

研究生英语
系列教程

总策划 / 施欣 周迎春

总主编 / 吴建国

总主审 / 郑立信 左晓岚

英语口语教程

Spoken English Course
For Graduate Students

■ 主编 史燕燕 姚利锁



人民交通出版社
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内 容 提 要

本书是《研究生英语系列教程》的分册之一,共分 15 个单元,每个单元由六大部分组成。本书内容取材广泛,涵盖面广;编排设计的口语操练活动灵活、互动、交际性强;并注重日常口语和业务口语的结合,突出行业知识特色;整体教学强调以学生为中心的教育模式。

本书可供交通运输、国际航运、物流管理、物流工程专业研究生使用。

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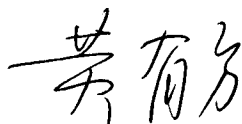
中国的经济发展要融入世界经济的主流,中国的企业要在更大的范围和更深的程度上参与经济全球化的进程,应对日趋激烈的国际竞争的挑战,这就是我们所面临的不可回避的现实。新的发展态势、新的经济格局,必然会对我国高等教育的发展提出新的要求。如何适应人才市场的需求,积极而有效地探索和改革传统的培养模式,促进科研开发的国际合作,已成为高等教育,尤其是研究生教育的一项紧迫任务。

众所周知,我国的交通运输、国际航运、物流工程与管理,以及国际经济与商务等领域近年来发展迅速,正方兴未艾。这些领域的发展需要我们从速加快培养和造就出大量的能够了解这些领域的国际竞争趋势、掌握最新信息、熟悉各种“游戏规则”、既具有较高的专业素质又具有很强外语能力的专业技术人才。正基于此,在研究生层次的培养上,探索新的外语教学理念、改革传统外语教学模式、使专业研修与外语技能的培训紧密结合的任务才显得尤为紧迫。

由吴建国教授担任总主编、郑立信教授担任总主审的这套《研究生英语系列教程》,较好地体现了新的教学理念和研究生培养模式的特点:既突出专业的相关性,又强调英语语言技能的应用型的培养和训练;既重基础,又有拔高;既有时代感和针对性,又不乏对人文素养的关怀。这是因为编者具有独到的眼光和对工作高度负责的态度,精心选出的材料内容广泛,积极新颖,融知识性和可读性于一体。值得一提的是,该教程各分册在体例设计上都是以学习者为中心来安排的,强调学员、教员、编者以及文本之间的相互作用和相互影响,充分体现了注重知识输入的同时更注重知识的输出这一教学原则。相信学习者通过这套教程的学习,可获得双重的收效:提高综合运用英语语言的能力,掌握获取专业信息的能力。

融世界之先进,创中华之新奇。当前,各行各业都在快速发展,无论是新兴产业还是传统产业,都显示出勃勃生机。尤其是在物流、航运、商务等国际性服务业领域里,新的理论、新的规则、新的运作方法不断推陈出新,日新月异。随着中国的日益强盛,世界已把目光转向了中国,而中国也需要融入世界经济和文化的发展潮流。在这样的历史时期,我们更需要脚踏实地研究和探索适合时代发展特征的新的教学理念,转变传统的外语教学模式,在严峻的挑战中寻找发展和促进外语教学的新的机遇,努力为社会培养和造就出一大批适合于行业需要的、外语水平较高的专业技术人才。

我是一名英语爱好者,长期以来一直坚持不辍地学习、练习。我的体会是,只要肯学,敏于猎奇,勤于追踪,敢于突破,善于总结,就一定会有所收获。于是,一名英语学习者就能做到开卷有益,从一部优秀教材中学到许多从别的书本里学不到的东西,得益之多,往往会超出编著者的期望。相信这套教程也会使学习者受益良多,并学以致用。值此系列教程即将付梓之际,谨缀数语如上,是为序。



