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	Working with words	Business communication	Practically speaking	Language at work	Talking point	Outcomes – you can
1 First impressions 6-11	Talking about first impressions	Arranging a meeting	Exchanging contact details	Present simple and continuous	The life overlap	<ul style="list-style-type: none"> talk about first impressions arrange to meet and exchange contact details talk about work routines, projects and plans
2 Motivation 12-17	Motivation at work	Encouraging conversation	Ending and leaving a conversation	Question forms	Ten magically motivating words	<ul style="list-style-type: none"> talk about motivation encourage and end conversations politely use different questions to check information or start conversations
3 On schedule 18-23	Managing projects	Running an update meeting	Questioning a decision	Present perfect and past simple	Five most common problems on projects	<ul style="list-style-type: none"> talk about projects run update meetings and question decisions talk about past or recent actions and achievements
Viewpoint 1 VIDEO Learning in business 24-25						
4 New ideas 26-31	Ideas and innovations	Presenting a product or service	Referring to evidence	Present, past and future ability	"Yes, but..." or "Yes, and..."	<ul style="list-style-type: none"> talk about innovation present ideas and refer to evidence talk about ability in the past, present and future
5 Ethical business 32-37	Ethical business	Planning arrangements	Responding to invitations	Talking about the future	Rule 47: A set of personal standards	<ul style="list-style-type: none"> talk about ethical business plan arrangements and respond to invitations talk about decisions, plans and predictions
6 Making decisions 38-43	Personality and decision-making	Decision-making	Talking about social plans	Countability Expressions of quantity	The decision gap	<ul style="list-style-type: none"> talk about personality participate in decision-making meetings and talk about social plans talk about different quantities
Viewpoint 2 VIDEO Consumer behaviour 44-45						
7 Outsourcing 46-51	Outsourcing	Presenting factual information	Asking questions after a presentation	The passive	Outsourcing to robots	<ul style="list-style-type: none"> talk about outsourcing present information and ask questions about presentations report information in an impersonal way
8 Employees 52-57	Employers and employees	Negotiating with colleagues	Making quick requests	If clauses	Flow	<ul style="list-style-type: none"> talk about employment negotiate with colleagues and make requests negotiate certain conditions

		Working with words	Business communication	Practically speaking	Language at work	Talking point	Outcomes – you can
9	New business 58–63	Starting up a new business	Maintaining contacts	Avoiding saying 'no'	Present perfect simple and continuous	The long tail	<ul style="list-style-type: none"> • talk about start-ups • ask contacts for help and avoid saying 'no' • talk about past or recent activities and results
Viewpoint 3 VIDEO Entrepreneurs 64–65							
10	Communications 66–71	Communications technology	Dealing with information on the phone	Resolving problems on the phone	Phrasal verb word order	The telephone card game	<ul style="list-style-type: none"> • talk about technology • deal with information and problems on the phone • use phrasal verbs in different contexts
11	Change 72–77	Talking about change	Presenting future plans	Giving both sides of the argument	Future tenses and probability	Fun theory	<ul style="list-style-type: none"> • talk about change • present plans and give balanced arguments • talk about the probability of future activities and developments
12	Data 78–83	Dealing in data	Discussing data	Describing trends	Reporting	Statisticulation	<ul style="list-style-type: none"> • talk about data • describe trends • report what someone has said
Viewpoint 4 VIDEO Social media marketing 84–85							
13	Culture 86–91	Cultural differences	Narrating past events	Talking about news and gossip	Narrative tenses	The power of storytelling	<ul style="list-style-type: none"> • talk about cultural differences • describe past events and news • describe the sequence of past events
14	Performance 92–97	Staff appraisals	Evaluating performance	Raising difficult issues	Third and mixed conditionals Perfect modals	Competition in the workplace	<ul style="list-style-type: none"> • talk about appraisals • evaluate performance and raise issues • talk about imagined past actions and results
15	Career breaks 98–103	Taking a career break	Putting forward a case	Taking time off	-ing form or infinitive?	Goodbye and see you next year	<ul style="list-style-type: none"> • talk about career breaks • present a case • talk about time off • discuss interview questions
Viewpoint 5 VIDEO Career perceptions 104–105							

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