

Multicultural me

In this unit you are going to

- talk about influences of other cultures on your life (*Speaking B1*)
- discuss the benefits and drawbacks of cultural diversity in everyday and job life (*Speaking B1*)
- take part in a discussion (*Speaking B1*)
- write an e-mail of inquiry (*Writing B1*)
- write an order (*Writing B1*)
- read an article about the advantages of workplace diversity (*Reading B1*)
- listen to teenagers' experiences with different cultures (*Listening B1*)
- watch a *YouTube* video about people learning about their real origins (*Listening B1*)
- practise trouble-free grammar: Present tense simple vs. present tense continuous (*Language in use A2/B1*)
- boost your vocabulary: Taking part in a discussion; Presentation phrases.

Warm-up

Travelling the world



Get into pairs and answer the following questions. Use the words from the VocabBooster below. If possible, use your smartphone to show the places on a map.

- 1 Where did you travel to last summer?
- 2 Which places have you already been to?
- 3 What was your best/worst trip? Explain.
- 4 Which foreign words did you pick up? What do they mean?
- 5 Which differences did you notice between your own and the other cultures? Give examples.
- 6 Did you notice any differences in private and professional life (e.g. *opening hours of businesses, dealing with customers, friendliness, meetings, greeting, etc.*)?

VocabBooster

outgoing
punctual
lazy
respectful

humorous
polite
hard-working
welcoming

arrogant
ignorant
well-dressed
tolerant

serious
talkative
well-mannered
reliable

Speaking

Multicultural you



Loanwords are words from another language which have become part of your own language.

Match each word from the box with its corresponding language of origin in the table below. Do some research on the Internet if necessary. Then compare your results with a partner.

tobacco ■ hamburger ■ kangaroo ■ vodka ■ cappuccino ■ tortilla ■ karaoke ■ spaghetti ■ tsunami ■ boomerang



language	loanwords	language	loanwords
Australian		German	
Japanese		Russian	
Spanish		Italian	

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2

Get into pairs with someone who has the same mother tongue as you. Which loanwords do you use in your native language? Write them down. Then share your findings with the whole group.

Loanwords in my mother tongue:

.....



3

Get into pairs and discuss the following questions.

- 1 Which words from other languages do you use in your conversations? Give examples.
- 2 Which products do you use or consume daily and where do they come from (*e.g. smartphone, clothes, food*)? Give examples.
- 3 How many different cultures do you get in touch with every single day (*e.g. friends/schoolmates, consumer products, shops, music, food, etc.*)? List the countries.



4

Products, food, and words we are used to and even some of our customs do not have their origins in Austria. Prepare a presentation about the influence of other cultures on your life.

In your presentation you should

- name the country of origin of the most important products/food/words/customs in your life
- describe your experience with people from other countries in everyday life
- give examples for multicultural influence in the area where you live (*e.g. shops, restaurants, clubs, etc.*)
- mention the positive/negative influences of other cultures on your own culture.

Use the phrases from the LanguageBox. Talk for about four minutes.

LanguageBox

Beginning the presentation

Good morning / afternoon / evening, ladies and gentlemen.

My name is ... and I am attending the third form of ...

The presentation is divided into three main parts. First, I will state / explain / describe ...

Second, I will present / discuss / highlight ... the results of ...

Third, I will discuss / suggest / recommend / point out ...

Introducing topics

This leads me to my next point, which is ...

I'd now like to look at ...

Right, let's move on to ...

Finishing the presentation

To sum up ...

All in all, it can be said that ...

If you have any questions, please don't hesitate to ask.

Follow-up activity: The DNA Journey

Most people are proud of their country of origin. Many people would think that since they were born in Austria and their ancestors were Austrians as well, their DNA only consists of that of Austrian origin. Some even think that their culture is superior to others and would not want to belong to any other culture.





1 Watch the YouTube video *The DNA Journey* by momondo (<https://goo.gl/q3pS3M>). While listening, answer the questions in the table. Then get into pairs and compare your results.

question	answer
1 What do some of the people in the beginning of the video say about their own country / nationality?	
2 Which nationalities / countries do some of the participants not like?	
3 What do the people think about the result of the test?	
4 How do they react when they see the results?	
5 What is the big surprise at the end of the video?	



