

**1 International English p4****Talking points**

English as a global language

Completing a needs analysis
Doing a quiz on languages
Discussing attitudes to English using expressions for talking about language needs & learning preferences

R Article about English dominating world communications
L People talking about their attitudes to learning English

**2 Making contacts p6****Networking**

Conferences

Describing people
Discussing appropriate conversation topics
Keeping the conversation going
Networking

L Extracts from a business travel programme on conference venues
L People gossiping at a conference
L People socialising at a conference

Present Simple
Present Continuous
Present Simple vs Present Continuous
Collocations relating to conferences
Verb + prepositions

**3 Making calls p11****Desk work**

Using the telephone

Making telephone phrases
Exchanging information on the telephone

L Planning a telephone call
L Voice mail messages
L Telephone conversations

Past Simple
Time adverbs *for, in, during, ago, over, before*
Telephone expressions for dealing with difficulties & distractions

**4 Keeping track p16****Meetings**

Meeting skills

Checking & clarifying facts & figures
Querying information

L Extracts from meetings
R Texts: the Budweiser companies
L Extracts from a meeting
L A briefing meeting

Comparatives & superlatives
Comparative & superlative expressions
Phrasal verbs with *on, out, off, up, down*

**5 Speed of life p23****Talking points**

Time management

Pressure at work

Discussing time management strategies
Discussing statements on how speed affects your working life

R Mini-texts: statistics about the working week
R Extract from *Getting Things Done* by Roger Black
L People talking about how speed affects their work
L People talking about how they unwind after work

**6 Business travel p23****Networking**

Travelling on business

Expressing likes & dislikes about travelling on business
Making polite requests & enquiries
Situational roleplays
Identifying signs as British or American English
Greeting visitors

L Extracts from business travel conversations
R Article from *Newsweek* about people who live in two cities
L Short exchanges in British & American English
L Conversations at the airport

Polite question forms
Indirect questions
Collocations relating to travel

**7 Handling calls p28****Desk work**

Attitudes to using the telephone

Telephone manner

Discussing your attitude to using the telephone
Making polite telephone requests using *if* & *Could you ...?*
Making telephone expressions with *I'll*
Dealing with incoming calls

R Mini-texts: telephone statistics
L Telephone conversations

Will for future predictions, spontaneous decisions, offers, requests, promises, refusals, threats
If + will
Collocations relating to work routines

**8 Making decisions p32****Meetings**

Decision-making

Doing a quiz on making decisions
Using expressions for making decisions & conducting meetings in a decision-making meeting

L Extracts from a documentary
L Extract from a meeting
R Article about James Bond films
R Actor profiles: James Bond contenders
L Interviews with James Bond contenders

Conditionals (future reference)
Unless, provided/providing (that), as/so long as, suppose/supposing
Collocations relating to the marketplace

**9 Big business p37****Talking points**

The power of big business

Stating opinions, agreeing & disagreeing
Stating preferences

L People talking about the size of their companies
R Article: *Land of the Giants* – are companies or governments in charge?
L People talking about the article *Land of the Giants*

**10 Small talk p40****Networking**

Making small talk

Cultural differences in meetings

Completing a questionnaire on cultural awareness
Talking about experiences
Engaging in small talk

L Extracts from pre-meeting conversations
L People chatting at work

Past Simple vs Present Perfect
Common adjectival collocations
Exaggeration & understatement

Unit and topics	Communication skills and tasks	Reading and listening texts	Grammar and Lexis links	
 11 E-mail p44 Desk work Writing e-mail	Discussing attitudes to e-mail Guidelines for writing e-mail Writing e-mail equivalents of formal texts Simplifying a lengthy e-mail Exchanging e-mails	L People talking about their attitudes to e-mail R Article: e-mail research results R Extract from <i>The Bluffers Guide® to the Internet</i> L Voice mail messages	Future forms Expressing intention: <i>be going to/planning to/intending to</i> etc	Collocations relating to computers
 12 Presenting p49 Meetings Presentation skills	Discussing qualities of a good presentation Pausing, pacing & sentence stress Delivering a presentation Structuring a presentation Using visuals Presenting a solution to a problem at work	L People conversing & giving a presentation L Toast: by George Bernard Shaw to Albert Einstein R Extract from First Direct website L A presentation about a technical problem	Past Continuous Past Perfect Past Simple vs Past Continuous vs Past Perfect	Expressions for structuring a presentation Collocations relating to presentations
 13 Technological world p54 Talking points Technology and change	Discussing the pros & cons of technology Making predictions about future technology using expressions for speculating about the future	R Article: the age of technology L People talking about future technological developments		
 14 Being heard p56 Meetings Cultural differences in meetings	Discussing attitudes to meetings Completing a questionnaire on assertiveness in meetings Discussing meeting styles in different countries Interrupting a speaker	L People talking about their attitudes to meetings L Extracts from meetings in different cultures R Case studies: meeting styles in three countries	Modal verbs: <i>must, may, might, can, could, would, ought</i> to etc	Collocations relating to meetings Expressions for stating opinions
 15 Snail mail p61 Desk work Writing business letters	Types of paper documentation Correcting a formal letter Writing letters of complaint and apology	R Article about a paperless office L Someone correcting a colleague's business letter	Multi-verb expressions in business letters	Prepositions
 16 Solving problems p67 Meetings Problem-solving	Discussing solutions to problems Expressions for making suggestions Devising a procedure for solving problems	L Case studies: three problems solved L Extracts from problem-solving meetings R Texts: advice on solving problems L Case studies: solutions to problems in two companies	Conditionals (past reference)	Collocations relating to people & products
 17 Global village p72 Talking points Globalisation	Discussing opinions on globalisation Using time expressions to communicate your views on how globalisation affects the company you work for	R Texts: four people's opinions on globalisation		
 18 Eating out p74 Networking Restaurants Food & drink Table manners	Describing restaurants Expressions for discussing food Doing a quiz on table manners & etiquette Categorising food & drink Describing typical dishes from your country or region	L A conversation in a restaurant L Conversations over lunch	Passive with common verb structures	Collocations relating to food & drink
 19 Messaging p78 Desk work E-mail Voice mail	Discussing attitudes to electronic communications Sequencing a series of e-mails Expressions used in e-mails Note-taking from voice mail Dealing with messages	R Extract about the role of e-mail in business L People discussing their opinions on messaging L Humorous voicemail messages	Reported speech	
 20 Negotiating p83 Meetings Negotiations	Sounding more diplomatic Expressions for negotiating Completing notes while listening to two negotiations Negotiating a transfer deal	R Extract from <i>Getting Past No</i> L People sharing their views on negotiating R Joke from <i>Complete Idiot's Guide to Winning Through Negotiation</i> L Extracts from negotiations R Article on football L Description of football players' transfer deals	Grammar of diplomacy	Collocations relating to negotiations Expressions for negotiating