博士 教授 博士生导师

上海海事大学副校长

教育部高等院校物流类教育指导委员会 主任

2007年6月

前 言

随着我国研究生教育规模的不断扩大和培养模式多样化的发展趋势,以行业需要为特点、与国外名校联合办学的硕士学位研究生培养模式,以及各类工程管理硕士和 MBA 项目,已成为我国高等院校一个很具潜力的发展方向。这种培养模式不仅要求学员具有较高的素质、较新的行业管理知识和较强的从事实际工作的能力,对外语实际应用能力的要求显得尤为突出。本《研究生英语系列教程》正是为了满足此类研究生英语教学的需求而编写的。

本《研究生英语系列教程》的编写以《研究生英语教学大纲》以及研究生培养模式的特点和要求为依据,突出知识性和实用性,强调语言应用能力的培养,同时兼顾到语言基础的训练和巩固。本系列教材共由 5 个分册组成:即《英语精读教程》、《英语泛读教程》、《英语口语教程》、《英语听力教程》和《英语写作教程》。各分册之间既具有密切的横向联系,又各有其鲜明的特色和侧重。内容涵盖了交通运输、国际航运、物流管理、物流工程、国际商务等相关领域。本系列教程各分册均为 15 单元,各分册所选材料均具有积极的思想意义,富有时代感,具有较强的可读性和可接受性,且便于操作。

本系列教程的编写原则基于两个前提:(1) 语言学习是一种积极和互动的过程;(2) 语言材料的合适选取应有利于激发学习的积极性,有利于学以致用,提高效率。各分册共同具有的主要特点如下:

1. 选材新颖,内容丰富,题材广泛,有利于拓宽学员的知识和视野;
2. 语言规范,难度适中,针对性强,适合学员的实际水平,符合研究生外语教学的要求;
3. 内容实用,循序渐进,重视基础,有利于学员掌握语言技能,并为以后的学习和从事实际工作打下较坚实的基础;
4. 本系列教程主要适用于交通运输、国际航运、物流、MBA、工程类的研究生,也可适用于其他各相关专业研究生以及相关企事业单位在职人员的培训。

编写本系列教程的指导思想是:“以学习者为中心”,强调读者、编者、课文和教员之间的互动作用,目的在于能使学习者通过较科学的语言习得规律,结合自己的行业知识和亲身经历,运用英语这一交流工具来准确地表达自己的思想,或做出及时而又正确的判断,从而达到能全面提高英语实际应用能力和综合素质的效果。

担任本系列教程各分册主要编写工作的人员均为长期从事高校英语教学并具有较丰富的从事实际工作经验的教授或副教授。尽管本系列教程中的部分内容已在实际教学或培训中使用过两至三年,且效果颇佳,但他们仍深感缺少新颖而又系统化,且用起来顺手的教材的苦恼,是以萌发了编写本教程的念头。在长达近两年的编写过程中,他们密切合作,集思广益,相互沟通,使得各分册在总体框架下既互有衔接,又各具特色,形成一个有机整体。因此,本系列教程既可配套使用,又可按具体培训目标独立选用。

担任本系列教程主审工作的是著名语言学家、词典编纂家郑立信教授和左晓岚博士。他们不仅仔细审读了书稿,还提出了很多富有建设性的宝贵意见。此外,本系列教程的编写工作得到了上海海事大学领导的关心和支持,尤其得到了交通运输学院领导的鼎力襄助和 MTE 项目部的全程指导和管理以及全力以赴的协助。人民交通出版社的闻亚伦同志为本系列教程的编写和出版也给予了极大的鼓励和支持。我们谨在此向他们致以诚挚的感谢。

由于水平所限,书中如有错误、欠妥之处,诚请同行专家、教授和使用者批评指正。我们希望本系列教程能对提高研究生英语教学的层次,以及提高行业性教材建设和基础学科建设的层次起到一定的促进作用。

