

Contents In Company 3.0 Starter

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01 Sara, this is Ed p8	Visiting a networking event Fluency Introducing yourself and other people Roleplay Asking other people their name	Reading Event handout Company website Listening Introductions at a networking event Alphabet and spelling	Vocabulary Introductions Grammar Questions and answers using <i>be</i> Subject pronouns Possessives adjectives Phrase bank Introducing people
02 I start work at 8 am p14	Using numbers and times Looking at work routines Fluency Talking about your daily work routine  In Company interviews Units 1–2	Reading Text messages Article about a typical day in the office Listening Conversations about daily routines	Vocabulary Numbers and work-related verbs Grammar Present Simple with key words for work Questions with <i>When</i> , <i>What time</i> and <i>How many</i> Phrase bank Telling the time
Survival scenario A: Enjoy your stay! p20	Checking into a hotel Asking questions about hotel facility opening times and locations Roleplay Checking into a hotel and asking about the facilities	Reading Email about travel plans  In Company in action A1: Welcome to The Western Hotel A2: I have a few questions	
03 Where do you work? p22	Looking at jobs and companies Fluency Talking about your job and your company	Reading Work the Net profiles Listening Conversations about jobs, sectors and companies	Vocabulary Jobs, sectors and numbers 10–100 (tens), 100–1,000 (hundreds), 10,000–50,000 (thousands) Grammar Questions with <i>do/does</i> Phrase bank Describing your job and company
04 Can I help you? p28	Making simple telephone calls Making arrangements Roleplay Leaving a message Fluency Talking about dates  In Company interviews Units 3–4	Listening Telephone calls to leave a message and to arrange a meeting	Vocabulary Telephone numbers Dates, days and months Grammar <i>Can</i> for requests and possibility Phrase bank Telephone phrases
Survival scenario B: It's very close p34	Saying where places are in a town Saying where places are in an office Roleplay Asking where places are in a town	Reading Text message about plans to meet  In Company in action B1: I want to get to the office B2: Go straight to the meeting room	
05 I'm here to see Jo p36	Making small talk Roleplay Visiting an office	Reading Emails Office floor plans Listening Conversations with small talk Showing someone around the office	Vocabulary Small talk Job titles Departments Grammar Prepositions: <i>in</i> , <i>on</i> , <i>opposite</i> , <i>next to</i> Phrase bank Arranging a visit Visiting a company

Unit	Business communication skills	Reading and listening	Language links
06 Let's make a start p42	Taking part in meetings Fluency Discussing types of advertising  In Company interviews Units 5–6	Reading Meeting agenda Blog post Listening Introduction to a meeting Conversation about meetings Marketing meeting	Vocabulary Meeting words and phrases Grammar Frequency words, verbs, nouns and time phrases Questions with <i>How often/Do you</i> Phrase bank Useful phrases for meetings
Survival scenario C: Don't mention it p48	Asking for a favour Responding to requests for a favour Roleplay Making and responding to requests for a favour	Reading Business article: How to ask for a favour  In Company in action C1: I know you're busy but ... C2: There's just one more thing	
07 Business on the move p50	Talking about changes in technology Fluency Talking about your life and career	Reading Article about changing technology Listening The life of a business speaker -ed pronunciation	Vocabulary Adjectives and opposites Grammar Past Simple Phrase bank Talking about technology and communication
08 I'd like to talk about ... p56	Giving presentations Fluency Talking about changes and results Roleplay Giving a sales presentation  In Company interviews Units 7–8	Reading Email about investment opportunities Listening Presentation about sales results Question and answer session	Vocabulary Describing change Grammar Past Simple irregular verbs Questions and negatives in the past Phrase bank Useful presentation language
Survival scenario D: Click the icon p62	Giving instructions and responding to instructions for common office tasks Roleplay Giving instructions for sending an email and printing a document	Reading Email about a training session  In Company in action D1: It's really easy, I promise D2: For an outside line, press 9	
09 Where should I stay? p64	Planning a business event Roleplay Organizing food for a business event Fluency Giving travel tips to visitors	Reading Business invitation Listening Planning business events Talking about places	Vocabulary Opposites Food Places Grammar Making suggestions <i>some</i> and <i>any</i> Phrase bank Asking for suggestions
10 Is cash okay? p70	Negotiating Roleplay Negotiating a deal  In Company interviews Units 9–10	Reading Email about a negotiation Contract Listening Negotiations about delivery, price and discounts	Vocabulary Contract language Grammar Talking about the future Phrase bank Requesting, refusing and accepting
