Contents

Unit	Business communication skills	Reading and listening	Language links
D1 Business or pleasure? p6	Discussing corporate entertainment Sharing information to select appropriate corporate events for clients Avoiding saying 'no' Paying and receiving compliments Fluency Keeping up a conversation	Reading Information on four corporate events in the UK Listening People chatting at corporate events Discussing corporate entertainment	Vocabulary Small talk Grammar Tense review Phrase bank Making conversation
02 Information exchange p13	Describing attitudes to and content of meetings Paraphrasing information Pointing out discrepancies Dialogue-building using the language of meetings Fluency Breaking bad news and writing a report In company interviews Units 1–2	Reading Meeting: breaking bad news Listening A meeting: problems with a product Five meetings: discrepancies The language of meetings	Vocabulary Meetings Grammar Conditionals Phrase bank Debating issues
03 People skills: Rapport p20	Strategies and techniques to build rapport Fluency Building rapport with a colleague	Reading Top tips for building rapport Training manual checklists Listening Two meetings to discuss teleworking	
Management scenario A: Culture clash p22	Identifying potential cultural differences Avoiding a culture clash Fluency A meeting to discuss a merger	Reading Cultural sensitivity checklist Image: In company in action A1: A culture clash A2: Positive cross-cultural understanding	
O4 Voice and visuals p24	Doing a quiz on how to command attention Giving feedback on a presentation Using visuals in a presentation Analyzing the voice in presentations Fluency Giving a speech	Reading Articles on voice and visual impact Listening Voicemail Presenters giving information in different ways Radio programme: drama for business A Shakespeare speech	Vocabulary Presentations Grammar Modal verbs Phrase bank Describing and commenting on visuals
05 Problems on the phone p31	Discussing phone usage and its usefulness Dealing with 'chatterboxes' Complaining and dealing with complaints Toning down 'flames' Speculating about a problem Fluency Solving problems on the phone	Reading Article on 'chatterboxes' Listening Someone dealing with a 'chatterbox' Someone dealing with a customer complaint People discussing a problem People solving a problem	Vocabulary Phone, tablet and email Grammar Complex question formation Phrase bank On the phone
06 Leading meetings p37	Discussing dynamics of meetings Disagreeing diplomatically Fluency Chairing a meeting In company interviews Units 4–6	Reading Article on behaviour in meetings Disagreement strategies Listening Radio programme: alternative approaches to meetings Managing meetings	Vocabulary Companies and capital; The financial pages Grammar Linking and contrasting ideas Phrase bank Chairing meetings
07 People skills: Coaching p44	Discussing the role of a coach The GROW model of coaching Fluency Coaching your colleagues	Reading Article on professional coaching Listening Four extracts from a coaching session	
Management scenario B: Coach crash p46	Giving feedback on a presentation Coaching dos and don'ts Fluency Past-present-future presentations with coaching	Reading Coaching dos and don'ts b In company in action B1: A failed presentation B2: Successful coaching	
08 Promoting your ideas p48	Discussing attitudes to public speaking Discussing national stereotypes Describing what makes a good talk Discussing innovation in your company Fluency Presenting an idea for a product or service	Reading Website extract: <i>Intrapreneurs</i> Listening Presenters talking about what makes them nervous People comparing audience expectations of presentations Presentation: a new business idea	Vocabulary Phrasal verbs Grammar The passive Phrase bank Pitching an idea
09 Relationship-building p55	Discussing first impressions Completing a questionnaire on networking Practising networking skills Getting out of the office Roleplay Visiting a colleague's home	ReadingQuestionnaire: Are you an effective networker?Article on sport and businessListeningThree small talk conversationsPeople chatting at golfConversation: visiting someone's home	Vocabulary Social English Grammar Multi-verb sentences Phrase bank Networking

Unit	Business communication skills	Pooding and listoning	Longuaga linka
		Reading and listening	Language links
10 Making decisions p63	Discussing making decisions in difficult situations Doing a quiz on life-and-death decisions Giving advice on worst-case scenarios or workplace dilemmas Inserting missing articles into two texts Fluency Holding a crisis management meeting In company interviews Units 8–10	Reading Website extract: Worst-case scenarios Company crises Listening Advice on surviving worst-case scenarios Decision-making meetings Case study: Coca-Cola crisis	Vocabulary Marketing Grammar Articles Phrase bank Decision-making
People skills: Stress p70	Analyzing attitudes to stress in the workplace Identifying techniques for managing stress Fluency Helping a staff member in a stressful situation	Reading Article on helping colleagues manage stress Listening Talk on stress management Eight managers counselling their staff	
Management scenario C: Pitch and persuade p72	Identifying effective pitching techniques Using Cialdini's six principles of influence Fluency Pitching a new project	Reading Article on building donor circles In company in action C1: A failed pitch C2: An effective pitch	
12 Emailing p74	Discussing how to deal with emails Correcting errors in an email Shortening and simplifying an email Adding the personal touch to an email Choosing an appropriate email style Fluency Writing and answering emails	Reading Extracts on emailing Listening Podcast: what your emails say about your career prospects Radio programme: The biggest email blunders ever made	Vocabulary Prepositional phrases Grammar Future forms Phrase bank Emailing
13 Making an impact p82	Identifying effective presentation openings Identifying rhetorical techniques Rephrasing to add impact Identifying ways of closing a presentation Fluency Producing a promotional presentation for a new country	Reading Book extract on opening a presentation Listening Presentation openings Extracts from political speeches Closing remarks from four presentations	Vocabulary Metaphor Grammar Rhetorical techniques Phrase bank Opening and closing a presentation
14 Out and about p89	Discussing business travel and packing habits Identifying ellipsis in conversation Striking up a conversation Telling an anecdote Fluency Chatting over a business lunch In company interviews Units 12–14	Reading Extracts from <i>The Accidental Tourist</i> Listening People talking about their worst flying experiences Conversations over lunch	Vocabulary Storytelling Grammar Narrative tenses Phrase bank Sharing anecdotes
15 People skills: Delegation p96	Identifying information needed for delegation Discussing management styles Fluency Effective delegation and appropriate management styles	Reading Blog post on delegation Listening Presentation on management styles Three managers delegating tasks	
Management scenario D: Change champion p98	Discussing implementing change successfully Identifying the stages for managing change Fluency Meetings to implement change	Reading PowerPoint slide on managing change In company in action D1: Imposing changes D2: Managing change	
16 Teleconferencing p100	Discussing potential uses of tele- and videoconferencing facilities Discussing action in a crisis Completing the minutes of a teleconference Roleplay Holding a teleconference	Reading Website extract: Business benefits of <i>TelePresence</i> Emails about a film shoot Listening An unexpected phone call An emergency teleconference	Vocabulary Teleconferencing, Personnel and production Grammar Reporting Phrase bank Teleconferencing
17 Negotiating deals p107	Negotiating a tricky situation Identifying negotiating tactics Fluency Negotiating a contract In company interviews Units 16–17	Reading Analysis of a negotiation Article about the music business Listening Negotiations People talking about negotiating strategy Meeting: signing a new band	Vocabulary Negotiations Grammar Diplomacy and persuasion Phrase bank Negotiating
18 People skills: Mediation p114	Discussing the qualities of a good mediator Identifying the stages of mediation Fluency Mediating between colleagues	Reading Article about causes of conflict at work Listening Poor and positive mediation	
Management scenario E: Moral quarrel p116	Mediating to resolve a conflict	Reading PowerPoint slide on assertiveness h In company in action E1: A failed mediation E2: A successful conference call	