



NB: This is not a word-for-word transcript

Rob: Hello and welcome to 6 Minute English from bbclearningenglish.com. My name is Rob and I'm joined in the studio by Finn.

Finn: Hello. Today, we're talking about managers – they are the people who **boss us around** – in other words, tell us what to do. Don't they Rob?

Rob: Well not our manager Finn – he is an example of a perfect manager – he is **inspirational** – he is someone to look up to and admire!

Finn: Oh, yes, that's right Rob – he might be listening! So apart from our manager, we are discussing the question: what are managers for? And we'll be looking at some related words and phrases.

Rob: I imagine being a manager is a demanding and stressful job.

Finn: Yes but it sometimes comes with good **financial reward** – some managers do get paid well.

Rob: Yes that's probably why one demanding and stressful job - managing a football team - comes with a big financial reward in many countries. And for today's question do you know who was the world's highest paid football manager in 2012? Was it:

- a) Sir Alex Ferguson
- b) Jose Mourinho
- c) Fabio Capello

Finn: I think Ferguson or Mourinho. Mourinho was managing Real Madrid in 2012 so I'll say him.

Rob: We'll find out if you're right at the end of the programme. But now let's talk more about everyday managers – the sort we work for or with – people who run our departments, companies or schools and colleges.

Finn: There are a lot of them Rob. It's been reported that in the UK there are now five million managers – that's ten times as many as there were 100 years ago. So what are they all doing?

Rob: I suppose they're making important decisions for their businesses, and have good **organisational skills**. They have to manage their staff too – that's people like you and me Finn.

Finn: Ah yes, a good manager needs good **people skills** – that’s where they can talk and listen to a variety of people who all have different needs and abilities.

Rob: A good manager is also approachable and they deal with problems quickly and fairly too. What do you think makes a *bad* manager Finn?

Finn: One that is concerned about **hierarchy** – so that’s their position in the company. They want to show who is boss but actually they achieve very little. Rob, you’ve been a manager, what was it like for you?

Rob: I was more of a **middle manager**, so I reported to the senior manager but was managing a small team of producers. It was like spinning lots of plates – so trying to do many things at the same time, speaking to different people, organising the rota and attending many meetings.

Finn: All important things Rob. Maybe managers are necessary to keep everything working smoothly – and let’s face it, someone has to take charge and make decisions.

Rob: True. But many of us think we are managers because of our **job title** – that’s the name we are given at work. It’s something the author and journalist Lucy Kellaway has been speaking about on BBC radio.

Finn: See if you can hear some of the job titles she mentions here:

Lucy Kellaway, author:

Even if you don't actually manage anyone, your title pretends you do. So a conductor is a train manager. An administrator is an office manager. A technician is an IT manager. We've all become obsessed with management.

Rob: So Lucy Kellaway says some job titles are false – they are made up and pretend to be a managerial title when they are not. For example, we heard a **train manager**...

Finn: That’s someone who sells tickets – we call them a conductor. And we heard an **office manager**...

Rob: That’s an administrator – someone dealing with paperwork and the day-to-day running of the office. And what about an **IT manager**?

Finn: That’s really a technician. Other job titles have also been exaggerated or changed so that people worried about their status can feel happier – titles like executive, director or principal.

Rob: We could argue that everyone’s job involves some kind of managing: I’m managing this programme by moving the faders in the studio and asking you to read the script.

Finn: So instead of your normal job title – producer – what job title could you give yourself?

Rob: I'm the director of programme engineering! How does that sound?

Finn: Or creative director? That is perhaps taking the definition of manager too far. If we end up having too many managers who is going to do all the real work? Me I expect!

Rob: There's no time Finn, it's time to reveal the answer to today's question. Earlier I asked you if you knew who is the world's highest paid football manager?

Finn: And I said Jose Mourinho.

Rob: And you were right! He earned over £12 million in 2012.

Finn: That is a lot. Maybe it's time for me to work my way up the **career ladder**, get a better job and earn some serious money!

Rob: It's time to go now but do join us again for another edition of 6 Minute English from BBC Learning English. Bye!

Finn: Bye!

Vocabulary and definitions

to boss you around	to tell you what to do
inspirational	making you feel enthusiastic and encouraged in what you are doing
financial rewards	money/ pay
organisational skills	ability to plan and make decisions so that things go well
people skills	ability to deal with people in a friendly and fair way that achieves good results
hierarchy	the way people are arranged in a company according to their importance
middle manager	person whose position is in the middle of the management structure at a company
job title	the name that is given to your role at work
train manager	someone who sells tickets and deals with passengers on a train
office manager	someone who looks after the day-to-day administration and running of the office
IT manager	someone who deals with computers and computer systems
career ladder	a series of jobs that a person does through their working life, starting with the lowest paid jobs with least responsibility, moving job by job to increasingly senior positions

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