Survival scenario E: What's Eton mess? p76	Describing food Talking about food from different countries Fluency Describing a dish from your country or region	Reading Menu of a British restaurant  In Company in action E1: How about a British restaurant? E2: Tell us about Spanish food	
Irregular verb list p78	Writing bank p80	Additional material p82	Listening scripts p89

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Unit	Business communication skills	Reading and listening	Language links
01 Who are you? p8	Greetings and introductions Roleplay Introducing yourself and making small talk Talking about figures and numbers Spelling names and abbreviations	Reading Articles: Valuable brands; Young billionaires Listening Greetings and introductions Numbers Spelling names	Phrase bank Greetings, meeting and asking about people Vocabulary Greetings, Countries and nationalities, Spelling Grammar The verb <i>to be</i> , Subject pronouns
02 Anytime, anywhere p15	Asking and answering questions Discussing opinions on phone use Roleplay Explaining why you cannot talk on the phone	Reading Quiz: Mobile phone etiquette Article: Smartphone addicts Technology blog: Tablets Listening Mobile phone conversations	Phrase bank Using mobile phones Vocabulary Using a mobile Grammar Present Simple
03 Daily routine p21	Asking about working conditions Fluency Talking about personal space at work Asking about people's daily routines Discussing opinions on email 📺 In Company interviews Units 1–3	Reading Articles: Hot-desking; Daily routine; Email use Listening Survey about sharing office space	Phrase bank Routines Vocabulary Collocations, Word building, Prepositions Grammar Present Simple questions, Adverbs of frequency
04 Survival skills: Eating out p28	Discussing business lunches Describing favourite food Roleplay Making conversation in a restaurant	Reading Article: Tips for a successful business lunch Listening Conversations in a restaurant	
Workplace scenario A: Show me the ropes p30	Discussing your first day at work Roleplay Showing a new employee around the office	Reading Web page: Welcoming employees 📺 In Company in action A1: A new employee A2: Show me the ropes	
05 The conference p32	Discussing the features of a conference centre Comparing different conference centres Roleplay Making enquiries about a conference centre Describing your breakfast	Reading Conference centre brochure Emails about a business trip Article: Eating a good breakfast Listening Conversation about a conference centre's facilities	Phrase bank Discussing arrangements Vocabulary Conference centres, Sending an email Grammar <i>there is / there are, have got</i>
06 Can you or can't you? p39	Talking about abilities Discussing who you can or cannot trust Describing what is permitted and not permitted Fluency Discussing identity theft Writing Job applications	Reading Articles: Trusting corporate bosses; Identity theft Listening A job interview Opinions on corporate bosses Description of an airport transport service	Phrase bank Ability, permission and possibility; business correspondence Vocabulary At the airport, The interview Grammar <i>can/can't</i>
07 Entrepreneurs p46	Talking about the past Fluency Asking and answering questions about a company's history 📺 In Company interviews Units 5–7	Reading Profile of Dame Anita Roddick Company histories of Starbucks and Ikea Listening Asking about past events Questions and answers about a company's history	Phrase bank Company histories Vocabulary Parts of speech Grammar <i>was/were</i> , Past Simple regular verbs
08 Survival skills: Hotels p54	Ordering food in a hotel dining room Roleplay Making a complaint in a hotel	Listening Conversations at a hotel reception	
Workplace scenario B: Put your heads together p56	Problems with customers Roleplay A meeting to discuss a problem	Reading Tips for running a successful meeting 📺 In Company in action B1: A lost order B2: Putting our heads together	
09 What happened? p58	Talking about the past Roleplay Talking about your day Talking about what you did yesterday Talking about popular products Discussing your past education	Reading Article: Popular products Listening Conversation about the day's events Conversation about a man's education	Phrase bank Talking about the past Vocabulary Collocations, Prepositions Grammar Past Simple irregular verbs
10 Travelling light p64	Describing what you are wearing Talking about what to take on a business trip Discussing types of luggage Roleplay Asking about items in a shop	Reading Article: Guide to bundle wrapping clothes Listening Advice on how to prepare for a business trip Conversations in a shop	Phrase bank Talking about travel Vocabulary Business travel Grammar Countable nouns, Uncountable nouns, <i>some</i> in offers and requests
11 Weather watch p71	Discussing how the weather affects us Fluency Comparing weather conditions Describing your last holiday 📺 In Company interviews Units 9–11	Reading Article: Insurance for bad weather Listening Conversations about the weather Description of a holiday	Phrase bank The weather Vocabulary Compound words, <i>like</i> Grammar Comparative and superlative adjectives