2 After watching the video, discuss the following questions with a partner.

- 1 How did the video make you feel? Explain.
- 2 What do you think is the main message of the video?
- 3 Why would you / would you not be interested in taking a DNA test to find out more about your ancestors? Explain.
- 4 Why would it / Why would it not make sense for everyone to take a DNA test as suggested by one of the participants? Give reasons.

Language in use

Discussion skills

1

We take part in informal or formal discussions almost every day. Certain skills such as getting your point across, making decisions, convincing an audience, stepping back, or solving a problem are not only essential in business, but also in everyday life.

Rewrite the questions/sentences on page 4 using the phrases from the VocabBooster so that they have the same meaning. Sometimes there is more than one possibility. The first one (0) has been done for you.



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VocabBooster

My own view of the matter is that ■ ~~What's your opinion about~~ ■ Could you explain to me ■
The point I am trying to make is ■ May I ask you ■ Well, the reason is ■ Nobody will deny that ■
Just let me explain ■ I beg your pardon?

0 What do you think about multiculturalism?

What's your opinion about multiculturalism?

1 Could you tell me how many different languages you speak?

2 What do you mean by that?

3 Just tell me the reason why you think you are better than everyone else.

4 In my opinion, it is an important experience to live in a different country for some time.

5 It is a fact that people can learn from each other.

6 Well, the thing is, going on an exchange costs a lot of money.

7 What I mean is that by mixing many cultures in one place, racial tensions between them could arise.

8 Personally, I think that by meeting new people from all over the world you can gain new experiences.

2 Complete the sentences in the VocabBooster below using the words/phrases from the box.
Then compare your results with your partner.

to say ■ see the logic ■ that's true ■ agree with you more ■ how I see ■ a good point ■ not the whole
story ■ agree up to ■ simply

VocabBooster

1 You have got _____ there.

2 That's exactly _____ it.

3 I could not _____.

4 I _____ a certain point, but ...

5 I see what you mean, but I think that's _____.

6 I am not so certain if _____.

7 I _____ don't agree with you.

8 What a silly thing _____!

9 I fail to _____ behind any of your arguments.

- 3 Have a look at the VocabBooster in activities 1 and 2 and write the discussion phrases in the appropriate category. Then get into pairs and compare your results.

asking for an opinion/explanation

giving an opinion/explanation

agreeing/disagreeing



- 4 Get into groups of three. You are going to have a discussion about a topic of your choice. Follow the steps 1–5. Use as many discussion phrases from activity 3 as possible.

Step 1: Within 60 seconds, choose any discussion topic you like and share it with the rest of the class (e.g. *pros and cons of having rules at home, living in the city/on the countryside, attending a secondary business school/vocational school vs. doing an apprenticeship, pros and cons of having your own credit card, etc.*).

Step 2: Within the next three minutes, think of as many arguments supporting your viewpoint as possible.

Step 3: Choose useful phrases for your discussion.

Step 4: Discuss for about four minutes.

Step 5: Choose another topic and repeat steps two to four.

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Listening

Cross-cultural experience

- 1 Have a look at the VocabBooster. Match the words in A with the appropriate words/phrases in B to make meaningful collocations. Sometimes there is more than one possibility. Then compare your results with your partner.



VocabBooster

A	B
to make the most	1 to sth.
to bring diversity	2 your experiences
to share	3 the community
to be open to	4 of sth.
to volunteer within	5 cultural backgrounds
to come from different	6 other cultures

- 2 Complete the sentences with the phrases from the VocabBooster in activity 1. Then get into pairs and compare your results.

- 1 Every student who has gone abroad can their
- 2 Exchange students try to their time abroad.
- 3 Immigrants the workplace. The whole company benefits from this.
- 4 As an exchange student travelling the world, you learn to
- 5 If you want to make a valuable contribution to the people around you, it is advisable to
- 6 A multicultural society consists of people who



Track 1

- 3 You are going to listen to three students talking about their experiences with people from other cultures. While listening, answer the questions (1–7) using a maximum of four words. Write your answers in the spaces provided. The first one (0) has been done for you.

