

Listen and Speak! らくらく英検2級 II

～ 英語ができる人になる ～

第10回 Job satisfaction Script

* はじめに *

ようこそ “Listen and Speak! らくらく英検2級 セカンドシリーズ”へ。

この番組は英検でおなじみの、日本英語検定協会がお送りする、全ての『英語ができる人』になりたい人たちのための番組です。これから英検2級や準2級を目指す人はもちろん、さらにその上を目指して、本当に『英語ができる人』になりたいというあなたにとって必ず役に立ちますよ。後半はちょっと難しかったり、大変だったりするかもしれませんが、私、伊藤太と頼れるパートナーの Gary Scott Fine がしっかり『英語ができる人』になりたいあなたをサポートします。

Yes, this program will not only help you succeed on Eiken Tests, but it will also help you improve your English ability, especially listening and speaking. However, the real aim of this program is to help you learn more than English itself.

We are not just interested in whether you can use English, but in what you can do with English.

Program Number 10 “Job satisfaction”

さて、今回のタイトル “Job satisfaction” は「仕事のやりがい」「働きがい」という意味です。やりがいや働きがいは人によって、あるいは価値観や状況によっても様々に異なるのかもしれませんが、しかし、共通するものも少なくないと思います。今回は、満足ややりがい、働きがいといったポジティブな感情はどうやってもたらされるのかを考えてみたいと思います。それでは、この後のヒントになるかもしれないので、まずはゲーリーと私の会話を聞いてください。

■ Introduction

F: Hi, Gary. You look very tired. What's wrong with you?

G: Ohhh... I took a long trip to take care of some business. And ever since I returned to Japan, I've been buried under a mountain of deadlines at work. I'm exhausted.

F: That's terrible. I wonder why you work so hard. What is your motivation to work?

G: That's not easy to answer. There are a lot of reasons that I work so hard. One reason is personal satisfaction.

F: Oh, boy! So even though you're working so hard every day, you are satisfied with your work? I wonder where that satisfaction comes from?

G: Well, I think it's connected to my sense of self. Part of my image of who I am comes from my work. What about you, Futoshi? I happen to know that *you* have been working terribly hard, too. In fact, you're one of the busiest people I know. You must feel a sense of satisfaction with your work, or you wouldn't work so hard. What *is* your motivation to work? Or... what's the biggest factor in your job satisfaction?

F: Money. Only money. That's all.

G: No, that's impossible. If money were the only reason that you work so hard, you'd be a wage slave! Isn't there anything else, Futoshi?

F: Hmm, beer. A couple of beers after work.

G: I can understand that. Going for a beer after finishing this series of podcasts will be a big reward for us. But money and beer are external factors, not necessarily related to your inner self.

F: Yeah, you are right. So, how about thinking about why we can be satisfied with work, while getting down to today's lesson?

G: That's a fine idea. It seems a good time to start today's exercises.

F: Okay, now...

G/F: Here we go!

1 Exercise 1 dialogue

これから流れる男女の対話を聞いて、後の問いに答えてください。これから流れる対話は過去の英検に出題されたリスニング問題の一つです。実際の問題は、対話を聞いてから適当な選択肢を選ぶ形式ですが、ここではちょっと頑張って、ゲリーの質問に自分の言葉を使って英語で答えてみるようにしてください。いいですか、もう一度言いますよ。対話を聞いた後、ゲリーの質問に自分の言葉で答えてくださいね。二次試験の面接対策にもなりますし、とても役に立ちますよ。それでは、始めます。

Listen to the dialogue and answer the question that follows. 【2014-3 2nd No.14】

(M=Man / W=Woman)

W: Dad, I found a job! I'll be working as a computer programmer at Eastwood Technologies.

M: That's wonderful, Debbie. When do you start?

W: Next week. The only problem is that the person who's going to be my boss isn't very friendly. I'm worried that I won't get along with him.

M: That could be a problem. But remember, people are usually nicer than they first seem.

Answer the following question in your own words.

Question : What is Debbie worried about?

それでは、語彙と会話の表現について確認をしましょう。

■Let's study vocabulary and expressions

Listen to my Japanese and repeat after Gary in English.

