the main stress.
- B **1.07** Underline the word in each item that you think has the main stress. Listen and check.
- 1 When it comes to technology, ...
 - 2 ... waiting to use the single fax machine we had in our office.
 - 3 And don't forget about all that paper!
- C **Circle** the correct words to complete the sentences.
- One word Several words in each word group will have the main stress. Words with the main stress are usually near the beginning / end of the word group, and they give information that is new (and important) / old (and not so important) to listeners.

INSIDER ENGLISH

When something used to connect to the internet isn't working, it's "down."

It looks like the server is down.

My Wi-Fi is down again!



GRAMMAR REFERENCE AND PRACTICE

1.1 PRESENT HABITS (PAGE 3)

Present habits

Talk about present habits in different ways:

- 1 Simple present (sometimes with adverbs of frequency)
*My friend **tells** me she **resists** change because she **usually likes** things the way they are.*
- 2 *Tend to* + the base form of a verb
*I **tend to adapt** to new situations quickly.*
- 3 *Will* for events that happen often (present, not future)
*I'll often **call** my parents when I want advice.*
- 4 Present continuous for a continuing activity that happens at the same time as another habit
*I **usually listen** to music when I'm **cooking**.*
- 5 Present continuous for noticeable/unusual (often undesirable) habits; use *always* and *constantly* for emphasis.
*I'm **always worrying** about how I'll cope with all of my work.*

A Cross out the options that are not correct. Sometimes both options are correct.

- 1 I usually forget all about the time when I'm studying / ~~I will study.~~
- 2 I'll often take / I tend to take a shower in the morning unless I have to leave home early.
- 3 I never listen / ~~am constantly listening~~ when he complains about his job.
- 4 My friends often tell / are always telling me to stop working so hard.
- 5 How do you communicate with people when you'll travel / you're traveling?
- 6 I'll usually think / I usually think about a task for a few days before I start on it, unless it's urgent, of course.

1.2 PAST HABITS (PAGE 5)

Past habits

There are different ways to talk about habits, actions, and states that happened in the past but don't anymore:

- 1 *Used to* for past habits, repeated past actions, and states
 - *used to / didn't use to* + the base form of the verb
*We **didn't use to make** video calls, but we do now.*
 - *never + used to* + the base form of the verb
*They **never used to ride** their bikes to school.*
 - *use to*, not *used to*, with *didn't/did* in negative statements and questions
*Did you **use to take** the bus?*
- 2 *Would* for past habits and repeated past actions, not for past states
 - *would ('d) / would not (wouldn't)* + the base form of verb
 - Use *would* only if it is clear when the action happened. Use *used to* if the time reference is not given.
*We **would text** each other every night. ~~not I would have a big cell phone.~~*
- 3 The simple past for past habits, repeated past actions, and past states (often with time expressions)
*I **had** a big bedroom. I **went** to bed at 6:00 every night.*
- 4 The simple past for single completed actions in the past, not *used to* or *would*
*I **watched** three shows last night. ~~not I'd watch three shows last night. / I used to watch three shows last night.~~*

A Change the simple past to *would (not)* when possible. When not possible, use (not) *used to*.

When I was young, I ¹~~didn't have~~ ^{didn't used to have} a TV in my room. My older brother ²~~had~~ ^{used to have} one in his. I ³~~was~~ ^{used to be} very jealous. But on the weekends, he ⁴~~let~~ ^{would let} me watch his TV. We ⁵~~watched~~ ^{used to watch} our favorite shows, but I usually ⁶~~fell~~ ^{would usually fall} asleep halfway through.

VOCABULARY PRACTICE

1.1 FACING CHALLENGES (PAGE 2)

A Circle the correct option.

- 1 I usually welcome / resist change – unless it's dangerous, of course!
- 2 Many people accept / get a grip that they have a limit to what they can do.
- 3 I've never been capable of / been frightened of learning new things. I love it!
- 4 When I'm really busy at work, I can't cope with / underestimate other things. I'm too tired.
- 5 My dad used to tell me, "You need to welcome / adapt in order to be successful."
- 6 I tackle / can't take all this work. It's too much!
- 7 When I'm stressed, I tell myself to get a grip / be a step forward and deal with things.
- 8 My good friends often help me underestimate / get through difficult times.
- 9 They say it's hard to survive / be capable of in this city, but I'm doing fine!

B Complete each sentence with the correct word or phrase from the box.

accept	adapt	can't take	capable of
frightened of	step forward	tackle	underestimate

- 1 I'm afraid I'm not capable of doing a sales manager's job. I don't have the skills.
- 2 We told the police what happened, but they wouldn't accept our explanation.
- 3 You usually adapt well to big changes in your life.
- 4 Congratulations on your graduation! It's a step forward in your life, and a big one.
- 5 Don't underestimate your ability to face challenges. You've always been good at dealing with new things.
- 6 She's moving to the country because she can't take the pressure of city life anymore.
- 7 I have to tackle some boring jobs around the house this weekend. They have to be done.
- 8 My mom says I was frightened of other people when I was a child. Actually, I was just shy.

1.2 DESCRIBING ANNOYING THINGS (PAGE 4)

A Cross out the word or phrase that does not work in each sentence.

- 1 This app always crashes. It *is infuriating* / ~~*is awkward*~~ / *drives me crazy*.
- 2 My little sister asks a lot of questions. It *gets on my nerves* / *drives me crazy* / ~~*is hard to operate*~~.
- 3 This remote control is *complex* / ~~*time-consuming*~~ / *tricky*. I can't figure out how to record a show.
- 4 Old laptops *were awkward* / *were clumsy* / ~~*lost my patience*~~ because they were too big and never fit in a bag.
- 5 This door is ~~*a waste of time*~~ / *infuriating* / *frustrating*. It always makes a loud noise when someone opens it.

B Complete each sentence with the correct form of the words or phrases in the box.

be a waste of time	be hard to operate	complex
get on sb's nerves	lose patience	time-consuming

- 1 These drones are hard to operate. The remote controls aren't easy to use at all.
- 2 Our internet connection really gets on my nerves. I can't stream any movies.
- 3 Jackie loses her patience over little things – like when people ask her the same question more than once.
- 4 Painting our house is time-consuming. We've been working for hours, and we've only done one room.
- 5 These directions are complex. I can't figure out how to put this table together.
- 6 Playing that game on your phone is a waste of time. You should be studying.