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Introduction

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	Working with words	Business communication	Language at work	Practically speaking	Talking point / Viewpoint	Outcomes – you can
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

		Working with words	Business communication	Language at work	Practically speaking	Talking point / Viewpoint	Outcomes – you can
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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