Contents

Unit	Business communication skills	Reading and listening	Language links
O1 Introductions p6	Asking for personal information Giving a presentation about a colleague Discussing networking sites Fluency Discussing ideas for ethical start-ups	Reading Article about a professional networking site Listening Introductions at a training course Company profile: Innocent	Phrase bank Describing your work Vocabulary Companies and the Internet, Jobs Grammar Present Simple, Present Continuous
Work-life balance p13	Discussing work-life balance Fluency Talking about work routines Completing a questionnaire on exercise Discussing exercise and ways to relax	Reading Article about work-life balance Profile of a business executive's typical day Article about exercise and lifestyle Listening Conversation about someone's new job	Phrase bank Talking about routing Vocabulary Work and routines, Phrasal verbs, do as an auxiliary Grammar Adverbs of frequency, phrases
Telephone talk p19	Using telephone phrases Roleplay Telephoning for information Discussing telephone frustrations Roleplay Making an order by telephone In company interviews Units 1–3	Reading Article about effective telephone communication Listening Telephone numbers Requests for information and orders Telephone customer service	Phrase bank Telephoning Vocabulary Numbers, Telephone phrases Grammar Polite questions
O4 People skills: Networking p26	Making conversation with new people Roleplay Networking Talking about other people	Listening Conversations with new people	
Workplace scenario A: Passing the buck p28	Writing a confirmation email	Reading Article about communication breakdown In company in action A1: Passing the buck A2: Discussing and resolving a problem	
Internet histories p30	Discussing the history of an app Completing a quiz about the Internet Discussing experience of the Internet Fluency Giving a presentation about a company's history Asking questions about the past	Reading Timeline describing history of Angry Birds Article about the birth of the Internet Listening Documentaries about the history of Angry Birds and the history of the Internet	Phrase bank Talking about the p Vocabulary Business and the Inte Grammar Past Simple, Questions about past events
Officers p37	order	Reading Article about grammar in business correspondence Emails about an order Listening Telephone conversations about an important order	Phrase bank Dealing with correspondence Vocabulary Business communicated Grammar will for unplanned decisions
O7 Hotels p44	Discussing hotel features Making comparisons Making and responding to special requests Discussing world records Fluency Discussing the pros and cons of different office locations In company interviews Units 5–7	Reading Posts on a forum about hotels Article about YOTEL Listening Conversation at airport check-in Conversation at hotel reception	Phrase bank Travel and accommodation Vocabulary Hotel services Grammar Comparatives and superlatives
People skills: Telling stories p52	HIIIONOU I AIIINO INTERPETINO GIARIAG	Listening An anecdote about a journey	
Workplace scenario B: In my shoes p54	Identifying strategies for dealing with	Reading Website about complaints In company in action B1: An unsuccessful complaint B2: Expressing concern and dealing with complaints	
Spirit of enterprise p56	Descriping change in a country or company	Reading Articles about two successful companies Listening Radio programme about entrepreneurs Company profile: Inditex	Phrase bank Talking about busing developments Vocabulary Language to describe change Grammar Present Perfect
Stressed to the limit p63	Discussing the causes of stress Comparing different jobs Asking about someone's responsibilities and duties at work Roleplay A management consultant's interview Writing a consultant's report on a company	Reading Article about stress at work Listening People talking about stress at work	Phrase bank Talking about stress Vocabulary Stress at work Grammar have to / don't have to, should / shouldn't

Unit	Business communication skills	Reading and listening	Language links
11 Top jobs p70	Discussing the media industry Talking about someone's experiences Writing A report In company interviews Units 9–11	Reading Article about a media executive Article about MercadoLibre Listening Documentary about MercadoLibre Telephone call from a headhunter	Phrase bank Describing a company's development Vocabulary Company news Grammar Present Perfect for unfinished past, for and since
People skills: Conversation gambits p76	Introducing yourself and starting conversations Choosing safe topics of conversation Ending a conversation Roleplay A successful conversation	Reading Conversation strategies Listening People meeting by chance	
Stick to your guns	Discussing staff satisfaction surveys Roleplay Expressing opinions, defending ideas and making suggestions Presenting a survey	Reading Article about staff satisfaction In company in action C1: Staff dissatisfaction C2: Sticking to your guns	
13 Air travel p80	Discussing experiences of flying Discussing the dos and don'ts of business travel Roleplay A negotiation game	Reading Article about comfortable air travel Article about cut-price travel Listening Conversations at check-in	Phrase bank Air travel Vocabulary Air travel, Negotiating Grammar Conditionals with will
Hiring and firing p86	$\Delta N_{\rm S} V = 0.000 \pm 0.0000 \pm 0.000 \pm 0.0000 \pm 0.0000 \pm 0.0000 \pm 0.000 \pm 0.$	Reading Article about someone being fired A CV Listening People talking about applying for a new job Job interview	Phrase bank Job interviews Vocabulary Procedures Grammar The passive
15 Time p93	Discussing time management Fluency Talking about decisions and plans Asking and answering about time management techniques In company interviews Units 13–15	Reading Article about wasting time Article about working without clocks Listening A conversation about a delayed project A talk on time management	Phrase bank Talking about time Vocabulary Time collocations, Working conditions Grammar going to, going to vs will
People skills: etting things done p100	Fluency Asking for favours Saying 'No' tactfully Using polite language	A conversation with a refused request Persuading, promising and threatening People making special requests	
Workplace scenario D: Change for the better p102	Discussing health and safety Understanding strategies for leading change Roleplay Leading change	Reading Health and safety in the workplace In company in action D1: Poor leadership D2: Change for the better	
Office gossip p104	Reporting gossip Discussing the pros and cons of gossip at work Fluency Discussing office policy about gossip	Reading Article about a company banning gossip Posts on a forum about office gossip Listening Conversation about company gossip Radio interview about gossip at work	Phrase bank Social conversations Vocabulary Relationships at work Grammar Reported speech, say and tell
18 E-commerce p111	Discussing purchase decisions Discussing advantages and disadvantages Roleplay Marketing e-commerce to the over-60s Discussing the future of the Internet Making predictions	Reading Survey about the future of the Internet Listening Radio interview about the pros and cons of e-commerce	Phrase bank Discussing advantages and disadvantages Vocabulary Shopping and the Internet Grammar will for future predictions
19 E-work p117	Discussing the advantages and disadvantages of teleworking Discussing company policy about teleworking Talking about hypothetical situations Roleplay Negotiating e-work policy In company interviews Units 17–19	Reading Article about the rise of e-workers Article about working from home Listening People talking about telework Conversations about working from home	Phrase bank Giving explanations Vocabulary Teleworking Grammar Conditionals (future reference)
20 People skills: Working lunch p124	Discussing the business lunch Describing food Using the correct business etiquette Roleplay Successful business sale	Reading Article about business etiquette in Japan Listening Conversations at a restaurant	
Workplace scenario E: Meet me halfway p126	Discussing music in the workplace Roleplay Negotiating a compromise	Reading Article on music in the workplace In company in action E1: Dispute in the office E2: Meet me halfway	