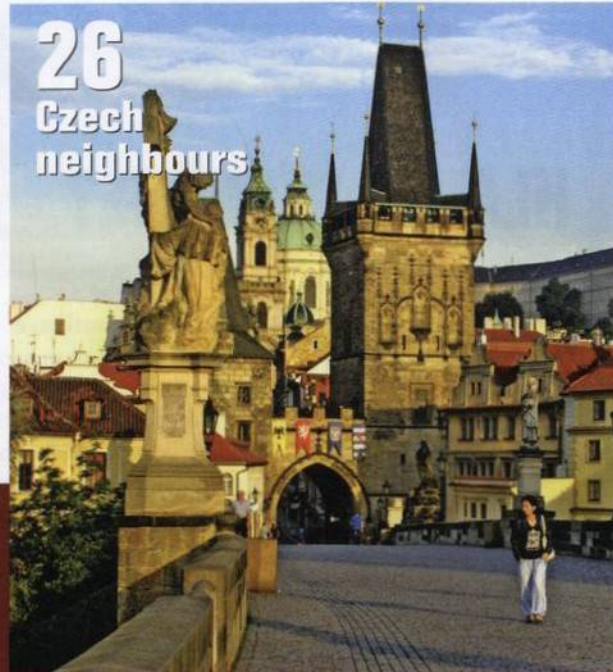


**10**  
Polite  
emails

Do you write the kind of emails your business partners like to receive? Find out with our special test.



**26**  
Czech  
neighbours

History still influences the way Czechs and Germans work together. A look at the cultural differences.

**WORKING WORLD**

- 6 Names and News** all levels  
The latest from the world of business
- 9 My Working Life** medium  
Canadian bush pilot John Goulet

**TEST**

- 10 Polite Emails** all levels  
What do you think about the emails you receive at work? And how polite are the ones you send? We test your correspondence skills

**GLOBAL BUSINESS**

- 16 Scottish Independence** advanced  
Scotland could soon vote to leave the UK. What would this mean for its economy?
- 20 Head-to-Head** medium  
Would you risk taking a sabbatical?
- 22 Business Press** advanced  
Comments from the world's media  
**Behind the Headlines**  
Media Watch Language in the news

**INTERCULTURAL COMMUNICATION**

- 26 Working with Czechs** medium  
Lessons for Germans and Czechs about doing business together
- 32 Dialogue** medium  
A South African and a Briton discuss the ways in which they help young prisoners
- 34 The View from Here** medium  
The Emerald Isle in a computer game  
**Country File** Ireland

**BUSINESS SKILLS**

- 36 Matrix Structures** medium  
Working within complex organizations  
Language survival guide to cut out and keep
- 43 On the Line** Effective listening easy
- 44 Meeting Point** The five Ps of participation easy
- 45 The Write Way** UK and US spelling (part 2) medium
- 46 Say it in Style** Working conditions medium

**CAREERS**

- 47 The Job Doctor** Do you talk too much? medium US
- 48 Personal Organization** medium  
How to get and stay organized at work
- 52 My Way** Author and historian Kate Williams medium

**MANAGEMENT**

- 54 Qualifications** medium  
Trends in management education
- 58 What I've Learned** medium US  
Paul Allen, co-founder of Microsoft
- 60 Business Basics** Total quality management advanced US
- 61 Executive Eye** medium  
The problems with personality tests

**TECHNOLOGY**

- 62 Home Equipment** advanced  
The frustrations of household technology
- 64 Innovations** New product developments advanced
- 66 Technically Speaking** advanced  
Astrophysicist and author Sir Martin Rees

## LANGUAGE SECTION

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- |    |  |            |
|----|--|------------|
| 67 | <b>Exercises</b> HRM                         | all levels |
| 68 | <b>Vocabulary</b> Recycling                  | easy       |
| 69 | <b>Language Cards</b> Pull out and practise  | all levels |
| 71 | <b>Grammar at Work</b> "So" and "neither"    | medium     |
| 72 | <b>Short Story</b> The tip                   | easy       |
| 74 | <b>English on the Move</b> An English course | medium     |
| 75 | <b>The Maine Event</b> An office dialogue    | medium     |
| 76 | <b>English for...</b> temporary work         | medium     |
| 78 | <b>Financial English</b> Public finances     | advanced   |
| 79 | <b>Authentic English</b> Small talk          | medium     |
| 80 | <b>Legal English</b> Jurisdiction            | advanced   |

## REGULAR SECTIONS

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- |    |                       |      |
|----|-----------------------|------|
| 3  | <b>Editorial</b>      |      |
| 82 | <b>The Last Laugh</b> | easy |