Unit	Business communication skills	Reading and listening	Language links
12 Survival skills: On the road p78	Discussing the advantages and disadvantages of hiring a car Roleplay Describing problems with a hire car and finding solutions	Reading Web page: Advice about hiring a car Listening Conversation at a car hire desk Problems with a hire car	
Workplace scenario C: You can't miss it p80	Giving directions Roleplay Asking for and giving directions	Reading Email giving directions In Company in action C1: You can't miss it C2: A change of plan	
13 Getting there p82	Discussing commuting by rail Talking about rail and bus services Fluency Talking about how long you spend doing different things	Reading Articles: Commuting stress; Commuting and time Listening Someone describing their journey to work People talking about their commuting experiences	Phrase bank Getting to work Vocabulary Transport, Expressions with <i>get</i> Grammar Verbs and prepositions of movement
14 Trends p89	Talking about your current situation Fluency Discussing social, business, technology and fashion trends	Reading Articles: 3D printers; How people use their time; Social trends in Britain Listening Conversations about what's happening now	Phrase bank Temporary situations, describing change Vocabulary Daily activities Grammar Present Continuous, Present Continuous vs Present Simple
15 Work and health p96	Discussing absenteeism Deciding how to reduce absenteeism Roleplay Discussing problems and possible solutions In Company interviews Units 13–15	Reading Articles: Absenteeism; The advantage of having a mother Listening Employees phoning in sick	Phrase bank Work and health, making decisions Vocabulary Health Grammar <i>going to</i> + verb, Subject questions
16 Survival skills: Up in the air p104	Talking about common air travel problems Fluency Discussing airport facilities Roleplay Discussing a problem at the airport	Reading Article: Problems with a new airport terminal Listening Airport announcements Complaints about air travel	
Workplace scenario D: On top of things p106	Talking about flexitime and homeworking Roleplay Finding solutions to problems at work	Reading Article: Flexitime and homeworking In Company in action D1: A bad report D2: On top of things	
17 Success and change p108	Discussing someone you admire Talking about experiences Comparing tablets and laptops Describing changes in company logos Fluency Talking about life changes Talking about a company's performance	Reading Articles: Cambridge Satchel Company; The use of tablets in business Balance sheet Listening Conversations about recent events	Phrase bank Talking about experience, news, recent events and change Vocabulary The retail trade Grammar Present Perfect, Present Perfect vs Past Simple
18 It won't work p115	Discussing predictions about the future Talking about attitudes to technology Fluency Discussing possible future economic situations	Reading Articles: Predictions about the future; The future of the Internet Listening People discussing predictions Interview about using the Internet to sell products	Phrase bank Talking about the future and technology Vocabulary Computers and the Internet Grammar <i>will</i> , Conditional sentences
19 Who's calling? p122	Discussing phone calls and stress Answering questions about phone use Roleplay Checking and confirming information Writing emails after phone messages In Company interviews Units 17–19	Reading Article: Survey about telephone use Listening A telephonist describing her job Telephone numbers Leaving messages	Phrase bank Reporting what people say, using the phone Vocabulary Telephone phrases, Clarifying, Adjectives Grammar <i>say</i> and <i>tell</i> , <i>will</i> for promises and predictions
20 Survival skills: Accidents will happen p130	Giving advice to travellers to your country Roleplay Describing health problems and offering advice	Reading Article: Health insurance for business travel Listening Conversations about health problems	
Workplace scenario E: Take the plunge p132	Discussing feelings about making presentations Roleplay Making presentations	Reading Web page: Tips for making presentations In Company in action E1: Take the plunge E2: A presentation	
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Unit	Business communication skills	Reading and listening	Language links
01 Introductions p6	Asking for personal information Giving a presentation about a colleague Discussing networking sites Fluency Discussing ideas for ethical start-ups	Reading Article about a professional networking site Listening Introductions at a training course Company profile: Innocent	Phrase bank Describing your work Vocabulary Companies and the Internet, Jobs Grammar Present Simple, Present Continuous
02 Work-life balance p13	Discussing work-life balance Fluency Talking about work routines Completing a questionnaire on exercise Discussing exercise and ways to relax	Reading Article about work-life balance Profile of a business executive's typical day Article about exercise and lifestyle Listening Conversation about someone's new job	Phrase bank Talking about routines Vocabulary Work and routines, Phrasal verbs, <i>do</i> as an auxiliary Grammar Adverbs of frequency, Time phrases
