

# Map of the book

	Listening and discussion	Reading and language	Business skills	Case study
<b>Unit 1</b> <b>Being international</b> page 6	Public speaking	<i>International presentations</i> Business idioms	Networking Replying to a formal invitation	Working for Logistaid Writing: reply to formal invitation
<b>Unit 2</b> <b>Training</b> page 14	Consultant interview	<i>Time to break out from campus</i> Multiword verbs	Telephone strategies: clarifying and confirming Writing: e-mails	Training at SmileCo Writing: e-mail
<b>Unit 3</b> <b>Partnerships</b> page 22	A PPP debate	<i>Infrastructure: Experience of the 1990s has put people off</i> Dependent prepositions The passive	Negotiating: being vague and being precise Report writing: layout and structure	Konopnicka Airport takes off Writing: executive summary
<b>Unit A</b> page 30	Revision: Units 1–3			
<b>Unit 4</b> <b>Energy</b> page 34	The future of natural gas	<i>A dream of a hydrogen economy</i> Discourse devices: linking expressions	Problem-solving Proposal writing	Energy saving at Supersun Writing: report
<b>Unit 5</b> <b>Employment trends</b> page 42	The future of work	<i>India: call centres ring the changes</i> Cohesive devices Using inversion for emphasis	Resolving conflict Writing: e-mails	Delaney: call-centre absenteeism Writing: internal e-mail
<b>Unit 6</b> <b>Business ethics</b> page 50	Business ethics and corporate social responsibility	<i>Corporate responsibility without the waffle</i> Multiword verbs	Ethical problem-solving Managing meetings Writing: action minutes	Stitch Wear clothing Writing: action points from a meeting
<b>Unit B</b> page 58	Revision: Units 4–6			

	Listening and discussion	Reading and language	Business skills	Case study
<b>Unit 7</b> <b>Finance and banking</b> page 62	Changes in international banking	<i>Marconi repays £669m of debt</i> <i>US Airways vows to rise again</i> The language of trends	Giving presentations Describing financial performance Writing: introduction to a presentation	Cost-cutting at Erstaunliche Autos Writing: summary of presentation
<b>Unit 8</b> <b>Consultants</b> page 70	Choosing and managing consultants	<i>Could it be you when they need an expert?</i> Negation using prefixes Conditionals	Negotiating sales Writing: terms and conditions	Mobi-net: it's their call Writing: summary of consultancy agreement
<b>Unit 9</b> <b>Strategy</b> page 78	Strategy and successful imitators	<i>Growth mode</i> Idioms for giving examples	Brainstorming and creativity Writing: mission statements	The company makeover Writing: report summarising proposals
<b>Unit C</b> page 86	Revision: Units 7–9			
<b>Unit 10</b> <b>Doing business online</b> page 90	Successes and failures in e-business	<i>Net gains on the shop front</i> Cleft sentences	Presentations: summarising and dealing with questions Writing: presenting information on a website	Improving the online experience Writing: proposal of recommendations
<b>Unit 11</b> <b>New business</b> page 98	Everywoman: helping women start their own businesses	<i>The bruises of the bandwagon</i> Noun phrases	Telephone strategies Chasing payment Writing: a letter chasing payment	Copisistem: the next step Writing: job advert
<b>Unit 12</b> <b>Project management</b> page 106	Talking to two project managers	<i>Not enough good project managers?</i> Cohesion	Writing: briefing multinational teams Teleconferencing	Leatty Shanghai: a construction project Writing: assessment report
<b>Unit D</b> page 114	Revision: Units 10–12			