吴建国
上海海事大学
2007 年 6 月 21 日

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编者的话

随着经济的迅速发展,尤其是在我国加入 WTO 后,对外经济贸易日趋扩展,走向国际。研究生的教育规模、培养模式不断改革并与国际接轨以适应新形势的发展需要。培养既通晓外语又懂国际商贸的复合型人才则显尤为重要。在进行国际商贸活动中,要求这种复合型人才不仅懂得专业知识,还需操持一口流利的英语。这样的培养模式已成为我国高等院校目前最具潜力的发展方向。《研究生英语系列教程》分册之一《英语口语教程》正是为了满足这种复合型人才的培养而精心设计编写的,同时也是编者长期从事英语口语教学和实践的结晶。

《英语口语教程》依据语言功能和情景相结合的原则进行编写,突出语言的交际使用功能,注重语言知识和语言技能相结合。根据研究生自身的特点、对他们的培养要求以及口语教材的灵活性和互动性,编者在编写过程中力图突出以下特点:

1. 本册教程取材广泛,内容涵盖面广,信息量大。本教程所选对话和阅读材料均出自近年来国内外最新资讯,内容包括交通运输、国际航运、经济管理、物流工程、国际贸易、国际商务和实务谈判等。对话内容经过精心筛选,语言规范,操作性强。

2. 本教程灵活、互动、交际性强。口语教学的目的就是培养学生用准确、得体的语言表达自己的情感和观点,提高语言交际能力。本书设计了大量、实用的口语操练活动,诸如 Substitution Exercise, Pair work, Panel Discussion, Dramatization, Debate, Language Skills 等,以达到教师和学生、学生和学生之间的互动,活跃课堂气氛,帮助学习者举一反三,强化口语表达能力。

3. 注重日常口语和业务口语的结合,突出行业特色。本书把日常口语和业务口语很好地融合起来,每课均配有日常会话句型和业务情景口语操练,体现了既重视语言基础又注重强调相关的行业知识。

4. 强调以学生为中心的教学模式。本教程为了体现课堂教学以学生活动为主,每一章节的编排和衔接均从学生的角度考虑,使他们能够积极参与语言操练。

《英语口语教程》共分 15 个单元,每单元均包括下列六部分:

第一部分 Part One Warming-up 为引入围绕本单元话题的热身口语讨论,给学习者设计有 Lead-in Questions 和两到三篇与单元主题紧密相关的会话(Sample Conversations)以及相关行业的英语常用语。

第二部分 Part Two Language Focus。学习者通过 Idiomatic Expressions、Language Skills 以及 Useful Sentence Patterns 的学习和操练,为后面的语言实践活动打好基础。

第三部分 Part Three Oral Practice 主要通过 Substitution Exercise, Pair Work 以及 Role Play 等项目设计,尽可能模拟现实场景进行口语操练,达到锻炼口语的目的。

第四部分 Part Four Reading and Talking 通过大量的语言阅读输入及其随后的问题讨论,进一步掌握相关的行业知识以及英语表达技巧。

第五部分 Part Five After-reading Activities 在掌握了以上语言知识的基础上,这部分通过 Dramatization, Debate, Group Discussion 等形式的语言操练来进一步巩固、强化口语交际能力。

第六部分 Part Six Further Reading 的目的在于扩展学生的知识范围,了解更多相关知识。

总之,六大部分围绕一个主题,各种练习紧密结合单元的主题内容,以学习者为中心进行各种形式的语言操练,旨在帮助学习者熟练掌握所学的内容和各种表达方式,提高交际能力。

编者建议每两学时处理一个单元。口语的教授应强调口语活动的互动性和交际性,体现口语课特点。在编撰本教程的过程中,编者参考了国内外近年来出版的许多书籍和资料,受到启发,受益颇多,特向所参考的教材和专著的作者表示感谢,同时承蒙加拿大籍专家 Glenn Fieber 对本书提出了宝贵的修改意见,在此一并致谢。

本书专业性较强,限于编者水平,书中难免存在谬误,诚请同行、专家批评指正。

编者

2007年6月

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Unit 1 Work and Life Management

Part One Warming-up

A. Lead-in questions

1. What kind of lifestyle do you think is the most healthy, and why?
2. It is generally believed that daily exercise is a good way to stay healthy, but few people seem to keep at it. Can you explain why?
3. Nowadays, as people are faced with great pressure from work, study, society and the like. They are seeking various ways of relaxation, such as sports, traveling, camping, and shopping. What do you like to do in your spare time?
4. What kind of pictures does "workaholic" bring to your mind? Give some examples.
5. What expectations, satisfaction and rewards do workaholics hope to get from their work?

