

UNIT 1 > MARKET RESEARCH

Vocabulary	Terms in market research	p.4
Grammar	Question tags	p.5
Reading	Focus groups: FAQs	p.6
Functional language	Using leading and open questions to effect Responding to questions during a presentation	p.7
Writing	Reports – Summary findings	p.8
Pronunciation	1.2 Intonation in question tags 1.3 Indian English pronunciation	p.44

UNIT 2 > GIVE AND TAKE

Vocabulary	Giving back	p.9
Grammar	Cleft sentences	p.10
Listening	Empathy in the workplace	p.11
Functional language	Renegotiation of an agreement Promoting collaboration	p.12
Writing	Emails – Stating requirements	p.13
Pronunciation	2.2 Intonation in cleft sentences 2.4 Southern U.S. English pronunciation	p.45

UNIT 3 > MONEY MATTERS

Vocabulary	Word building – verbs, adjectives and nouns Personal banking	p.14
Grammar	Phrasal verbs	p.15
Reading	Women want face-to-face financial advice – men just hate the cost	p.16
Functional language	Fact-based and emotion-based presentations Defending ideas and describing consequences	p.17
Writing	Letter of complaint	p.18
Pronunciation	3.2 Stress in phrasal verbs 3.3 Chunking and stress in presentations	p.46

UNIT 4 > CHALLENGES

Vocabulary	Collocations: the environment	p.19
Grammar	Perfect aspect	p.20
Listening	Security challenges	p.21
Functional language	Managing challenging negotiations Managing challenging conversations	p.22
Writing	Proposals – Recommendations	p.23
Pronunciation	4.2 Weak forms in perfect tenses 4.4 Volume and tone of voice in challenging conversations	p.47

UNIT 5 > GLOBAL MOBILITY		
Vocabulary	Relocation and secondment	p.24
	Word building – verbs, nouns and adjectives	
Grammar	Inversion	p.25
Listening	Company relocation	p.26
Functional language	Talking about performance	p.27
	Developing a convincing argument	
Writing	Blog post describing relocation	p.28
Pronunciation	5.1 Stress patterns in word building	p.48
	5.2 Stress and intonation in inversions	

UNIT 6 > ALLIANCES		
Vocabulary	Alliances and acquisitions	p.29
Grammar	Past modals	p.30
Reading	Is a strategic alliance the best way to go?	p.31
Functional language	Diffusing conflict	p.32
	Analysing and learning from mistakes	
Writing	Report extract	p.33
Pronunciation	6.2 Weak forms in past modals	p.49
	6.4 Scottish English pronunciation	

UNIT 7 > RISK		
Vocabulary	Managing and minimising risk	p.34
Grammar	Second, third and mixed conditionals	p.35
Listening	Investing in today’s uncertain markets	p.36
Functional language	Talking about risk	p.37
	Analysing risks	
Writing	Accident report	p.38
Pronunciation	7.1 Linking between words	p.50
	7.2 Intonation in conditionals	

UNIT 8 > DECISIONS		
Vocabulary	Decisions	p.39
Grammar	<i>to</i> + infinitive or <i>-ing</i> form	p.40
Reading	Is courage the key to good business decisions?	p.41
Functional language	Fact-based and emotion-based approaches to decision-making	p.42
	Relationship-oriented decision-making	
Writing	Describing a decision	p.43
Pronunciation	8.2 South African English pronunciation	p.51
	8.4 Stress and intonation in relationship-oriented decision-making	