0 What does Nishat study at *UBC Okanagan*?

Biology

1 Which country does Nishat come from?

2 Where did Nishat volunteer?

3	What does Conor study?	
4	How many times did Conor go abroad during his studies?	
5	Which year is Julia in at university?	
6	How does Julia describe her experience with students from all over the world?	
7	What did the international students motivate her to do?	

Language in use

Present tense simple vs. present tense continuous

- 1 Read the sentences and tick whether they describe *a routine/fact* or *a temporary situation*. Then get into pairs and check your answers with the Trouble-free grammar box below.

	<i>routine/ fact</i>	<i>temporary situation</i>
1 At the moment I am doing an internship at <i>Mapple</i> .	<input type="checkbox"/>	<input type="checkbox"/>
2 I regularly attend training sessions on Thursday.	<input type="checkbox"/>	<input type="checkbox"/>
3 My best friend always travels to her home country in summer.	<input type="checkbox"/>	<input type="checkbox"/>
4 Kabuli Pulao is the national dish of Afghanistan.	<input type="checkbox"/>	<input type="checkbox"/>
5 I am spending two weeks in a fancy hotel close to the beach.	<input type="checkbox"/>	<input type="checkbox"/>
6 Russia is the world's largest country by landmass.	<input type="checkbox"/>	<input type="checkbox"/>
7 My grandmother from Turkey is staying with us at the moment.	<input type="checkbox"/>	<input type="checkbox"/>

Trouble-free grammar: Present tense simple vs. present tense continuous

- We use the **present tense simple** to talk about **routines and facts**.
We usually **go** on holiday in July.
How often **do** you **go** on holiday each year?
I frequently **speak** with my Armenian friend.
- We use the **present tense continuous** to talk about actions that are happening right now or are temporary.
I **am taking** some time off.
Is Joseph **speaking** in his mother tongue again?
I **am** currently **reading** a great book.

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Write down five cities from all over the world and find out what time it is there. Then form sentences and describe what people are possibly doing there at the moment. An example has been given. Then get into pairs and compare your results.

time	city, country	possible activity
0 07:33 am	Los Angeles, USA	Many teenagers are going to school by public transport at 07:33 in the morning.
1		
2		
3		
4		
5		

Reading

Workplace diversity

Diversity can be explained as the mixture of people with different cultural backgrounds, races and religions living and working together within a society, an organisation, a workplace, etc.



Get into pairs and discuss the following questions.

- 1 Have you ever worked together with people from other countries? What was/is it like?
- 2 How diverse are the employees in the businesses, organisations, shops, etc. you usually go to? Explain.
- 3 Do you think that people with migration backgrounds have it more difficult on the job market? Give reasons.



Have a look at the VocabBooster on page 9. Match the words/phrases in A with the appropriate definitions in B. Then get into pairs and compare your results.

VocabBooster

	A	B	
workforce	1		money that is earned in trade or business
profit	2		many different types of things or people
variety	3		a company that sells products or services in the same market as another business
innovation	4		people that work in a company
worldview	5		to make so. believe or do sth.
competitor	6		including people from different cultural backgrounds; different or varied
to convince so.	7		a way of thinking about the world
diverse	8		a new idea or method



3 Read the article about the benefits of workplace diversity. Parts of the text have been removed. Choose the correct part (A–I) for each gap (1–6). There are two extra parts that you should not use. Write your answers in the spaces provided on page 10. The first one (0) has been done for you.

A to get a mixture of fresh	F to bring diverse solutions
B to achieve better business results	G to 87 % of the time
C to reduce the workforce	H to be more successful than its competitors
D to experience multiple perspectives	I to have increased sales with
E to have a variety of different skills	



Top six benefits of diversity in the workplace

1 Diversity in the workplace includes people with different characteristics. This means that a company's workforce includes people of different gender, age, religion, race, ethnicity, cultural background, sexual orientation, religion, languages, education, abilities, etc.

Diversity in the workplace was always an important topic in the Human Resources industry. Recently, it has become a major goal for many companies. Companies with a more diverse staff are able ⁰ and achieve greater profits! Here is the list of the top six benefits of diversity in the workplace:

1. Variety of different perspectives

15 Since diversity in the workplace means that employees will have different characteristics and backgrounds, they are also more likely ¹ and experiences.

