



		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
1	Working life 6–11	Describing work	Present simple and present continuous	How to show interest	Networking	Speed networking	<ul style="list-style-type: none"> talk about yourself and your work give a short personal presentation show interest during conversations network with groups of people
2	Work–life balance 12–17	Work–life balance	to + infinitive and -ing form	How to say 'yes'	Exchanging contact details	Corridor conversations	<ul style="list-style-type: none"> talk about work–life balance say 'yes' in different ways exchange contact details
3	Projects 18–23	Projects	Present perfect and past simple	How to give short answers	Updating and delegating tasks	Scenario planning	<ul style="list-style-type: none"> talk about projects talk about the progress of a project give short answers update and delegate tasks
Viewpoint 1  VIDEO Sharing a workspace 24–25							
4	Services & systems 26–31	Services and systems	Comparative forms and modifiers	How to be approximate	Explaining features and benefits	Stack ranking	<ul style="list-style-type: none"> talk about services and systems make comparisons talk about approximate numbers talk about features and benefits
5	Customers 32–37	Customer service	Present tenses for future reference	How to say 'sorry'	Making and changing arrangements	Upside down management	<ul style="list-style-type: none"> talk about customer service talk about schedules and future arrangements say 'sorry' in different ways make and change arrangements
6	Guests & visitors 38–43	Business travel	Articles	How to address people	Welcoming visitors	Cultural expectations	<ul style="list-style-type: none"> talk about business travel schedules use articles find out how to address people welcome visitors and talk about their journey
Viewpoint 2  VIDEO Cultural communication 44–45							
7	Working online 46–51	Online security	Obligation, prohibition and permission	How to sequence an explanation	Teleconferencing	Online, but are you working?	<ul style="list-style-type: none"> talk about online security at work talk about rules explain clearly take part in a teleconference
8	Finance 52–57	Finance and money	Talking about the future	How to use <i>will</i>	Presenting visual information	Investment opportunities	<ul style="list-style-type: none"> talk about how to finance a new business idea talk about future predictions use <i>will</i> in different ways give a presentation with visual information

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
9 Logistics 58–63	Logistics and supply chains	Direct and indirect questions	How to use <i>say</i> and <i>tell</i>	Placing and handling orders	Shadow work	<ul style="list-style-type: none"> • talk about logistics and supply chains • ask direct and indirect questions • use <i>say</i> and <i>tell</i> correctly • place and handle orders
Viewpoint 3 VIDEO Cybercrime 64–65						
10 Facilities 66–71	Describing a place of work	Quantifiers	How to use <i>too</i> and <i>enough</i>	Making suggestions and recommendations	The Hawthorne Effect	<ul style="list-style-type: none"> • describe a place of work and its facilities • use quantifiers • use <i>too</i> and <i>enough</i> • make suggestions and recommendations
11 Decisions 72–77	Decision-making	First and second conditionals	How to use <i>if</i>	Negotiating	The Decision Game	<ul style="list-style-type: none"> • talk about decision-making • talk about future possibilities • use <i>if</i> in different ways • negotiate an agreement
12 Innovation 78–83	Innovation	Superlative forms	How to praise and thank people	Presenting new ideas	Music to your online ears	<ul style="list-style-type: none"> • talk about innovative ideas • talk about extremes • praise and thank people formally and informally • present new ideas
Viewpoint 4 VIDEO The Falkirk Wheel 84–85						
13 Breakdowns 86–91	Breakdowns and faults	Relative pronouns	How to check someone understands	Discussing and solving problems	A breakdown in public relations	<ul style="list-style-type: none"> • talk about breakdowns and faults • use relative pronouns • check someone understands • discuss and solve problems
14 Processes 92–97	Processes	Passive forms	How to explain a process	Dealing with questions	Lean Coffee™	<ul style="list-style-type: none"> • talk about, describe and explain processes • use passive forms to describe processes • deal with questions after a presentation
15 Performance 98–103	Personal qualities	Past continuous and past perfect	How to generalize or be specific	Appraising performance and setting objectives	Extroverts, introverts and ambiverts	<ul style="list-style-type: none"> • talk about different personal qualities • talk about past events in your life • generalize and be specific • take part in a performance review
Viewpoint 5 VIDEO Green appeal 104–105						

Practice files

106–135

Audio scripts

144–158

Communication activities

136–143

Irregular verb list

159