Contents

From the authors		Page 3		Half-and-half crossword Business board game	Page 45 Page 46
Pa	rt A	Page 7		Business dictogloss Red light, green light Learner success How did it go? Summing it up To be continued	Page 47 Page 47 Page 48 Page 48
	Courses Sources and resources	Page 20 Page 23			
Pa	art B	Page 25			
1	Business from the beginning	Page 26	2	The language of business	Page 49
	Learner needs			Telephoning	
	Needs analysis interview	Page 29		Telephone test	Page 53
	English tick list	Page 29		No problem!	Page 54
	Course objectives meeting	Page 31		Open the call	Page 54
	Priority cards	Page 31		Politeness, please	Page 55
	Renewing needs	Page 32		Clarify and check	Page 56
	Intensive aims	Page 32		Emailing	
	I need to pass!	Page 33		Writing in progress	Page 56
	Exam questionnaire	Page 33		The right structure	Page 57
	Future needs	Page 34		The right phrase	Page 58
	A day in the life	Page 34		The right style	Page 59
	My job, my company	Page 35		Preposition search	Page 60
	My job, your job	Page 35		Fluent and quick	Page 60
	My new boss	Page 36		Correspondence vocabulary	Page 61
	Nobody's perfect	Page 36		Linking it up	Page 62
	Learner autonomy			Presentations	
	Independence day	Page 37			D (2
	Review cards	Page 38		Confidence counts	Page 63
	Personal action plan	Page 39		Dos and don'ts	Page 63
	Watching the web	Page 40		Build up and break down	Page 64
	Yesterday's news	Page 40		Choose your criteria	Page 64
	Learner dictionaries			Follow the signs!	Page 65
		Daga 41		Stand and deliver!	Page 66
	Dictionary quiz Words under stress	Page 41 Page 42		Weatherman vs Spiderman	Page 66
	Candidate case study			Friendly persuasion	Page 67
	Multi-word verb search	Page 42		International delivery	Page 67
		Page 44		It's simply (present) perfect!	Page 68
	Guess the definition	Page 44		Reviewing the situation	Page 69
	Learner progress			Meetings and discussions	
	Revision quiz	Page 44		What's your problem?	Page 69
	Guess the word	Page 45		An agenda	Page 70

Contents

	Meeting words	Page 70	Preparation makes perfect	Page 97
	My agenda	Page 71	The CEO's presentation	Page 97
	Be diplomatic	Page 71	Annual reports	Page 98
	Lead the meeting	Page 72	Advertising	Page 98
	Take the minutes	Page 73	Real emails	Page 99
	International meetings	Page 74	Model report	Page 99
	Cultural differences	Page 75	Vocabulary	
	Conference calls	Page 76	Vocabulary diary	Page 100
	Negotiating		How is that word used?	Page 100
	Opening statements	Page 77	Synonym search	Page 101
	Focus on phases	Page 77	The specialist	Page 101
	Focus on phrases	Page 78	Collocations cards	Page 102
	Question relay	Page 79	Collocations prompts	Page 102
	Be prepared!	Page 80		O
	That's too late!	Page 81	Phonology	Daga 102
	Constallation	C	Key words	Page 103
	Socialising	Da == 02	The expert speaker What mood am I in?	Page 103
	Socialising quiz	Page 82		Page 104
	First impressions count	Page 82	Meaningful silence	Page 104
	Keep it going	Page 83	Meaningful stress	Page 105
	Conversation exchange	Page 84	Grammar	
	Conversation cards	Page 84	A map of my day	Page 105
	Listening actively	Page 85	Enjoy your meal!	Page 106
	Socialising internationally	Page 85	Trendsetting	Page 106
	How interesting!	Page 86	The covering letter	Page 107
		D 0-	Bottled!	Page 108
3	The business of language	Page 87		
	Frameworks		Part C	Page 109
	SWOT analysis	Page 91		-
	Skills strategies	Page 91	The teaching of business English	Page 110
	Grammar at work	Page 92	The business of teaching English	Page 116
	My last phone call	Page 92		
	The good manager	Page 93	From the editors	Page 119
	Talking about processes	Page 93	From the publisher	Page 120
	Authentic/work materials			
	Mixed learners, mixed tasks	Page 94		
	Company websites	Page 94		
	Different points of view	Page 95		
	Financial statements	Page 95		
	Contract contact	Page 96		
	Different dictations	Page 96		
		0		