03 Telephone talk p19	Using telephone phrases Roleplay Telephoning for information Discussing telephone frustrations Roleplay Making an order by telephone In company interviews Units 1–3	Reading Article about effective telephone communication Listening Telephone numbers Requests for information and orders Telephone customer service	Phrase bank Telephoning Vocabulary Numbers, Telephone phrases Grammar Polite questions
04 People skills: Networking p26	Making conversation with new people Roleplay Networking Talking about other people	Listening Conversations with new people	
Workplace scenario A: Passing the buck p28	Discussing communication problems in the workplace Writing a confirmation email Roleplay Discussing and resolving a problem	Reading Article about communication breakdown In company in action A1: Passing the buck A2: Discussing and resolving a problem	
05 Internet histories p30	Discussing the history of an app Completing a quiz about the Internet Discussing experience of the Internet Fluency Giving a presentation about a company's history Asking questions about the past	Reading Timeline describing history of Angry Birds Article about the birth of the Internet Listening Documentaries about the history of Angry Birds and the history of the Internet	Phrase bank Talking about the past Vocabulary Business and the Internet Grammar Past Simple, Questions about past events
06 Orders p37	Giving and receiving details about an important order Roleplay Complaining about errors in an order Discussing the importance of grammar Making on-the-spot decisions Dealing with problems and offering solutions	Reading Article about grammar in business correspondence Emails about an order Listening Telephone conversations about an important order	Phrase bank Dealing with correspondence Vocabulary Business communication Grammar <i>will</i> for unplanned decisions
07 Hotels p44	Discussing hotel features Making comparisons Making and responding to special requests Discussing world records Fluency Discussing the pros and cons of different office locations In company interviews Units 5–7	Reading Posts on a forum about hotels Article about YOTEL Listening Conversation at airport check-in Conversation at hotel reception	Phrase bank Travel and accommodation Vocabulary Hotel services Grammar Comparatives and superlatives
08 People skills: Telling stories p52	Telling an anecdote Asking questions of encouragement Fluency Telling interesting stories	Listening An anecdote about a journey	
Workplace scenario B: In my shoes p54	Discussing complaints Identifying strategies for dealing with complaints Roleplay Expressing concern and dealing with complaints	Reading Website about complaints In company in action B1: An unsuccessful complaint B2: Expressing concern and dealing with complaints	
09 Spirit of enterprise p56	Exchanging information about a company Discussing entrepreneurs Describing change in a country or company Writing Completing a report about a company	Reading Articles about two successful companies Listening Radio programme about entrepreneurs Company profile: Inditex	Phrase bank Talking about business developments Vocabulary Language to describe change Grammar Present Perfect
10 Stressed to the limit p63	Discussing the causes of stress Comparing different jobs Asking about someone's responsibilities and duties at work Roleplay A management consultant's interview Writing a consultant's report on a company	Reading Article about stress at work Listening People talking about stress at work	Phrase bank Talking about stress Vocabulary Stress at work Grammar <i>have to / don't have to, should / shouldn't</i>





Unit	Business communication skills	Reading and listening	Language links
11 Top jobs p70	Discussing the media industry Talking about someone's experiences Writing A report In company interviews Units 9–11	Reading Article about a media executive Article about MercadoLibre Listening Documentary about MercadoLibre Telephone call from a headhunter	Phrase bank Describing a company's development Vocabulary Company news Grammar Present Perfect for unfinished past, <i>for</i> and <i>since</i>
12 People skills: Conversation gambits p76	Introducing yourself and starting conversations Choosing safe topics of conversation Ending a conversation Roleplay A successful conversation	Reading Conversation strategies Listening People meeting by chance	
Workplace scenario C: Stick to your guns p78	Discussing staff satisfaction surveys Roleplay Expressing opinions, defending ideas and making suggestions Presenting a survey	Reading Article about staff satisfaction In company in action C1: Staff dissatisfaction C2: Sticking to your guns	
13 Air travel p80	Discussing experiences of flying Discussing the dos and don'ts of business travel Roleplay A negotiation game	Reading Article about comfortable air travel Article about cut-price travel Listening Conversations at check-in	Phrase bank Air travel Vocabulary Air travel, Negotiating Grammar Conditionals with <i>will</i>