B. Sample Conversations

Conversation 1

(A survey of work and stress on the telephone)

Andy: Hello.

Researcher: **Hello. I'm calling from AR Surveys. We're doing research into tiredness at work.** Do you have time to answer a few questions?

Andy: How long will it take?

Researcher: Only a couple of minutes.

Andy: **OK. Fire away!**

Researcher: How many hours a week do you work?

Andy: Thirty-seven.

Researcher: Do you do **shift work**?

Andy: No, I work normal office hours.

Researcher: **When do you feel at your best during the day?**

Andy: After lunch.

Researcher: And when do you **feel at your worst**?

Andy: About an hour after I get to work; I feel exhausted.

Researcher: Can you tell me what you do for lunch? How long do you take for lunch?

Andy: An hour. I think it's important to have a good break.

Researcher: What do you eat for lunch?

Andy: Well, I usually go to my **health club** at lunchtime and I have a **snack** at the café there—soup and a salad, maybe, or a sandwich.

Researcher: Do you drink wine or beer with lunch?

Andy: No, because if I do, I **feel sleepy** in the afternoon.
Researcher: How much tea and coffee do you drink during the day?
Andy: I never drink tea. I don't like it. I have two cups of coffee for breakfast, two more when I get to work and a coffee after lunch. I don't drink coffee later in the day, because it **keeps me awake** at night, and I **feel even more exhausted** the next morning.
Researcher: OK. Thank you very much for your time.
Andy: Not at all.

Notes:

tiredness *n.* 疲劳, 疲倦
fire away 开始讲; 开始干
exhausted *adj.* 疲惫的

Conversation 2

(An interviewer is talking with Tracy about stress management.)

Interviewer: People usually think of **stress** as a bad thing. Is that always true?
Tracy: Not always. We need stress in order to **lead interesting lives**, to **motivate** us to get up in the morning, to go to work and so on. But too much stress is bad for us-it can lead to terrible feelings of **anxiety, fear and anger**.
Interviewer: Aha.
Tracy: Stress can be caused by something negative like the death of a partner or losing your job. But it could even be something positive like a new partner or going on vacation.
Interviewer: **Yes, I suppose you're right. I hadn't thought of that!**
Tracy: Anyway, it doesn't matter what the cause is, you shouldn't rely on **caffeine or aspirin** to keep you going, and you certainly shouldn't eat too much, or eat badly-you know, fast food, hamburgers, that sort of thing.
Interviewer: OK. What are the other things to avoid?
Tracy: Well, you shouldn't try to deal with stress by drinking **alcohol**. That just makes it worse.
Interviewer: Right. Now-what do you do in your organization to reduce stress among your employees?
Tracy: Well, reducing stress among our staff is very important, so we give them space to relax while they're at work. There are special areas where they can relax, **take a nap** if they want to, play table football . . .
Interviewer: Table football!
Tracy: Yes, our employees love table football! But they have the chance to get real exercise too-we **offer free membership** at a health club near the bank. They can **work out at the gym** there.
Interviewer: Right . . .

Tracy: And in the evening our employees can go to art or music classes, learn a language, whatever they like. The company pays for all this.
Interviewer: Wow!
Tracy: Yes, as I said, we **take the well-being** of our staff very **seriously** . . .