2. Increased creativity

20 If you put together people who see the same thing in different ways, the chances ² and

new ideas are higher. So, the creativity of your workforce improves.

3. Higher innovation

In a diverse workplace, it allows employees 25 ³ and worldviews. When these various perspectives meet, they often come together in new ways, opening doors to innovation.

4. Faster problem-solving

Employees from diverse backgrounds have 30 different experiences and views, which is why they are able ⁴ to the table. Therefore, the best solution can be chosen sooner, which leads to faster problem-solving.

5. Better decision-making

35

Workplace diversity leads to better decision-making results. A study from the online decision-making platform *Cloverpop* has found a direct link between workplace diversity and decision-making. Researchers found that when 40 diverse teams made a business decision, they performed better up ⁵.

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- A** to get a mixture of fresh
- B** to achieve better business results
- C** to reduce the workforce
- D** to experience multiple perspectives
- E** to have a variety of different skills

- F** to bring diverse solutions
- G** to 87% of the time
- H** ~~to be more successful than its competitors~~
- I** to have increased sales with

6. Increased profits

Companies with a diverse workforce make
45 better decisions faster, which gives them a huge
advantage over their competitors. As a result,
companies with diversity in the workplace are
able _____⁶ and make more profit.

There are so many more benefits to workplace
50 diversity, but these six benefits should have al-
ready convinced you. How diverse is your work-
place? Leave a comment in the section below.



0	1	2	3	4	5	6
H						

Writing

Your class took part in a business plan challenge on diversity and you were nominated to present your idea to an international jury of business experts. In order to make a professional first impression you have decided to order polo shirts with your school's logo and the slogan "Celebrate diversity" printed on them.

Writing an e-mail of inquiry



After some discussions with your classmates you have agreed to work with *Promotion24*. As you have some questions, you have decided to send an e-mail (*office@promotion24.com*).

In your e-mail of inquiry you should

- explain what you want to order
- find out if the product is available and can be delivered on time
- inquire about payment and delivery.



Make up the relevant details (*number of polo shirts, colour, sizes, delivery date, etc.*). Use the phrases from the LanguageBox. Write about 150 words.

LanguageBox

Dear Sir or Madam

I am writing to ...

Could you please inform me about ...?

I would require ...

I would also like to know if ...

Please let me know about ...

Kind regards

HOW TO ... write a formal e-mail

- Use formal language (*no short forms or question tags*).
- Be polite and factual.
- Use proper salutation (*e.g. Dear Sir or Madam, Dear Mr/Mrs ...*).
- Say why you are writing at the beginning.
- Structure the text in paragraphs.
- Finish off your e-mail in a proper way (*e.g. Yours sincerely, Best regards, Kind regards, Yours faithfully, etc.*).

Writing an order



Step 1: You have just received an offer from *Promotion24*. Highlight words and phrases that can generally be used in offers. Then get into pairs and compare your findings.

Dear Sir or Madam

Thank you for your e-mail from 23 September inquiring about our products.

The polo shirts (*Solo Premium*) you inquired about cost € 17 each. The print for each shirt is € 4, which makes it a total of € 21 per shirt, including the print. There is a great variety of colours and sizes in stock at the moment.

Shipping is free on orders exceeding € 200. The goods are delivered within ten days after we receive the order.

Currently *Promotion24* is able to offer a discount of 10 per cent on initial orders. This offer is valid until 15 October.

We hope our offer meets your expectations and look forward to receiving your order.

Best wishes

Lawrence Parker

Step 2: You have agreed to the terms of business of *Promotion24* and decided to place an order. In your order you should

- refer to previous contact
- place the order for the polo shirts
- mention the delivery date
- inform them that you will transfer the money once the delivery has arrived.



Use the phrases from the LanguageBox. Write about 150 words.

LanguageBox

Thank you for your quotation from ... (*date*). / I am referring to ...

On the basis of ... I would like to place the following order for ...

I understand that the price includes ...

We hope to receive this order by / no later than ...

Payment will be made ...