14 Hiring and firing p86	Discussing when sacking is justified Writing a letter of application Asking for clarification Roleplay A CV and an interview Discussing labour laws and industrial action	Reading Article about someone being fired A CV Listening People talking about applying for a new job Job interview	Phrase bank Job interviews Vocabulary Procedures Grammar The passive
15 Time p93	Discussing time management Fluency Talking about decisions and plans Asking and answering about time management techniques In company interviews Units 13–15	Reading Article about wasting time Article about working without clocks Listening A conversation about a delayed project A talk on time management	Phrase bank Talking about time Vocabulary Time collocations, Working conditions Grammar <i>going to</i> , <i>going to</i> vs <i>will</i>
16 People skills: Getting things done p100	Fluency Asking for favours Saying 'No' tactfully Using polite language	Listening A conversation with a refused request Persuading, promising and threatening People making special requests	
Workplace scenario D: Change for the better p102	Discussing health and safety Understanding strategies for leading change Roleplay Leading change	Reading Health and safety in the workplace In company in action D1: Poor leadership D2: Change for the better	
17 Office gossip p104	Reporting gossip Discussing the pros and cons of gossip at work Fluency Discussing office policy about gossip	Reading Article about a company banning gossip Posts on a forum about office gossip Listening Conversation about company gossip Radio interview about gossip at work	Phrase bank Social conversations Vocabulary Relationships at work Grammar Reported speech, <i>say</i> and <i>tell</i>
18 E-commerce p111	Discussing purchase decisions Discussing advantages and disadvantages Roleplay Marketing e-commerce to the over-60s Discussing the future of the Internet Making predictions	Reading Survey about the future of the Internet Listening Radio interview about the pros and cons of e-commerce	Phrase bank Discussing advantages and disadvantages Vocabulary Shopping and the Internet Grammar <i>will</i> for future predictions
19 E-work p117	Discussing the advantages and disadvantages of teleworking Discussing company policy about teleworking Talking about hypothetical situations Roleplay Negotiating e-work policy In company interviews Units 17–19	Reading Article about the rise of e-workers Article about working from home Listening People talking about telework Conversations about working from home	Phrase bank Giving explanations Vocabulary Teleworking Grammar Conditionals (future reference)
20 People skills: Working lunch p124	Discussing the business lunch Describing food Using the correct business etiquette Roleplay Successful business sale	Reading Article about business etiquette in Japan Listening Conversations at a restaurant	
Workplace scenario E: Meet me halfway p126	Discussing music in the workplace Roleplay Negotiating a compromise	Reading Article on music in the workplace In company in action E1: Dispute in the office E2: Meet me halfway	
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Unit	Business communication skills	Reading and listening	Language links
01 Making contacts p6	Describing people Discussing appropriate conversation topics Keeping the conversation going Fluency Networking with colleagues and business contacts	Reading A blog about conference attendance Listening An extract from a business travel programme on conference venues People gossiping at a conference People socializing at a conference	Vocabulary Conferences Grammar Present Simple and Present Continuous Phrase bank Networking
02 Making calls p13	Receiving calls Leaving voicemails Roleplay Exchanging information on the telephone	Listening Planning a telephone call Voicemail messages Telephone conversations	Vocabulary Telephone expressions Grammar Past Simple, time adverbs <i>ago, before, during, for, in, over</i> Phrase bank Telephoning
03 Keeping track p20	Checking and clarifying facts and figures Fluency Querying information Clearing up misunderstandings 🗣️ In company interviews Units 1–3	Reading Articles: two sportswear companies Listening Extracts from meetings A briefing meeting	Vocabulary Business phrasal verbs Grammar Comparatives and superlatives Phrase bank Checking understanding
04 People skills: Listening p26	Effective listening techniques Fluency Active listening	Reading Article about effective listening Listening Problematic and constructive conversations	
Management scenario A: The networking event p28	Identifying networker types Rules for successful networking Fluency A networking event	Reading Making the most of business networking events 🗣️ In company in action A1: The networking event A2: A useful contact	
