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| | Working with words | Business communication | Language at work | Practically speaking | Talking point / Viewpoint | Outcomes – you can |
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| 1 Connections 6-13 | Describing cross-cultural experiences | Reporting back on research | Tenses review | Introducing yourself to a group | Talking point Working in multinational teams | <ul style="list-style-type: none"> talk about cultural differences report on research and use tenses correctly introduce yourself |
| 2 Careers 14-21 | Comparing career paths | Managing the discussion / Sharing ideas | Expressing attitudes to the past | Getting your point across | Talking point The 'gig' economy | <ul style="list-style-type: none"> talk about careers discuss/share ideas and talk about the past explain your opinion |
| 3 Change 22-29 | Discussing working practices | Giving a formal presentation | Speculating about future changes | Showing understanding | Viewpoint 1 Dealing with change ▶ VIDEO | <ul style="list-style-type: none"> talk about organizational change give a formal presentation about the future show understanding |
| 4 Risk 30-37 | Handling a corporate crisis | Taking part in a teleconference | Referencing using pronouns | Establishing rapport | Talking point Planning for the Olympics | <ul style="list-style-type: none"> discuss company risks participate in a teleconference and use pronouns to refer to something facilitate conversation |
| 5 Teamwork 38-45 | Exploring team relationships | Dealing with conflict | Adding emphasis | Responding to feedback | Talking point Problem-solving in a team | <ul style="list-style-type: none"> discuss personalities avoid conflict and add emphasis in negotiation respond to feedback |
| 6 Progress 46-53 | Discussing factors for success | Brainstorming ideas | Using adverbs to qualify attitudes | Using vague language | Viewpoint 2 Ethical consumption ▶ VIDEO | <ul style="list-style-type: none"> discuss innovation talk about new ideas and use adverbs avoid giving direct answers |

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| 7 | Learning 54–61 | Talking about training and learning | Communication strategies | The future in the past | Expressing dissatisfaction | Talking point Learning by sharing | <ul style="list-style-type: none"> • discuss training • communicate effectively on the phone and talk about the future from a past perspective • express dissatisfaction |
| 8 | Performance 62–69 | Employer–employee expectations | Giving an impromptu presentation | Using questions | Dealing with difficult questions | Talking point Rethinking annual performance reviews | <ul style="list-style-type: none"> • discuss performance at work • give informal presentations and deal with questions |
| 9 | Resources 70–77 | Corporate Social Responsibility | Discussing options | Using conditionals | Dealing with misunderstandings | Viewpoint 3 Business education ▶ VIDEO | <ul style="list-style-type: none"> • talk about CSR • discuss options using conditionals • avoid misunderstandings |
| 10 | Leadership 78–85 | Talking about leadership styles | Giving a briefing | Using the passive | Expressing personal views | Talking point Leading your leaders | <ul style="list-style-type: none"> • discuss types of leadership • give a briefing using the passive • say how you feel about something |
| 11 | Values 86–93 | Talking about values | Reaching agreement | Participle clauses and inversion for emphasis and formality | Raising a difficult point | Talking point Blowing the whistle | <ul style="list-style-type: none"> • discuss values • reach an agreement using formal and emphatic language • talk about difficult issues |
| 12 | Persuasion 94–101 | Persuasion and influence | Selling an idea | Discourse markers | Giving and responding to compliments | Viewpoint 4 Leading the future ▶ VIDEO | <ul style="list-style-type: none"> • discuss persuasion • sell an idea using discourse markers • deal with compliments |

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