Notes:

motivate *v.* 激发
anxiety *n.* 忧虑, 焦急
caffeine *n.* 咖啡因
aspirin *n.* 阿斯匹林
take a nap 睡午觉
alcohol *n.* 酒精
well-being *n.* 福利
membership *n.* 成员资格
gym *n.* = gymnasium 体育馆

Conversation 3

Tracy is phoning to a health club for the joining fee.

Dynamo Health Club.

Tracy: Hi. My name's Tracy White. I'm the **human resources director** for Global Credit Bank here in Singapore. We have 500 employees and they want to get fitter.

Ed: **You've come to the right place!** We offer **corporate discounts** on our normal fees.

Tracy: **How much are your normal fees?**

Ed: The **joining fee** is 800 Singapore dollars and the **annual fee** after that is 3000 dollars.

Tracy: **What sort of discount can you give for our employees?**

Ed: If you send a minimum of 50 people, we can give you 30 per cent off those rates.

Tracy: OK, I'll think about that.

Ed: **Would you like to** come and see our facilities and discuss things further? We also have a café, a small supermarket . . .

Tracy: Let me think about the figures you gave me and **I'll get back to you. Could I have your name, please?**

Ed: Ed Foster.

Tracy: OK, thanks Ed. Bye.

Ed: Bye.

Notes:

human resources director 人力资源部主管
annual fee 年费

Part Two Language Focus

A. Idiomatic expressions

- health club 健身俱乐部
- have a snack 吃快餐
- work out at the gym 去体育馆锻炼;训练
- take ... seriously 认真对待...
- human resources director 人力资源部主任
- offer corporate discounts on 在...给予团体折扣优惠
- the well-being of the staff 员工的健康
- a museum of complaints 满腹牢骚
- take a few deep breaths 做几次深呼吸
- fret over 为...而担忧

B. Language Skills

Introduction and self-introduction

- Please allow me to introduce you to ...
- I don't think you've met before.
- Let me introduce you.
- This is ... He's in charge of ...
- This is ... She looks after ...
- How do you do, Mr. ... (formal)
- Glad to meet you.
- I'd like to introduce you.
- This is ... from ...
- Welcome to ... / We've been expecting you.
- It's a (great) pleasure to welcome you to ... (formal)
- It's a pleasure to have an opportunity to come to ...
- The pleasure is all ours.
- On behalf of ... , I'd like to welcome you to ... (formal)
- I'd like you to meet my friends.
- Jack, meet my colleague, Mr. ...
- Can/May I introduce ... ?
- Have you met Miss ... ?
- Miss ... , this is ... She is our ... Director/ Manager.

Telephone conversation skills

Asking for permission

- May (Can/ Could) I use your phone?
- Do you think I could use your phone?

- I wonder if I could. . . ?
- Is it all right if I . . . ?
- Do you mind if I . . . ?
- No, of course not / not at all. / I don't mind.
- Yes, certainly. / of course / of course you (may / can could).
- Yes, all right / please do / go ahead.

- I need to make a long distance call.
- I want to know how to use a pay phone to call long distance.
- What if I make a long distance call and get a wrong number?
- Where do I get information on long distance rates?

Other related expressions:

- On dial-direct calls, you'll be cut off at the end of the time you paid for unless you put more money in the slot.
- The line is engaged / busy now.

C. Useful sentences for oral practice

- Workaholism is a very serious problem. But rarely have researchers taken a hard scientific look at the human effects of this often misunderstood issue.
- Workaholics come in all shapes and sizes.
- The chronic stress of constant work can lead to significant physical and mental health problems.
- Workaholics are more likely to be depressed, anxious, and angry than their nonworkaholic counterparts.
- Wasted energy, mental distress, nervousness dog (跟踪; 尾随) the man who is anxious about the future.

Part Three Oral Practice based on Part Two

A. Group Discussion

Form a group of 5 and discuss the causes and effects of stress. The following questions should be covered in your discussion:

- Do you ever feel stressed?
- How do you know when you are under stress?
- How do you feel or act when stressed?
- What causes you to feel stressed? List as many reasons as possible.

