

TRANSKRYPCJA TEKSTÓW DO SŁUCHANIA

ARKUSZ II

Zadanie 9.

In Sweden, make an effort to be as flexible and open as your hosts.

Sweden has a very egalitarian society and foreign visitors will find much evidence of this in the workplace. Rigid hierarchies do not exist within organizations and even the most senior ranking manager is likely to be on first name terms with the most junior employee. Decisions tend to be based on general consensus, rather than issued by top management, and the overall working atmosphere is typically relaxed and cooperative and not as competitive as in many other European nations.

Most Swedes speak several languages fluently including English, which is widely used in business. Although flexible working hours are popular in Sweden, this does not extend to time-keeping, so ensure you are punctual for meetings. Take plenty of business cards printed in English and dress smartly as Swedes are always well presented.

Swedes can be very direct so expect some 'straight talking', particularly when it comes to negotiating a deal. In keeping with their international profile, Swedes shy away from confrontation and conflict, preferring to talk through problems or issues so that a reasonable compromise may be reached.

Business dinners are common and tend to start fairly early, usually at the end of the work day at around 7 o'clock. (...) Most Swedes drink in moderation so keep an eye on your host to ensure you are not drinking too much.

If planning a business trip to Sweden, it is best to avoid the month of July when most Swedes retreat to their summer houses for several weeks.

Abridged from Time, December 2003

Zadanie 10.

Interviewer: Some fans worry that your legendary focus could stray from golf.

Tiger Woods: Just because we're engaged doesn't change anything. She's still there, she's my best friend and she travels with me. Obviously the biggest change happens when someone has a child—to get a hold on a proper perspective on what you need to do to have a successful home life as well as a successful course life. That's probably the ultimate challenge.

Interviewer: Have you given that much thought?

Tiger Woods: No. *[Pauses]* Not yet.

Interviewer: How important is consistency?

Tiger Woods: That's where you want to be. That's why I made the swing changes in '98. That's why I've worked as hard as I have. There's no greater satisfaction in our sport than winning. And in order to win you have to be consistent. You have to keep putting yourself up there. The more times up there, the odds are in your favour that you're going to get it done.

Interviewer: What is your epitaph for 2003?

Tiger Woods: It was a successful year. Coming off of knee surgery last year, I would have been happy with one win. When I was practicing back in January for my comeback and Ernie Els was winning every week and shooting 30 under par, it was frustrating 'cause I knew I couldn't compete. When I got back, I had to get over that mental hurdle of knowing my knee was solid, to go ahead and trust it. That was the hardest part.

Interviewer: Why has the public embraced you so singularly?

Tiger Woods: I really don't know why. Maybe they just respect the fact that I try as hard as I do. That I try day in and day out to put in the same amount of effort. I never dog it.

Interviewer: The great champions always seem to know what changes they need to make to stay on top. What are you looking to improve in 2004?

Tiger Woods: Everything. When I was a very little boy, my goal was to set out on Jan. 1 to be a better player by Dec. 31. So far I've been able to say [I've done] that my entire career and I just want to continue that trend.

Interviewer: There's really that much room for improvement?

Tiger Woods: Without a doubt.

Abridged from Newsweek, December 2003

Zadanie 11.

IT'S A SMALL WORLD

Mary Gallagher puts her hands on her hips and casts a practiced eye around Athenaeum House, the residential – care home for the elderly she runs in North London with her husband, Patrick. But before she can join her staff in feeding and tending to residents, she must tackle mounds of paperwork – a task that takes up about a quarter of her time. "What elderly people need is time spent with them," she sighs, picking up a folder thick with documents. "Paper doesn't look after people."

Government regulations mandate that Gallagher must assess the performance of each staff member six times a year, and review the care plans of each of her residents once a month. She must pay out certain benefits, like tax credit or maternity pay, to employees on behalf of the government. As much as Gallagher would like to free up time, to hire someone to take on the paperwork would cost her about €22,300 annually – more than she can afford.

And she's hardly alone. There are about 24,000 care homes for the elderly in England and Scotland. Over each of the past five years, says the National Care Homes Association, about 800-900 homes have closed.

And here's the disturbing part: small business owners in the U.K. arguably enjoy the most favorable climate of any in Europe. The U.K.'s Department of Trade and Industry claims the nation is among Europe's fastest and cheapest places to start a business. Setting up a limited company in the U.K., says the DTI, takes one week and costs €28, compared with an E.U. average of 25 days and €883.

Abridged from Time, December 2003.