

Unit and topics	Communication skills and tasks	Reading and listening texts	Grammar and Lexis links
 1 Business or pleasure? p4 Networking Corporate entertainment Making conversation	Discussing corporate entertainment Sharing information to select appropriate corporate events for clients Avoiding saying 'no' Paying & receiving compliments Keeping up a conversation	R Information on four corporate events in the UK L People chatting at corporate events L People chatting at corporate events	Tense review Conversation
 2 Exchanging information p10 Meetings Providing accurate information	Describing attitudes to & content of meetings Paraphrasing information Pointing out discrepancies Saying complex numbers & figures Dialogue-building using the language of meetings Breaking bad news & writing a report	R Article on Harold Geneen L Extract from a meeting: problems with a product L Extracts from five meetings: discrepancies L Saying complex numbers & figures R/L Meeting: breaking bad news	Conditionals Language of meetings
 3 Material world p16 Talking points Success & failure Ethics & investment	Doing a quiz on the billionaire lifestyle Discussing what success means Discussing ethics & investment	L Radio programme on the collapse of Barings Bank R Article on the Vice Fund L People discussing investments	
 4 Voice and visuals p20 Presenting Giving presentations	Doing a quiz on how to command attention Giving feedback on a presentation Using visuals in a presentation Analysing the voice in presentations Giving a speech	R Book extract on the Kennedy-Nixon debate L Voice mail L Presenters giving information in different ways L Radio programme: drama for business L Speeches from five films	Modal verbs Language of presentations
 5 Problems on the phone p26 Desk work Customer complaints Solving problems	Discussing phone usage & its usefulness Dealing with 'chatterers' Complaining & dealing with complaints Toning down 'flames' Speculating about a problem Solving problems on the phone	R Article on 'chatterers' L Someone dealing with a 'chatterer' L Someone dealing with a customer complaint L People discussing a problem L People solving a problem	Complex question formation Phone, fax and e-mail
 6 Leading meetings p30 Meetings Chairing meetings	Discussing dynamics of meetings Disagreeing diplomatically Chairing a meeting	L Radio programme: alternative approaches to meetings R Article on behaviour in meetings L Extracts from a meeting R Newspaper articles	Linking & contrasting ideas Language of companies & capital
 7 Information age p36 Talking points Information and disinformation	Discussing the reliability of information Discussing the truth behind news headlines Discussing the reliability of statistics Exchanging opinions on the information economy	R Book extract on the reliability of information L People talking about the truth behind newspaper headlines R Article on Enron L People giving their opinions on the information economy	
 8 Promoting your ideas p40 Presenting Innovation Presenting new ideas	Discussing attitudes to public speaking Describing what makes a good talk Discussing innovation in your company Presenting an idea for a product or service	L Presenters talking about what makes them nervous L People comparing audience expectations of presentations R Website extract: <i>Intrapreneurs</i> L Presentation: a new idea	Passive Phrasal verbs
 9 Relationship-building p46 Networking First impressions Visiting a colleague's home	Discussing first impressions Completing a questionnaire on networking Practising networking skills Visiting a colleague's home	R Article: <i>First impressions</i> R Article on golf and business L People chatting at golf L Conversation extracts: visiting someone's home	Multi-verb sentences Social English

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 10 Taking decisions p52 Meetings Worst-case scenarios Company crises	Discussing making decisions in difficult situations Doing a quiz on life-and-death decisions Giving advice on worst-case scenarios or workplace dilemmas Inserting missing articles in two texts Holding a crisis management meeting	R Website extract: Worst-case scenarios L Advice on surviving worst-case scenarios L Extracts from decision-making meetings R Company crises L Case study: Coca-Cola crisis	Articles Marketing & legal English
 11 Branded planet p58 Talking points Brand awareness Globalisation	Discussing 'the surplus society' Fact or hoax: discussion Discussing issues relating to globalisation Choosing brand names for client groups	R Book extract on 'the surplus society' L Radio programme: <i>Branded!</i> R Newspaper article: <i>Logomania</i> R Magazine extract: <i>Pro Logo</i> L People discussing globalisation	
 12 E-mailing p62 Desk work Writing e-mail E-mail style	Correcting errors in an e-mail Shortening & simplifying an e-mail Adding the personal touch to an e-mail Choosing an appropriate e-mail style Answering e-mail	R Extracts on e-mailing R Newspaper article: <i>Bad spelling is the key to success</i> L Radio programme: The biggest e-mail blunders ever made	Future forms Prepositional phrases
 13 Making an impact p68 Presenting Openings Rhetorical techniques Closings	Identifying effective presentation openings Identifying rhetorical techniques Rephrasing to add impact Identifying ways of closing a presentation Producing a party political broadcast	R Book extract on opening a presentation L Presentation openings L Extracts from political speeches L Closing remarks from four presentations R Article on Bhutan	Rhetorical techniques Metaphor
 14 Out and about p74 Networking Business travel Telling anecdotes	Discussing business travel & packing habits Identifying ellipsis in conversation Striking up a conversation Telling an anecdote Chatting over a business lunch	R Extracts from <i>The Accidental Tourist</i> L People talking about their worst flying experiences L Conversations over lunch	Narrative tenses Language of storytelling
 15 Big ideas p80 Talking points Management trends Leadership	Discussing business & management books Inventing & presenting a management trend Doing a short quiz on the secret of leadership Choosing a new CEO	R Article: <i>A Licence to Print Money</i> L People discussing the meaning of business buzzwords R Book extract on how to become a guru R Profiles of six business leaders	
 16 Teleconferencing p84 Desk work Teleconferencing	Discussing potential uses of tele- & video conferencing facilities Completing the minutes of a teleconference Holding a teleconference	R Newspaper article: <i>Jet lag hater's guide to business travel</i> L An unexpected phone call L An emergency teleconference R E-mails about a film shoot	Reporting Vocabulary of personnel & production
 17 Negotiating deals p90 Meetings Negotiating	Negotiating a tricky situation Identifying negotiating tactics Negotiating a contract	L Analysis of a negotiation L Extracts from negotiations L People talking about negotiating strategy R Article on the music business L Meeting: signing a new band	Diplomacy & persuasion Language of negotiations
 18 Shaping the future p96 Talking points Future technology Futurists' predictions	Discussing the likelihood of predictions Speculating about the future Summarising & discussing the ideas of six futurists	R Extract from British Telecom's 2001 Technology Timeline R Predictions of six futurists L People discussing issues raised by six futurists	