**Cambridge English B for the IB Diploma: Teacher resource**

**Audio scripts**

**Audio track 8**

**Interviewer:** In the studio with me today is Rayna Rainman, a well-known author and speaker on leadership and motivation. She has recently received a lot of publicity for some things she has said about Millennials, work habits and technology. We’ll be talking to her about this generation, which many people believe is the first generation to grow up surrounded by so much information technology. Rayna, welcome to the studio.

**Rayna:** Thank you for having me here.

**Interviewer:** I’m just going to come out and say this: you have said some controversial things recently about Millennials.

**Rayna:** Yes, I know. I’m aware of that.

**Interviewer:** So to bring our listeners up to speed, I’m going to quote a few words that you used to describe Millennials in a recent talk. These include ‘entitled’, ‘addicted’, ‘distracted’, ‘depressed’, ‘narcissistic’ and ‘impatient’. As you can imagine, many young people felt like they were being accused of misconduct.

**Rayna:** Well, I think it’s important to put these remarks into context. First of all, I did not call anyone these things. Instead I was quoting from research that I conducted with my team. We interviewed managers and leaders in various industries, and they said these things about their younger employees. If anything, I am only the messenger here.

**Interviewer:** Does your research indicate *why* employers are calling their younger employees these things?

**Rayna:** Well, yes. Employers are noticing a clear pattern of behaviour among younger members of staff. And this behaviour is connected to their use of technology.

**Interviewer:** OK, but... just to clarify, what is it about technology that makes Millennials feel ‘entitled’ or ‘narcissistic’? I mean aren’t we really talking about upbringing and bad parenting?

**Rayna:** Yes, certainly, and this is something I said in that controversial interview as well. I said ‘through no fault of their own’ this generation has been brought up to believe that they are entitled to success. I talked about ‘participation medals’ and the absence of the word ‘no’ throughout their upbringing. When you combine these kinds of ‘failed parenting strategies’ with hand-held technologies like iPhones and applications such as Facebook, where everyone is showing off to their ‘friends’ in an artificial way, then yes, you end up with a generation that feels ‘entitled’ and ‘narcissistic’.

**Interviewer:** OK, understandable, but I suppose what Millennials didn’t like – and let’s be honest, your talk got a lot of pushback from Millennials – is that *everyone* is using technology and Facebook and Twitter. Why pick on the youngest generation? What about Baby boomers, Generation X-ers, Gen Y-ers? Aren’t they equally distracted, depressed and impatient?

**Rayna:** I don’t want to sound like I am ‘picking on’ a generation here. But the statistics are clear. People born after 1984 are more likely to hop from one job to the next than people born before that year. And people born after that year are also more likely to have a Twitter account. And also...

**Interviewer:** But is there a causal relationship between Tweeting and job-hopping?

**Rayna:** No, not really. I see your point. It’s not a causal relationship, but it’s certainly a correlation. Look, people do not job-hop *because* they have a Twitter account. But when you change places of employment every 18 months, people will call you ‘impatient’. And when your version of the news is less than 140 characters, people will call you ‘impatient’.

**Interviewer:** OK that’s understandable, but what I suppose I wonder is... What is the point of saying these things about an entire generation? I mean, doesn’t it go back to the old saying ‘if you don’t have anything nice to say, don’t say anything at all’?

**Rayna:** Well, no, it’s too important for that. Look, we can all stick our heads in the sand and ignore this problem, or we can address it. Do we want to have depressed or distracted colleagues? No. Do we want to have superficial friendships? Certainly not. So let’s start changing our behavior by talking about our addiction to our phones. Let’s start by putting our phones away at the dinner table or the conference table.

**Interviewer:** That sounds feasible.

**Rayna:** Or how about not charging our phones beside our beds?

**Interviewer:** Right...