

Contents

Introduction

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	Working with words	Business communication skills	Practically speaking	Language at work	Case study	Outcomes – you can:
1 First impressions 6–11	Talking about first impressions <i>professionalism, reputation, innovation, etc.</i> VIDEO	Exchanging information Introducing yourself by email Making a follow-up call Arranging to meet	Exchanging contact details	Present simple and continuous	Making business connections	<ul style="list-style-type: none"> talk about first impressions introduce yourself by email make a follow-up call arrange to meet a business contact exchange contact details talk about your work and company
2 Motivation 12–17	Motivation <i>incentive scheme, annual bonus etc.</i> VIDEO	Socializing Making small talk	Exiting a conversation	Question form review	Solving staffing problems	<ul style="list-style-type: none"> talk about motivation at work make small talk exit a conversation politely use questions to find out information and develop conversation
3 On schedule 18–23	Managing projects <i>unrealistic budget, ahead of schedule, budget constraints, etc.</i>	Meetings Asking for and giving an update Making suggestions VIDEO	Catching up with colleagues	Present perfect and past simple	Organizing a road show	<ul style="list-style-type: none"> talk about managing projects ask for / give an update in a meeting make and respond to suggestions catch up with colleagues update on current projects
4 New ideas 24–29	Ideas and innovations <i>technological breakthrough, revolutionary idea, etc.</i> ; phrasal verbs	Presenting Presenting an idea, product or service VIDEO	Thanking and responding	Present, past and future ability	Investing in a new idea	<ul style="list-style-type: none"> talk about ideas and innovations present an idea, product or service thank someone and respond to thanks talk about present, past and future ability
5 Customer service 30–35	Customer service <i>courteous, sub-standard; etc.</i> VIDEO	Exchanging information Dealing with customers	Reassuring and sympathizing	Direct and indirect questions	Dealing with customer service problems	<ul style="list-style-type: none"> talk about customer service deal with customers reassure and sympathize use direct and indirect questions to deal with customers
6 Ethical business 36–41	Ethical business <i>act responsibly, reduce the impact, credibility, etc.</i> VIDEO	Presenting Explaining plans and arrangements Inviting and recommending	Responding to spontaneous invitations	Talking about the future	Promoting ethical business	<ul style="list-style-type: none"> talk about ethical business explain plans and arrangements invite and recommend respond to spontaneous invitations talk about the future
7 Making decisions 42–47	Personality and decision-making <i>rational, instinctive; consider all the options, etc.</i>	Meetings Participating in a decision-making meeting	Talking about social plans	Countability Expressing quantity	Resolving an expansion crisis VIDEO	<ul style="list-style-type: none"> talk about personality and decision-making participate in a decision-making meeting talk about social plans talk about improving services and facilities
8 Outsourcing 48–53	Outsourcing <i>offshore location; streamline operation, achieve lower overheads, etc.</i>	Presenting Presenting factual information VIDEO	Apologizing and responding	The passive	Making a case for outsourcing	<ul style="list-style-type: none"> talk about outsourcing present factual information apologize and respond to apologies talk about a law or regulation in your country

	Working with words	Business communication skills	Practically speaking	Language at work	Case study	Outcomes – you can:
9 Employees 54–59	Changing jobs Keeping staff <i>early retirement, relocation; job mobility, etc.</i>	Meetings Negotiating solutions VIDEO	Making and responding to quick requests	First and second conditionals	Negotiating a repatriation package	<ul style="list-style-type: none"> talk about changing jobs talk about ways of keeping staff negotiate solutions make and respond to quick requests negotiate a secondment
10 New business 60–65	Starting up a new business <i>gap in the market, etc.; adverb + adjective</i> VIDEO	Socializing Asking about work and life Asking a favour	Avoiding saying 'no'	Present perfect simple and continuous	Using contacts to help in business	<ul style="list-style-type: none"> talk about starting up a new business ask about work and life ask a favour avoid saying 'no' talk about activities and results
11 Communications 66–71	Communications <i>collaborate with, have access to, etc.; word families</i>	Meetings Explaining procedures Teleconferencing VIDEO	Dealing with situations on the phone	Modal verbs – obligation and prohibition	Solving a communication problem	<ul style="list-style-type: none"> talk about communications explain procedures use teleconferencing phrases deal with situations on the phone talk about obligations at work
12 Change 72–77	Talking about change <i>resist, react, ambivalent, etc.; phrasal verbs</i>	Presenting Presenting future plans VIDEO	Being negative diplomatically	Future continuous, future perfect and probability	Increasing operational efficiency	<ul style="list-style-type: none"> talk about change present future plans be negative diplomatically talk about future activities and developments
13 Facts and figures 78–83	Numbers and trends <i>just over, slightly less than; rise substantially, etc.</i> VIDEO	Exchanging information Asking for and explaining factual and numerical information	Talking about news at work	Reported speech review	Reaching target markets online	<ul style="list-style-type: none"> talk about numbers and trends ask for and explain factual and numerical information talk about news at work report what someone has said
14 Culture 84–89	Cultural differences <i>hierarchical, risk-taking; sensitive to, etc.</i> VIDEO	Exchanging information Narrating past events Giving explanations	Talking about films, TV and books	Narrative tenses – past continuous, past simple and past perfect	Investigating an intercultural communication problem	<ul style="list-style-type: none"> talk about cultural differences narrate past events give an explanation talk about films, TV and books talk about past events
15 Performance 90–95	Staff appraisals <i>monitor performance, assessment criteria, etc.; phrasal verbs</i> VIDEO	Meetings Discussing and evaluating performance	Making people feel relaxed	Third and mixed conditionals Perfect modals	Overcoming business setbacks	<ul style="list-style-type: none"> talk about staff appraisals discuss and evaluate performance make people feel relaxed talk about hypothetical past events
16 Career breaks 96–101	Taking a career break <i>perspective, career development, etc.</i> VIDEO	Presenting Presenting a personal case	Talking about taking time off	-ing form and infinitive	Applying for a community placement	<ul style="list-style-type: none"> talk about taking a career break present a personal case talk about taking time off review your situation at work

Practice files 102–133

Information files 136–149

Useful phrases 134–135

Audio scripts 150–167

VIDEO : This section of the unit has a video clip linked to the topic.