- | | |
|---------------|-----------------------------|
| 1. 唯一の問題は… | The only problem is that... |
| 2. 上司 | boss |
| 3. ～と上手くやっていく | get along with ～ |

それでは、少し答え方についてヒントを出しましょう。Question の “What is Debbie worried about?” は「デビーが心配しているのは何ですか」という意味ですね。ダイアログの中ではっきりと “I'm worried that I won't get along with him.” と発言しているところがありますが、そのまま答えてしまっただけでは “him” が誰なのか全く分かりませんね。“him”について十分な情報を含んだ答えになるようにしてください。それでは、この点に注意してもう一度聞いてみましょう。

Listen to the dialogue and answer the question that follows. 【2014-3 2nd No.14】

(M=Man / W=Woman)

W: Dad, I found a job! I'll be working as a computer programmer at Eastwood Technologies.

M: That's wonderful, Debbie. When do you start?

W: Next week. The only problem is that the person who's going to be my boss isn't very friendly. I'm worried that I won't get along with him.

M: That could be a problem. But remember, people are usually nicer than they first seem.

Answer the following question in your own words.

Question : What is Debbie worried about?

■ Model answer

Listen to the model and compare it with your answer.

Question : What is Debbie worried about?

She's worried that she won't get along with the person who's going to be her boss.

では少し確認しましょう。初めの説明の通り、ポイントは デビーが発言している “I'm worried that I won't get along with him.” の “him” にありますね。それから、I を she にすることも忘れないようにしましょう。モデルアンサーを聞き直して、この点を確認してください。

今回のテーマ “Job satisfaction” に大きく影響する要素の “work itself” 「仕事自体」には満足しているものの、 もう一つの重要な要素 “co-worker relationships” 「職場の人間関係」には心配しているというところですね。

2 Exercise 2 passage

このエクササイズでは、短い文章が読まれた後にゲーリーが質問をしますので、自分が思ったことを自由に答えてください。主語と正しい答え方に注意して、聞かれたことに対してまっすぐ答えてくださいね。

Listen to the passage and answer the questions that follow. 【2014-3 2nd No.16】

Two years ago, Quincy started working at a small shoe factory. He was given various jobs to do, such as operating machines and checking the quality of the products. Quincy learns quickly and is able to do many different kinds of jobs well. The other workers respect Quincy a lot, so the owner recently decided to promote him to assistant manager.

Answer the following question in your own words.

Question : Why do the other workers respect Quincy a lot?

さあ、きちんと聞き取れましたか。それでは、少し語彙と英文の表現を確認しましょう。

■Let's study vocabulary and expressions

Listen to my Japanese and repeat after Gary in English.

- | | |
|------------|-----------|
| 1. 様々な | various |
| 2. ～を操作する | operate ～ |
| 3. 品質 | quality |
| 4. ～を昇進させる | promote ～ |

答えそのものは簡単ですね。そういうときは特に滑らかに答えられるように集中してくださいね。それではこの点にも注意して、もう一度聞いてください。

Listen to the passage and answer the questions that follow. 【2014-3 2nd No.16】

Two years ago, Quincy started working at a small shoe factory. He was given various jobs to do, such as operating machines and checking the quality of the products. Quincy learns quickly and is able to do many different kinds of jobs well. The other workers respect Quincy a lot, so the owner recently decided to promote him to assistant manager.

Answer the following question in your own words.

Question : Why do the other workers respect Quincy a lot?

■Model answer

Listen to the model and compare it with your answer.

Question : Why do the other workers respect Quincy a lot?

Because he learns quickly and is able to do many different kinds of jobs well.

さあ、どうでしたか。答えは単純でしたが、スラスラと発音ができましたか。モデルアンサーを聞き直して、ゲーリーの発音をそっくり真似してみましょう。

クインシーの“job satisfaction”はどこからくるのか気になりますね。“promotional opportunity”「昇進の機会」かもしれませんが、それだけではなさそうですね。もっと内発的な何か、例えば、“personal growth”「個人としての成長」や“advancement”「進歩」なども大きな要素になっているかもしれません。

こんなふうに、ただ受動的に「聞く」だけでなく、「考えながら聞く」または「聞きながら考える」ことが実際のコミュニケーションでは大切になります。これを意識しながら英語を聞く練習は『英語ができる人』になるのに、とても役に立ちますよ。

■ Repetition Drill using the passage

さあ、ここからは、放送された英文について Repetition Drill を行います。repetition は反復でしたね。ポーズの間にゲーリーの英語をできるだけそっくりに真似してみましょ。単語の発音だけでなく、イントネーションや雰囲気も真似してくださいね。

1) Repetition Drill

Repeat during each pause. Practice again and again, and you'll surely improve.

