

# Contents

## Introduction

4-5

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
<b>1</b> Working life 6-11	Describing work	Present simple and present continuous	How to show interest	Networking	Speed networking	<ul style="list-style-type: none"> <li>talk about yourself and your work</li> <li>give a short personal presentation</li> <li>show interest during conversations</li> <li>network with groups of people</li> </ul>
<b>2</b> 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"> <li>talk about work-life balance</li> <li>say 'yes' in different ways</li> <li>exchange contact details</li> </ul>
<b>3</b> 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"> <li>talk about projects</li> <li>talk about the progress of a project</li> <li>give short answers</li> <li>update and delegate tasks</li> </ul>
<b>Viewpoint 1</b>  <b>VIDEO</b> Sharing a workspace <b>24-25</b>						
<b>4</b> 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"> <li>talk about services and systems</li> <li>make comparisons</li> <li>talk about approximate numbers</li> <li>talk about features and benefits</li> </ul>
<b>5</b> 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"> <li>talk about customer service</li> <li>talk about schedules and future arrangements</li> <li>say 'sorry' in different ways</li> <li>make and change arrangements</li> </ul>
<b>6</b> Guests & visitors 38-43	Business travel	Articles	How to address people	Welcoming visitors	Cultural expectations	<ul style="list-style-type: none"> <li>talk about business travel schedules</li> <li>use articles</li> <li>find out how to address people</li> <li>welcome visitors and talk about their journey</li> </ul>
<b>Viewpoint 2</b>  <b>VIDEO</b> Cultural communication <b>44-45</b>						
<b>7</b> 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"> <li>talk about online security at work</li> <li>talk about rules</li> <li>explain clearly</li> <li>take part in a teleconference</li> </ul>
<b>8</b> 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"> <li>talk about how to finance a new business idea</li> <li>talk about future predictions</li> <li>use <i>will</i> in different ways</li> <li>give a presentation with visual information</li> </ul>

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
<b>9</b>   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"> <li>talk about logistics and supply chains</li> <li>ask direct and indirect questions</li> <li>use <i>say</i> and <i>tell</i> correctly</li> <li>place and handle orders</li> </ul>
<b>Viewpoint 3</b> VIDEO Cybercrime 64–65						
<b>10</b>   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"> <li>describe a place of work and its facilities</li> <li>use quantifiers</li> <li>use <i>too</i> and <i>enough</i></li> <li>make suggestions and recommendations</li> </ul>
<b>11</b>   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"> <li>talk about decision-making</li> <li>talk about future possibilities</li> <li>use <i>if</i> in different ways</li> <li>negotiate an agreement</li> </ul>
<b>12</b>   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"> <li>talk about innovative ideas</li> <li>talk about extremes</li> <li>praise and thank people formally and informally</li> <li>present new ideas</li> </ul>
<b>Viewpoint 4</b> VIDEO The Falkirk Wheel 84–85						
<b>13</b>   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"> <li>talk about breakdowns and faults</li> <li>use relative pronouns</li> <li>check someone understands</li> <li>discuss and solve problems</li> </ul>
<b>14</b>   Processes 92–97	Processes	Passive forms	How to explain a process	Dealing with questions	Lean Coffee™	<ul style="list-style-type: none"> <li>talk about, describe and explain processes</li> <li>use passive forms to describe processes</li> <li>deal with questions after a presentation</li> </ul>
<b>15</b>   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"> <li>talk about different personal qualities</li> <li>talk about past events in your life</li> <li>generalize and be specific</li> <li>take part in a performance review</li> </ul>
<b>Viewpoint 5</b> VIDEO Green appeal 104–105						

Practice files 106–135

Audio scripts 144–158

Communication activities 136–143

Irregular verb list 159