B. Pair Work

Work in pairs and have conversations, using the following situations.

- 1) You are with a friend who's been working hard on a big project for months, and not feeling well recently. Talk with him about his problems and try to inform him of the

potential danger of overwork.

- 2) You are at a friend's house. Your friend is a workaholic and you are trying to invite him to your house-warming party. Your conversation covers the issue of work and life balance or a healthy lifestyle.

C. Situational Dialogue

Suppose you have accepted a new job and you are going to leave your present job. Now you are telling your boss about your departure. Compose a dialogue with your neighbor and act it out.

Key words and expressions

- May I have a word with you?
- to be honest
- I must admit that. . .
- make a choice
- the chance of a lifetime
- take the new challenge
- an opportunity you couldn't refuse
- learn a lot here, appreciate the work here
- need new colleagues, new position, better salary,
- more chances to be promoted
- Why do you want to leave?
- Aren't you satisfied with your position here?
- Why didn't you come to me earlier and let me know?
- Will you accept my counter offer to keep you?

D. Presentation

Make a speech on Stress Management

Hints:

Possible causes of stress

- Making a major move
- Family vacation
- New baby
- Getting married
- Financial problems
- Time management problems
- Inheriting or winning money
- Physical illness/injury
- Hospitalization
- Death of someone close

- New job
- Separation from loved ones
- Putting on weight
- Starting a diet
- Legal problems
- Other _____

Part Four Reading and Talking

Reading 1

Workaholism

Denise Mann

We all know at least one: the technician who work 12 hours a day at a dot-com start-up; the lawyer who sweats every last detail of every last contract; the store owner who hasn't taken a vacation in 10 years; the doctor who spends every free moment in the lab; or the stockbroker whose **heart rate fluctuates with the Nasdaq**.

Workaholics come in all shapes and sizes, and the health-related problems associated with **work addiction** cost an estimated \$150 billion per year. Still, 30 years after the term "workaholic" was coined, no clear definition exists.

According to Bryan e. Robinson, Ph. D., in an article in the **Journal of Employment Counseling**, one thing is clear: more research is needed on the physical and psychological effects of work addiction on the worker and his or her family. "Interventions are also needed to recognize work addiction and find ways to deal with it," says Robinson, a professor of counseling, special education, and child development at the University on North Carolina at Charlotte.

"Workaholism is a very serious problem. "It's a compulsive disorder that not only affects the workaholic but also his/her family, and their workplace," Robinson tells webMD. But rarely have researchers taken a hard scientific look at the human effects of this often misunderstood issue.

Early research suggests that **workaholics are more likely to be depressed, anxious, and angry than their nonworkaholic counterparts. They also tend to have more health complaints.**

"The chronic stress of constant work can lead to significant physical and mental health problems," Redford B. Williams, M. D., tells WebMD. Williams is director of the Behavioral Medicine Research Center at the Duke University Medical Center in Durham, N. C. .

"They are always trying to succeed, and if they begin to perceive that their rewards, whether pay increase or promotion, are not **commensurate with** how hard they are trying, they begin to experience high stress and its related health problems," Williams says.

High stress can lead to **high blood pressure**, which is a risk factor for **heart disease** and **heart attack**. In addition, stress **takes a toll on the immune system**, making workaholics more vulnerable to other illnesses. In Japan, 10,000 workers a year

drop dead at their desks as a result of 60-to 70-hour work weeks, a phenomenon known as “karoshi”.

But it’s not just the workaholics who are affected. Their spouses often report feeling ignored and resort to **attention-seeking measures** to get their partners to notice them, while children often report being resentful of a workaholic parent. Robinson explains, “Children are affected by parental work addiction in ways that are mentally unhealthy and can cause problems well into young adulthood.”

In a soon-to-be-published study of 1,000 women, Robinson found that those who were married to workaholics had higher divorce rates, greater rates of **marital estrangement**, fewer positive feelings about their marriage, and felt less in control of their lives and marriages. The study is to appear later this year in the American Journal of Family Therapy.