Ready? Let's begin.

Two years ago, /
Quincy started working /
at a small shoe factory. //
He was given various jobs to do, /
such as operating machines /
and checking the quality of the products. //
Quincy learns quickly /
and is able to do many different kinds of jobs well. //
The other workers respect Quincy a lot, /
so the owner recently decided to promote him to assistant manager. //

どうでしたか。上手に真似ができると楽しいですね。さあ、次は『英語ができる人』は必ずと言っていいほど練習するシャドウイングにいきます。私が実際、少しシャドウイングのお手本を示しますね。ゲーリーの後に続いてシャドウイング、つまり、ゲーリーの言葉の影を追うような形で、聞きながらゲーリーの言葉を真似していきます。

2) Shadowing Drill 1

While listening, shadow each part.

(G → F)

Two years ago, /
Quincy started working /
at a small shoe factory. //
He was given various jobs to do, /
such as operating machines /
and checking the quality of the products. //
Quincy learns quickly /
and is able to do many different kinds of jobs well. //
The other workers respect Quincy a lot, /
so the owner recently decided to promote him to assistant manager. //

要領はつかめましたね。次は実際に自分で shadowing にチャレンジしてください。shadowing は自分で speaking をするという負荷をかけながら listening をするので、筋トレと同じように「耳トレ」になります。必ず listening の能力が向上しますので、できるまで何度でも繰り返してください。

聞く音声の方を大きくして、自分の声はあまり聞こえないようにすると一層効果が上がりますよ。

2) Shadowing Drill 1

While listening, shadow each part.

Ready? Let's begin.

Two years ago, /

Quincy started working /

at a small shoe factory. //

He was given various jobs to do, /

such as operating machines /

and checking the quality of the products. //

Quincy learns quickly /

and is able to do many different kinds of jobs well. //

The other workers respect Quincy a lot, /

so the owner recently decided to promote him to assistant manager. //

どうですか。できるようになるとすごく楽しいし、やりがいがあるでしょう。次はセンテンスの途中で区切りはありませんよ。各センテンスの間も短いですから、一気にパッセージ全体をシャドウイングできるように頑張ってくださいね。できたらとても達成感が得られますよ。

3) Shadowing Drill 2

Shadow the whole passage from the beginning to the end. Practice again and again. It may be much harder, but you will enjoy a feeling of accomplishment, if you can. Ready? Let's begin.

Two years ago, Quincy started working at a small shoe factory. //

He was given various jobs to do, such as operating machines and checking the quality of the products. //

Quincy learns quickly and is able to do many different kinds of jobs well. //

The other workers respect Quincy a lot, so the owner recently decided to promote him to assistant manager. //

3 Challenge passage & opinion

さて、いよいよ最後のエクササイズ、チャレンジのコーナーです。ここからは一気に英語だけで進めていきますから、しっかり集中してくださいね。

Listen to the passage, and answer Gary's question. 【2014-3 2nd No.28】

Susan is a hairstylist, and she enjoys talking to her customers. However, she usually only sees them about once a month, and it can be difficult to remember what each customer likes to talk about. So every night before going home, Susan makes notes about the people whose hair she cut and the topics they discussed. That way, she can remember things that help her have nice conversations with them.

Now, Gary is going to make several points about the passage, and then ask you a question. Please answer his question. You should express your opinion as well as you can.

According to the passage, a hairstylist named Susan has a special recipe for having nice conversations with her customers. Every night, she makes notes about the topics she discussed with each customer that day. I think she is very diligent and seems to be happy with her job.

In relation to this, I'd like to introduce to you a survey and ask you to think about it.