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Review

- 1 Fill in the gaps with the words/phrases from the box. Then get into pairs and compare your results.

broaden your horizon ■ cross-cultural ■ ignorance ■ multicultural society ■ share their experiences ■ hard-working ■ diversity

- 1 Many people outside Europe believe that all Germans are _____.
- 2 Many people enjoy the _____ experience when travelling to another country.
- 3 The _____ of food is exceptional in this restaurant.
- 4 Some people miss out on the beauty of diversity because of _____ towards others.
- 5 A lot of students who spend time in another country often _____ about life abroad online.
- 6 England had many colonies all over the world. So, the United Kingdom of today consists of a _____.
- 7 One benefit of studying abroad is that you can _____.



- 2 Think of three activities that you do regularly. Then try to mime each activity. Your partner has to guess what you are doing and ask follow-up questions (e.g.: *How often do you ...?*). Use the present tense simple and the present tense continuous correctly. An example has been given. Take turns.

Partner A: *Mimes the activity of making pizza.*

Partner B (guesses): *You are making pizza.*

(Follow-up question:) *How often do you make pizza?*

Partner A: *I make pizza once a month.*



- 3 Match the beginnings of the phrases in A with the appropriate endings in B. Then compare your results with a partner.

	A	B
You have got	1	<input type="checkbox"/> reason is ...
Well, the	2	<input type="checkbox"/> deny that ...
Could you	3	<input type="checkbox"/> me explain ...
Nobody will	4	<input type="checkbox"/> a good point there.
The point	5	<input type="checkbox"/> what you mean.
Just let	6	<input type="checkbox"/> I am trying to make is ...
My own view	7	<input type="checkbox"/> not the whole story.
That is	8	<input type="checkbox"/> explain to me ...
I see	9	<input type="checkbox"/> of the matter is ...



4

Get into pairs. You are having a *Skype* discussion with an English-speaking online friend about diversity. In your conversation you should

- describe the role other cultures play in your daily life
- give examples of customs and traditions of your own culture
- discuss the benefits of a multicultural society.

Talk for about five minutes. Use the discussion phrases from page 5, activity 3.



5

Writing an inquiry

For the open-day at your school you have decided to print "welcome" in different languages on the T-shirts which you are going to wear when showing around interested future students. *BestShirt*, a UK-based company, offers great quality T-shirts at a low price.

You have decided to write an e-mail of inquiry. In your e-mail of inquiry you should

- explain what you want to order
- find out if the product is in stock and if it can be delivered in time
- inquire about payment and delivery.

Write about 150 words.

► How to write a formal e-mail, p. 11)



6

Writing an order

You are satisfied with the terms and conditions of *BestShirt* (activity 5) and have decided to order T-shirts for your classmates. In your order you should

- refer to previous contact
- place the T-shirt order
- explain why on-time delivery is important
- give information on when you are going to pay.

Write about 150 words.

► How to write a formal e-mail, p. 11)

Core vocabulary

be open to other cultures (v)	offen gegenüber anderen Kulturen sein	intolerance (n)	Intoleranz
benefit from increased creativity (v)	von erhöhter Kreativität profitieren	make more profit (v)	mehr Gewinn machen
bring diverse solutions (v)	unterschiedliche Lösungen hervorbringen	gain new experiences (v)	neue Erfahrungen sammeln
broaden one's horizon (v)	den Horizont erweitern	multiculturalism (n)	Multikulturalität
come from different cultural backgrounds (v)	von unterschiedlicher kultureller Herkunft kommen	outperform competitors (v)	besser als die Mitbewerber/innen sein
consist of (v)	bestehen aus	share experiences (v)	Erfahrungen teilen
cross-cultural (adj)	kulturübergreifend	solve problems faster (v)	Probleme schneller lösen
custom (n)	Brauch	stereotype (n)	Stereotyp, Klischee
experience prejudice (v)	Vorurteile erfahren	study abroad (v)	im Ausland studieren
go abroad (v)	ins Ausland gehen	take an external view on sth. (v)	eine Sicht von außen auf etw. haben
influence of other cultures (n)	Einfluss anderer Kulturen	take pride in sth. (v)	auf etw. stolz sein
interact with so. (v)	mit jmdm. kommunizieren	volunteer within the community (v)	sich innerhalb der Gemeinde freiwillig engagieren
		workplace diversity (n)	Diversität am Arbeitsplatz