05 Business travel p30	Expressing likes and dislikes about travelling on business Making polite requests and enquiries Fluency Dealing with travel situations Identifying signs as British or American English Roleplay Greeting visitors	Reading Article from <i>Newsweek</i> about people who live in two cities Article: travel tips Listening Business travel conversations Short exchanges in British and American English Conversations at the airport	Vocabulary Business trips Grammar Polite question forms Phrase bank Business travel
06 Handling calls p37	Discussing your attitude to using the telephone Making polite telephone requests using <i>if</i> and <i>Could you ...?</i> Making telephone expressions with <i>I'll</i> Roleplay Dealing with incoming calls	Reading Mini-texts: telephone statistics Listening Telephone conversations	Vocabulary Office life Grammar <i>will</i> Phrase bank Polite requests, Offering assistance, Ending a call
07 Making decisions p43	Doing a questionnaire on making decisions Using fixed expressions in meetings Fluency Using the language of making decisions 🗣️ In company interviews Units 5–7	Reading Article about James Bond films Actor profiles: James Bond contenders Listening Extracts from a documentary An extract from a meeting Interviews with James Bond contenders	Vocabulary Money and markets Grammar Conditionals (future reference) Phrase bank Decision-making
08 People skills: Influence p50	Influencing peers and subordinates Roleplay Using influencing techniques	Reading Managing up, down and sideways Listening Influencing tactics	
Management scenario B: Meetings on the go p52	Asking for favours Handling meetings on the go Roleplay Constructive meetings on the go	Reading How to handle meetings on the go 🗣️ In company in action B1: Meetings on the go B2: A constructive meeting B3: A failed request	
09 Small talk p54	Completing a questionnaire on cultural awareness Talking about experiences Roleplay Engaging in small talk	Listening Pre-meeting conversations	Vocabulary Exaggeration and understatement Grammar Past Simple or Present Perfect Phrase bank Engaging in small talk
10 Email p60	Discussing email likes and dislikes Guidelines for writing email Simplifying a lengthy email Writing Exchanging emails	Reading Emails Listening Voicemail messages	Vocabulary Computers Grammar Future forms Phrase bank Email

Unit	Business communication skills	Reading and listening	Language links
11 Presenting p67	Discussing qualities of a good presentation Pausing, pacing and sentence stress Delivering a presentation Structuring a presentation Using visuals Fluency Giving a short presentation In company interviews Units 9–11	Reading An extract from First Direct website Listening People conversing and giving a presentation An extract from a talk by Guy Kawasaki A presentation about a technical problem	Vocabulary Presentations Grammar Past Continuous, Past Perfect, Past Simple vs Past Continuous vs Past Perfect Phrase bank The language of presentations
12 People skills: Impact p74	Giving presentations with impact Fluency A product presentation	Reading The four Cs of presenting with impact Listening Extracts from presentations A pitch for a mobile app	
Management scenario C: Morale problems p76	Improving morale problems Motivating a team Fluency Delivering a motivation session	Reading Motivating your team In company in action C1: Poor motivation C2: Improving morale	
13 Being heard p78	Discussing attitudes to meetings Completing a questionnaire on assertiveness in meetings Roleplay Interrupting a speaker Discussing meeting styles in different countries	Listening People talking about their attitudes to meetings Meetings in different countries Reading Meeting styles in three countries	Vocabulary Meetings Grammar Modal verbs Phrase bank Interrupting and preventing interruption
14 Snail mail p85	Discussing different types of communication Correcting a formal letter Writing Letters following up a sales meeting or business contact	Reading A business letter Listening Someone correcting a colleague's business letter	Vocabulary Prepositions, Prepositional phrases, Preposition + noun + preposition Grammar Multi-verb expressions Phrase bank Letter-writing expressions
15 Solving problems p91	Discussing solutions to problems Expressions for making suggestions Fluency Conducting problem-solving meetings In company interviews Units 13–15	Reading Articles: advice on solving problems Listening Case studies: three problems solved Problem-solving meetings	Vocabulary People and products Grammar Conditionals (past reference) Phrase bank Problem-solving, Brainstorming
16 People skills: Collaboration p98	Working in a team Fluency Problem-solving team meetings	Reading Creating team spirit Listening A project problem	
Management scenario D: Tricky conversations p100	Handling tricky conversations Roleplay Difficult conversations	Reading Handling difficult conversations in the workplace In company in action D1: Failed conversations D2: Constructive conversations	
17 Eating out p102	Describing restaurants Doing a quiz on table manners and etiquette Describing typical dishes from your country Roleplay Doing business over lunch	Listening A conversation in a restaurant Conversations over lunch	Vocabulary Food and drink Grammar The passive Phrase bank Eating out