According to the survey conducted in 2013, the percentage of people in the United States who were satisfied with their jobs was 47.7%. This means more than half of all American workers were not satisfied with their jobs. The reasons *why* the respondents answered "satisfied" or "dissatisfied" varied quite a lot. Some of them indicated that the biggest factor in job satisfaction was money. Others referred to relationships with co-workers. And I think there are several other key factors — for example, security, opportunity for promotion, personal growth, and so on.

Now, I would like to ask you a question. What do you think influences job satisfaction? Or what is the biggest factor in your own job satisfaction? Please explain your answer.

■Model

Now, let's listen to Futoshi. He will present a model response.

Listen and compare it with your answer.

It seems that the key factors that determine job satisfaction may vary according to the values or situations of individuals. But for me, a sense of contribution is the biggest.

I think there are two types of key factors that can be connected with job satisfaction. One is external, and the other internal.

The external factor includes money, promotion, prestige, the length of working hours, and working environment. Such external factors may influence your attitudes toward work. But the effects may be limited and superficial because they don't have anything to do with the job itself or your real mind in a deep sense.

On the other hand, internal factors, such as task importance, clear direction and objectives, personal growth, and a sense of contribution, are directly connected with the job itself and closely related to a deep-rooted desire to live fruitfully as a human being. This can enhance job satisfaction more than external factors.

Moreover, of the internal factors, I believe a sense of contribution is the most important, and an essential source of job satisfaction. In my view, the essence of work is contribution. We are all humans that feel satisfied only when our conduct serves others. If we can contribute to others beyond expectations, then not only they but also we will feel happy. This shared feeling of happiness – and the fact that this happiness is a result of our conduct – can lead to great satisfaction for both parties. In short, we can be satisfied by serving others. That's why I think a sense of contribution is the biggest factor to enhance job satisfaction. It might seem too simple, but truth often lies in simplicity.

How was it? Could you catch what Futoshi said? Did you understand his points?

Okay, now he will explain what he just said. Please listen.

はい、ゲーリーはまず、スーザンというヘアスタイリストが全ての顧客との会話を仕事の後に記録して、どの顧客とも会話を楽しめるように工夫しているという本文の内容を要約してくれました。

そして、これに関連して興味深い調査結果を紹介してくれましたね。その内容はアメリカ人の 47.7%が「仕事に満足している」と答えているということ、逆に言えば半数以上が満足していないということ、それから、働きがいは人それぞれで、お金と答える人もいれば職場の人間関係と答える人もいること、などでした。

ゲーリーは他にも様々な要因があるかもしれないとした上で、「働きがいに影響を与えるものは何か」または「あなたにとって働きがいの最も大きな要素は何か」という質問を投げかけました。

これに対して私は、人によって、あるいは状況によってもその要素は異なるかもしれないが、自分にとって最も重要なのは「貢献の実感」だと主張しました。

そして、お金や名声などの「外的要因」と、自己成長や仕事の重要性、貢献の実感など「内的要因」を対比させ、後者の方が仕事自体と自分自身の内面に直接関わるから、より重要ではないか、とした上で、今度は「内的要因」の中でも貢献の実感が他の内的要因よりも自分にとっては重要だと答えたのが分かりましたか。

その上で、貢献の実感が自分にとって最も重要な理由を説明して、だから貢献が自分にとって最も重要だと、最初に述べた主張と同じ主張を繰り返す形で結論を述べる形を取りました。

リスナーの皆さんはもうお分かりのことと思いますが、英語は、あるいはプレゼンは「形」が大事なんですね。

ぜひ、英検の公式ウェブサイトからスクリプトをダウンロードして、英文とその構成を確認してください。前回までのものと比較すると一層効果的です。

Now, let's listen to Futoshi again. Please listen carefully, and focus on his opinion, and the way in which he expresses it.

It seems that the key factors that determine job satisfaction may vary according to the values or situations of individuals. But for me, a sense of contribution is the biggest.

I think there are two types of key factors that can be connected with job satisfaction. One is external, and the other internal.

The external factor includes money, promotion, prestige, the length of working hours, and working environment. Such external factors may influence your attitudes toward work. But the effects may be limited and superficial because they don't have anything to do with the job itself or your real mind in a deep sense.