These are some of the reasons counselors and **therapists** need to “... consider **the devastating effects of workaholism** in the workplace and in the family, screen for it just as alcoholism is screened, and be prepared to intervene,” Robinson writes. “In addition,” he says, “managers need guidelines to identify workaholics.”

“The workplace does not create workaholism, the same way a bar does not create alcoholism-but it does enable it,” say Robinson, the author of *Clinicians Who Treat them*.

One **preventive measure** employers and managers could take would be to hold seminar on healthy working vs. workaholism, how to avoid job stress, and the importance of the healthy balance between career and family, he says.

“Research is crucial to help develop a better definition of a workaholic,” Robinson writes. For example, the research on work addiction so far has mostly ignored women. “As women have entered more positions of authority in the corporate hierarchy, **the prevalence of work addiction among women has increased.**”

Notes:

workaholism *n.* 醉心工作; 迷恋工作

workaholic *n.* 醉心工作的人; 工作迷; 工作狂

NASDAQ [经] <美> 全国证券交易商自动报价系统协会

intervention *n.* 干涉

estrangement *n.* 疏远

be commensurate with 与...相称

drop dead *v.* 突然死去

devastating *adj.* 破坏性极大的; 毁灭性的

hierarchy *n.* 层次; 层级

prevalence *n.* 流行

preventive measure 预防措施, 防护措施

therapist *n.* 治疗专家

Answer the following questions based on the passage:

1. Workaholics come in all shapes and sizes. Do you think that enough research has been done since the term “workaholic” was coined 30 years ago? Why?
2. Why are workaholics more likely to be depressed, anxious and angry than their nonworkaholic counterparts?
3. What will happen if people experience high stress?
4. According to Robinson, it’s not just workaholics who are affected. Who else is affected by workaholism? What did Robinson find in his research?
5. What is the preventive measure to avoid high stress caused by work addiction?

Reading 2

I saw Bill Jones’ s picture staring at me from the **obituary columns** the other day. A highly successful executive in his early 40s, Jones had come to me a few months before. He had the symptoms of several diseases-**headaches, insomnia, loss of appetite, rising blood pressure**. Yet examinations showed no organic disruption. A few days later I dropped into his office, spent a half-hour observing his work habits. Then I said: “There’s nothing wrong with you, Bill, that you yourself can’t cure. You’re simply allowing yourself to be riddled by three of today’s most potent killer-the Telephone, the Clock and the Calendar. They can be the trigger men of your death.”

They were.

I volunteered the same warning to a **harried** housewife. When she came to my office she was a **museum of complaints** for which careful diagnosis could reveal no physical cause. From the description of her average day, I got the picture of a civic **do-gooder** furiously dashing about between kitchen stove, **an ever-jangling telephone** and **endless deeds of mercy**. She somehow found time to **fret constantly over** her limited **household budget**, worry over appointments and entertain an almost paranoiac fear of the future.

“Right now,” I told her, “you are nothing more than a victim of your telephone, clock and calendar. As such, however, you have made yourself a likely candidate for any of a number of real diseases.”

She listened impatiently to my advice on how to revise her manner of stressful living, then **founced out**, annoyed that I had not uncovered an interesting psychiatric condition or prescribed some glandular injection. Six months later she was taken with a severe-and fatal-kidney ailment.

Both she and Bill Jones, like many of the hundreds of thousands of other middle-aged Americans who this year will **succumb to stroke, hypertension, angina pectoris** and **gastrointestinal diseases**, were active accessories to their own killing.

More than half our hospitals are occupied by people with nervous troubles - most of them caused by such **out-of-hand emotions** as anxiety, despair, discontent, fear, frustration. By our own habits we **heckle our nerves with** minor irritations, reduce efficiency of body and mind, sour our dispositions and turn existence into a **rat race**.

After 40 years of general and psychiatric practice, I am convinced that tense states,