18 Telecommunications p108	Discussing teleconferencing Holding a short teleconference Fluency Dealing with emails and voicemail messages	Listening A teleconference Reading An email exchange	Vocabulary Managing a project Grammar Reporting Phrase bank Teleconferencing
19 Negotiating p115	Sounding more diplomatic Expressions for negotiating Completing notes while listening to two negotiations Roleplay Negotiating a contract In company interviews Units 17–19	Reading Extract from <i>Getting Past No</i> Joke from <i>Complete Idiot's Guide to Winning Through Negotiation</i> Article about football Listening People's views on negotiating Description of football players' transfer deals	Vocabulary Negotiations Grammar Language of diplomacy Phrase bank Negotiating
20 People skills: Assertiveness p122	Dos and don'ts of being assertive Roleplay Being assertive	Reading Hofstede's power distance Listening Asserting yourself	
Management scenario E: The difficult customer p124	Handling difficult customers Understanding interest-based negotiations Roleplay Dealing with difficult demands	Reading Uncovering interests in negotiations In company in action E1: A failed negotiation E2: A successful negotiation	
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Contents In Company 3.0 Upper Intermediate

Unit	Business communication skills	Reading and listening	Language links
01 Business or pleasure? p6	Discussing corporate entertainment Sharing information to select appropriate corporate events for clients Avoiding saying 'no' Paying and receiving compliments Fluency Keeping up a conversation	Reading Information on four corporate events in the UK Listening People chatting at corporate events Discussing corporate entertainment	Vocabulary Small talk Grammar Tense review Phrase bank Making conversation
02 Information exchange p13	Describing attitudes to and content of meetings Paraphrasing information Pointing out discrepancies Dialogue-building using the language of meetings Fluency Breaking bad news and writing a report  In company interviews Units 1–2	Reading Meeting: breaking bad news Listening A meeting: problems with a product Five meetings: discrepancies The language of meetings	Vocabulary Meetings Grammar Conditionals Phrase bank Debating issues
03 People skills: Rapport p20	Strategies and techniques to build rapport Fluency Building rapport with a colleague	Reading Top tips for building rapport Training manual checklists Listening Two meetings to discuss teleworking	
Management scenario A: Culture clash p22	Identifying potential cultural differences Avoiding a culture clash Fluency A meeting to discuss a merger	Reading Cultural sensitivity checklist  In company in action A1: A culture clash A2: Positive cross-cultural understanding	
04 Voice and visuals p24	Doing a quiz on how to command attention Giving feedback on a presentation Using visuals in a presentation Analyzing the voice in presentations Fluency Giving a speech	Reading Articles on voice and visual impact Listening Voicemail Presenters giving information in different ways Radio programme: drama for business A Shakespeare speech	Vocabulary Presentations Grammar Modal verbs Phrase bank Describing and commenting on visuals
05 Problems on the phone p31	Discussing phone usage and its usefulness Dealing with 'chatterboxes' Complaining and dealing with complaints Toning down 'flames' Speculating about a problem Fluency Solving problems on the phone	Reading Article on 'chatterboxes' Listening Someone dealing with a 'chatterbox' Someone dealing with a customer complaint People discussing a problem People solving a problem	Vocabulary Phone, tablet and email Grammar Complex question formation Phrase bank On the phone
06 Leading meetings p37	Discussing dynamics of meetings Disagreeing diplomatically Fluency Chairing a meeting  In company interviews Units 4–6	Reading Article on behaviour in meetings Disagreement strategies Listening Radio programme: alternative approaches to meetings Managing meetings	Vocabulary Companies and capital; The financial pages Grammar Linking and contrasting ideas Phrase bank Chairing meetings
07 People skills: Coaching p44	Discussing the role of a coach The GROW model of coaching Fluency Coaching your colleagues	Reading Article on professional coaching Listening Four extracts from a coaching session	
Management scenario B: Coach crash p46	Giving feedback on a presentation Coaching dos and don'ts Fluency Past-present-future presentations with coaching	Reading Coaching dos and don'ts  In company in action B1: A failed presentation B2: Successful coaching	
08 Promoting your ideas p48	Discussing attitudes to public speaking Discussing national stereotypes Describing what makes a good talk Discussing innovation in your company Fluency Presenting an idea for a product or service	Reading Website extract: <i>Intrapreneurs</i> Listening Presenters talking about what makes them nervous People comparing audience expectations of presentations Presentation: a new business idea	Vocabulary Phrasal verbs Grammar The passive Phrase bank Pitching an idea
