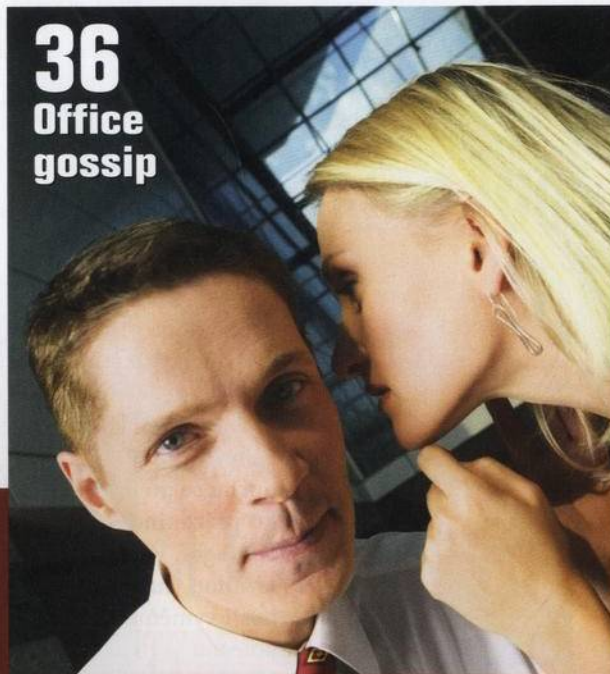




10
Workplace
objects

Can you name all the things that are on your desk and in your office? Find out with our special vocabulary test.



36
Office
gossip

It's normal to gossip about other people, but when is it destructive? Tips on how to manage office talk.

WORKING WORLD

- 6 Names and News** all levels
The latest from the world of business
- 9 My Working Life** easy US
Laurie Marker, manager of a cheetah park

TEST

- 10 Office Vocabulary** all levels
Our desks and offices are full of items and pieces of equipment. Do you know the correct terms for them?

GLOBAL BUSINESS

- 16 The Pet-Care Industry** advanced
A special report on the growing business of looking after animals
- 20 Head-to-Head** advanced US
Are speculators to blame for high food prices?
- 22 Business Press** advanced
Comments from the world's media
Behind the Headlines
Media Watch Language in the news

INTERCULTURAL COMMUNICATION

- 26 Human Resources** advanced
Selecting and keeping staff increasingly requires good intercultural skills
- 32 Dialogue** medium
A Frenchman and a New Zealander discuss their views on making the best wine
- 34 The View from Here** medium
The economic handicaps of being a woman
Country File Saudi Arabia

BUSINESS SKILLS

- 36 Gossip** medium
Managing positive and negative talk at work
Language survival guide to cut out and keep
- 43 On the Line** Planning a sales call medium
- 44 Meeting Point** Seating arrangements medium
- 45 The Write Way** British and American spelling medium
- 46 Leadership Spotlight** Part 4 advanced

CAREERS

- 48 360° Feedback** medium
Advice on using this tool to help staff to improve their performance
- 53 The Job Doctor** Office romance medium US
- 54 My Way** Hilary Devey, logistics-firm owner advanced

MANAGEMENT

- 56 Japan** medium
Japanese firm Yagisawa survives the tsunami
- 58 What I've Learned** Ozzy Osbourne medium
- 60 Business Basics** advanced US
Price optimization models
- 61 Executive Eye** medium
Gender differences in leadership style

TECHNOLOGY

- 62 Language Focus** Fingerprinting advanced
- 64 Innovations** New product developments advanced
- 65 Technically Speaking** advanced
IBM's Watson supercomputer
- 66 Innovations** Google Street View advanced

LANGUAGE SECTION

- | | | |
|----|--|------------|
| 67 | Exercises Tourism | medium |
| 68 | Vocabulary First aid | easy |
| 69 | Language Cards Pull out and practise | all levels |
| 71 | Grammar at Work Have something done | medium |
| 72 | Short Story The great kitchen war | easy |
| 74 | English on the Move Dealing with delays | easy |
| 75 | The Maine Event An office dialogue | medium |
| 76 | English for... funerals | medium |
| 78 | Financial English Short selling | advanced |
| 79 | Authentic English Imaginary dialogues | advanced |
| 80 | Legal English Civil law | advanced |

REGULAR SECTIONS

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