

Contents

Introduction

4-5

1 First impressions

6-11

Working with words	Business communication	Practically speaking	Language at work	Talking point	Outcomes – you can
Talking about first impressions	Arranging a meeting	Exchanging contact details	Present simple and continuous	The life overlap	<ul style="list-style-type: none"> talk about first impressions arrange to meet and exchange contact details talk about work routines, projects and plans

2 Motivation

12-17

Motivation at work	Encouraging conversation	Ending and leaving a conversation	Question forms	Ten magically motivating words	<ul style="list-style-type: none"> talk about motivation encourage and end conversations politely use different questions to check information or start conversations
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3 On schedule

18-23

Managing projects	Running an update meeting	Questioning a decision	Present perfect and past simple	Five most common problems on projects	<ul style="list-style-type: none"> talk about projects run update meetings and question decisions talk about past or recent actions and achievements
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Viewpoint 1 VIDEO Learning in business 24-25

4 New ideas

26-31

Ideas and innovations	Presenting a product or service	Referring to evidence	Present, past and future ability	“Yes, but...” or “Yes, and...”	<ul style="list-style-type: none"> talk about innovation present ideas and refer to evidence talk about ability in the past, present and future
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5 Ethical business

32-37

Ethical business	Planning arrangements	Responding to invitations	Talking about the future	Rule 47: A set of personal standards	<ul style="list-style-type: none"> talk about ethical business plan arrangements and respond to invitations talk about decisions, plans and predictions
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6 Making decisions

38-43

Personality and decision-making	Decision-making	Talking about social plans	Countability Expressions of quantity	The decision gap	<ul style="list-style-type: none"> talk about personality participate in decision-making meetings and talk about social plans talk about different quantities
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Viewpoint 2 VIDEO Consumer behaviour 44-45

7 Outsourcing

46-51

Outsourcing	Presenting factual information	Asking questions after a presentation	The passive	Outsourcing to robots	<ul style="list-style-type: none"> talk about outsourcing present information and ask questions about presentations report information in an impersonal way
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8 Employees

52-57

Employers and employees	Negotiating with colleagues	Making quick requests	// clauses	Flow	<ul style="list-style-type: none"> talk about employment negotiate with colleagues and make requests negotiate certain conditions
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		Working with words	Business communication	Practically speaking	Language at work	Talking point	Outcomes – you can
9	New business 58–63	Starting up a new business	Maintaining contacts	Avoiding saying 'no'	Present perfect simple and continuous	The long tail	<ul style="list-style-type: none"> talk about start-ups ask contacts for help and avoid saying 'no' talk about past or recent activities and results
Viewpoint 3 VIDEO Entrepreneurs 64–65							
10	Communications 66–71	Communications technology	Dealing with information on the phone	Resolving problems on the phone	Phrasal verb word order	The telephone card game	<ul style="list-style-type: none"> talk about technology deal with information and problems on the phone use phrasal verbs in different contexts
11	Change 72–77	Talking about change	Presenting future plans	Giving both sides of the argument	Future tenses and probability	Fun theory	<ul style="list-style-type: none"> talk about change present plans and give balanced arguments talk about the probability of future activities and developments
12	Data 78–83	Dealing in data	Discussing data	Describing trends	Reporting	Statisticulation	<ul style="list-style-type: none"> talk about data describe trends report what someone has said
Viewpoint 4 VIDEO Social media marketing 84–85							
13	Culture 86–91	Cultural differences	Narrating past events	Talking about news and gossip	Narrative tenses	The power of storytelling	<ul style="list-style-type: none"> talk about cultural differences describe past events and news describe the sequence of past events
14	Performance 92–97	Staff appraisals	Evaluating performance	Raising difficult issues	Third and mixed conditionals Perfect modals	Competition in the workplace	<ul style="list-style-type: none"> talk about appraisals evaluate performance and raise issues talk about imagined past actions and results
15	Career breaks 98–103	Taking a career break	Putting forward a case	Taking time off	-ing form or infinitive?	Goodbye and see you next year	<ul style="list-style-type: none"> talk about career breaks present a case talk about time off discuss interview questions
Viewpoint 5 VIDEO Career perceptions 104–105							

Practice files **106–135**Communication activities **136–139**Audio scripts **140–154**Irregular verb list **155**