On the other hand, internal factors, such as task importance, clear direction and objectives, personal growth, and a sense of contribution, are directly connected with the job itself and closely related to a deep-rooted desire to live fruitfully as a human being. This can enhance job satisfaction more than external factors.

Moreover, of the internal factors, I believe a sense of contribution is the most important, and an essential source of job satisfaction. In my view, the essence of work is contribution. We are all humans that feel satisfied only when our conduct serves others. If we can contribute to others beyond expectations, then not only they but also we will feel happy. This shared feeling of happiness – and the fact that this happiness is a result of our conduct – can lead to great satisfaction for both parties. In short, we can be satisfied by serving others. That's why I think a sense of contribution is the biggest factor to enhance job satisfaction. It might seem too simple, but truth often lies in simplicity.

■Closing Dialogue

G: Futoshi, this time again, you presented your view very effectively by using a well-organized structure and the method of comparison. As usual, I strongly recommend that our listeners download the script and study the structure of your response.

F: Thank you, Gary. Indeed, I intentionally contrasted internal factors with external ones in order to emphasize the former. In addition, I singled out a sense of contribution as the most essential factor and compared it with other important factors in order to make it stand out.

G: Hmm, that's very interesting. Speaking of job satisfaction, Futoshi, how do you feel now? You know, this is the last podcast series. At the end of the final episode of our first podcast series, I remember you said you were so relieved to successfully finish that series that you were feeling very happy. Do you remember that?

F: Yes, I do remember it. I was so relieved at that time.

G: How about this time? How do you feel now?

F: I feel not only relieved but also so satisfied. And I do hope that we have actually contributed to our listeners in a real sense.

G: I hope so, too. And I also feel very satisfied. Through this job, we've grown to be a better team, you see? Even though both of us have been terribly busy, we've cooperated with each other and enjoyed working together. So, in addition to a sense of contribution, I think putting minds together to achieve a common goal can also be a major factor in job satisfaction.

F: I totally agree with you, Gary. But, I'm afraid you are now forgetting about another essential factor to increase *our* job satisfaction, aren't you?

G: Okay... as soon as we finish this recording, in order to reward our effort...

G/F: Let's go for a beer!

さあ、今回のレッスンはどうでしたか。後半は少し難しかったかもしれませんね。ぜひ、英検のウェブサイトからスクリプトをダウンロードして復習してください。それから何度も聞き直して、自分でも話せるように練習してみてくださいね。Repetition や Shadowing だけでなく、話す内容の構成を組み立てること、そして相手に伝えること、こうしたトレーニングを続ければ、あなたも必ず『英語ができる人』になります。

ところで今回、セカンドシリーズ第10回目のタイトルは“Job satisfaction”でした。皆さんの働きがいは何でしょう。今日、今の時点での reward を重視して、私はこれからゲーリーとビールを飲みにいっちゃいます。

～ Free Talk ～（最終回を終えて）

Thank you!

<講師陣プロフィール>

伊藤 太 (Futoshi Ito)

大手予備校・有名進学塾等で英語講師を務め、東大クラス・医学部コース等を担当。作成した教材から東大・筑波大等の入試長文問題を的中。コーチングを取り入れた研修方法を確立し、数多くの講師・教員の授業力・授業アンケート向上に寄与。現在、多数の私立学校にコンサルタント、アドバイザーとして関わるとともに、ネイティブスピーカーを含む学校教員・予備校講師（100名超）のコーチを務める。

ゲイリー・スコット・ファイン (Gary Scott Fine)

オレゴン州ポートランド出身。スタンフォード大学大学院修士課程修了（東アジア研究）、南カリフォルニア大学大学院修士課程修了（映画・テレビ研究）。現在、東海大学外国語教育センター准教授。主な研究テーマはエンターテインメントメディアを通じた第二言語習得。

朝日新聞・土曜版、『ENGLISH JOURNAL』（アルク）、『CNN ENGLISH EXPRESS』（朝日出版社）に映画・ドラマに関わる英語コラムを連載中。NHK 教育テレビ、アルクヒアリングマラソン等多数の番組で出演及びテキスト執筆で活躍。