09 Relationship-building p55	Discussing first impressions Completing a questionnaire on networking Practising networking skills Getting out of the office Roleplay Visiting a colleague's home	Reading Questionnaire: Are you an effective networker? Article on sport and business Listening Three small talk conversations People chatting at golf Conversation: visiting someone's home	Vocabulary Social English Grammar Multi-verb sentences Phrase bank Networking

Unit	Business communication skills	Reading and listening	Language links
10 Making decisions p63	Discussing making decisions in difficult situations Doing a quiz on life-and-death decisions Giving advice on worst-case scenarios or workplace dilemmas Inserting missing articles into two texts Fluency Holding a crisis management meeting 📺 In company interviews Units 8–10	Reading Website extract: Worst-case scenarios Company crises Listening Advice on surviving worst-case scenarios Decision-making meetings Case study: Coca-Cola crisis	Vocabulary Marketing Grammar Articles Phrase bank Decision-making
11 People skills: Stress p70	Analyzing attitudes to stress in the workplace Identifying techniques for managing stress Fluency Helping a staff member in a stressful situation	Reading Article on helping colleagues manage stress Listening Talk on stress management Eight managers counselling their staff	
Management scenario C: Pitch and persuade p72	Identifying effective pitching techniques Using Cialdini's six principles of influence Fluency Pitching a new project	Reading Article on building donor circles 📺 In company in action C1: A failed pitch C2: An effective pitch	
12 Emailing p74	Discussing how to deal with emails Correcting errors in an email Shortening and simplifying an email Adding the personal touch to an email Choosing an appropriate email style Fluency Writing and answering emails	Reading Extracts on emailing Listening Podcast: what your emails say about your career prospects Radio programme: The biggest email blunders ever made	Vocabulary Prepositional phrases Grammar Future forms Phrase bank Emailing
13 Making an impact p82	Identifying effective presentation openings Identifying rhetorical techniques Rephrasing to add impact Identifying ways of closing a presentation Fluency Producing a promotional presentation for a new country	Reading Book extract on opening a presentation Listening Presentation openings Extracts from political speeches Closing remarks from four presentations	Vocabulary Metaphor Grammar Rhetorical techniques Phrase bank Opening and closing a presentation
14 Out and about p89	Discussing business travel and packing habits Identifying ellipsis in conversation Striking up a conversation Telling an anecdote Fluency Chatting over a business lunch 📺 In company interviews Units 12–14	Reading Extracts from <i>The Accidental Tourist</i> Listening People talking about their worst flying experiences Conversations over lunch	Vocabulary Storytelling Grammar Narrative tenses Phrase bank Sharing anecdotes
15 People skills: Delegation p96	Identifying information needed for delegation Discussing management styles Fluency Effective delegation and appropriate management styles	Reading Blog post on delegation Listening Presentation on management styles Three managers delegating tasks	
Management scenario D: Change champion p98	Discussing implementing change successfully Identifying the stages for managing change Fluency Meetings to implement change	Reading PowerPoint slide on managing change 📺 In company in action D1: Imposing changes D2: Managing change	
16 Teleconferencing p100	Discussing potential uses of tele- and videoconferencing facilities Discussing action in a crisis Completing the minutes of a teleconference Roleplay Holding a teleconference	Reading Website extract: Business benefits of <i>TelePresence</i> Emails about a film shoot Listening An unexpected phone call An emergency teleconference	Vocabulary Teleconferencing, Personnel and production Grammar Reporting Phrase bank Teleconferencing
17 Negotiating deals p107	Negotiating a tricky situation Identifying negotiating tactics Fluency Negotiating a contract 📺 In company interviews Units 16–17	Reading Analysis of a negotiation Article about the music business Listening Negotiations People talking about negotiating strategy Meeting: signing a new band	Vocabulary Negotiations Grammar Diplomacy and persuasion Phrase bank Negotiating
18 People skills: Mediation p114	Discussing the qualities of a good mediator Identifying the stages of mediation Fluency Mediating between colleagues	Reading Article about causes of conflict at work Listening Poor and positive mediation	
Management scenario E: Moral quarrel p116	Staying assertive in meetings Mediating to resolve a conflict Fluency A conference call mediation	Reading PowerPoint slide on assertiveness 📺 In company in action E1: A failed mediation E2: A successful conference call	
Additional material p118		Listening scripts p139	