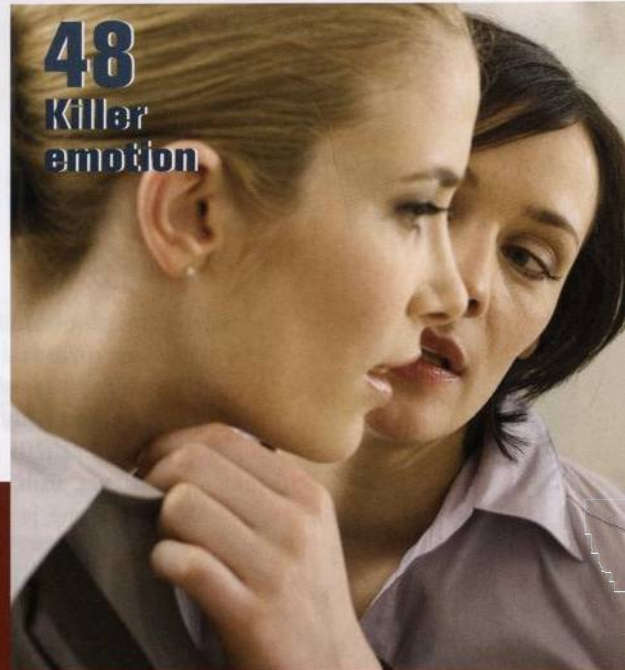


# 12

## The language of trade

International trade is an important part of global business. Test your language skills in this key area.



# 48

## Killer emotion

Do you react badly if a colleague succeeds and you don't? Learn how to deal with your envy.

### WORKING WORLD

- 6 **Names and News** all levels  
The latest from the world of business
- 10 **MBA schools in the Czech Republic** easy  
Overview of schools associated in CMBAS

### TEST

- 12 **Trade and Logistics** advanced  
Follow the ten steps a family-run business needs to send goods to an Australian customer — and test your trade language at the same time

### GLOBAL BUSINESS

- 19 **Spotlight on the Czech Republic** advanced  
ATMs for blind people
- 20 **Head-to-Head** advanced  
Do women need quotas to get to the top?
- 22 **Business Press**  
Comments from the world's media  
**Behind the Headlines** Understanding headlines  
**Media Watch** Language in the news

### INTERCULTURAL COMMUNICATION

- 26 **Customer Care** medium  
Different countries have different ideas about how to make a customer happy. Knowing these differences is essential for success
- 32 **Dialogue** medium  
A discussion between volunteer coordinators about sending help to crisis areas
- 34 **The View from Here** medium  
How Scottish universities are trying to attract foreign students  
**Country File** Scotland

### BUSINESS SKILLS

- 36 **Change Management** advanced  
Helping staff through change processes  
Language survival guide to cut out and keep
- 43 **On the Line** Telephone conferences medium
- 44 **Getting the Money in** advanced  
How to get your invoices paid on time
- 46 **Meeting Point** Dealing with disagreement medium
- 47 **The Write Way** Using apostrophes medium

### CAREERS

- 48 **Workplace Envy** advanced  
Are you envious of your colleagues' success? Tips on how to stop this career-killing emotion
- 51 **The Job Doctor** medium US  
What to do if you hate your job
- 52 **My Way** Running a fun park in New Zealand advanced

### MANAGEMENT

- 54 **Selecting Teams** medium  
How to make the right personnel choices
- 58 **What I've Learned** medium  
Usain Bolt, the world's fastest man
- 60 **Business Basics** advanced US  
Loyalty-management tools
- 61 **Executive Eye** Are things really so bad? medium

### TECHNOLOGY

- 62 **Interview** advanced  
Martha Lane Fox, British internet expert
- 64 **Language Focus** Architectural concrete advanced

## LANGUAGE SECTION

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- 66 **Vocabulary** A carpenter's workshop **easy**
- 67 **Grammar at Work** **medium**  
"I wish" and "If only"
- 68 **Exercices** Leadership (part 2) **all levels**
- 69 **Language Cards** Pull out and practise **all levels**
- 71 **Dictionary of Leasing Terms** **all levels**
- 72 **Short Story** The West Tower **medium**
- 74 **English on the Move** **medium**  
Driving in Britain
- 75 **The Maine Event** An office dialogue **medium**
- 76 **English for...** Company pensions **advanced**
- 78 **Financial English** Measuring GDP **advanced**
- 79 **Authentic English** Stories at work **medium US**
- 80 **Legal English** White-collar crime **advanced**
- 81 **Legal English** **advanced**  
Transfer of a business share

## REGULAR SECTIONS

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- 3 **Editorial**
- 82 **The Last Laugh** **easy**