## Contents

### Discussion

<table>
<thead>
<tr>
<th>UNIT 1</th>
<th>COMMUNICATION</th>
<th>Texts</th>
<th>Language Work</th>
<th>Skills</th>
<th>Case Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk about what makes a good communicator</td>
<td>Listening: An interview with an expert on communication&lt;br&gt;Reading: A quiet word beats sending e-mail – <em>Financial Times</em></td>
<td>Good communicators&lt;br&gt;Idioms</td>
<td>Dealing with communication breakdown</td>
<td>The price of success: Make recommendations to improve communications within an electronics company</td>
<td>Writing: e-mail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT 2</th>
<th>INTERNATIONAL MARKETING</th>
<th>Texts</th>
<th>Language Work</th>
<th>Skills</th>
<th>Case Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk about international brands</td>
<td>Reading: Diego Della Valle: Italian atmosphere is central to Tod's global expansion – <em>Financial Times</em>&lt;br&gt;Listening: An interview with a professor of international marketing and the CEO of a training organisation</td>
<td>Marketing word partnerships&lt;br&gt;Noun compounds and noun phrases</td>
<td>Brainstorming</td>
<td>Henri-Claude Cosmetics – creating a global brand: Devise a TV commercial for a new eau-de-cologne</td>
<td>Writing: action minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT 3</th>
<th>BUILDING RELATIONSHIPS</th>
<th>Texts</th>
<th>Language Work</th>
<th>Skills</th>
<th>Case Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk about building relationships</td>
<td>Listening: An interview with the Head of Global Corporate Responsibility of a major company&lt;br&gt;Reading: How East is meeting West – <em>Business Week</em></td>
<td>Describing relations&lt;br&gt;Multiword verbs</td>
<td>Networking</td>
<td>Al-Munir Hotel and Spa Group: Come up with a plan for improving customer satisfaction and loyalty</td>
<td>Writing: letter</td>
</tr>
</tbody>
</table>

### Working across cultures: 1 doing business internationally

- Working across cultures: 1 doing business internationally
- Revision Unit A

<table>
<thead>
<tr>
<th>UNIT 4</th>
<th>SUCCESS</th>
<th>Texts</th>
<th>Language Work</th>
<th>Skills</th>
<th>Case Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss what makes people/companies successful</td>
<td>Listening: An interview with the MD of a technology development company&lt;br&gt;Reading: Profile: Carlos Slim – <em>The Telegraph</em></td>
<td>Prefixes&lt;br&gt;Present and past tenses</td>
<td>Negotiating</td>
<td>Kensington United: Negotiate a sponsorship deal for a football club</td>
<td>Writing: press release/letter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT 5</th>
<th>JOB SATISFACTION</th>
<th>Texts</th>
<th>Language Work</th>
<th>Skills</th>
<th>Case Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss motivational factors and do a quiz</td>
<td>Listening: An interview with the Director of HR at a major company&lt;br&gt;Reading: Marriott Hotels International/KPMG – <em>The Sunday Times</em></td>
<td>Synonyms and word-building&lt;br&gt;Passives</td>
<td>Cold-calling</td>
<td>Just good friends? Decide how to deal with in-house personal relationships</td>
<td>Writing: guidelines</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT 6</th>
<th>RISK</th>
<th>Texts</th>
<th>Language Work</th>
<th>Skills</th>
<th>Case Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss different aspects of risk</td>
<td>Listening: An interview with the MD of the Institute of Risk Management&lt;br&gt;Reading: Internationalisation – risk or opportunity? – <em>Financial Times</em></td>
<td>Describing risk&lt;br&gt;Adverbs of degree</td>
<td>Reaching agreement</td>
<td>Winton Carter Mining: Evaluate the risks of a new mining venture</td>
<td>Writing: report</td>
</tr>
</tbody>
</table>

### Working across cultures: 2 working in new markets

- Working across cultures: 2 working in new markets
- Revision Unit B

<table>
<thead>
<tr>
<th>Writing File</th>
<th>Activity File</th>
</tr>
</thead>
<tbody>
<tr>
<td>page 126</td>
<td>page 132</td>
</tr>
</tbody>
</table>
### UNIT 7 MANAGEMENT STYLES

**Discuss different aspects of management style**

- **Listening**: An interview with the author of a management book
- **Reading**: Anna Wintour / Jim Buckmaster – CBS/ Times online

**Language Work**

- Management qualities
- Text reference

**Skills**

- Presentations

**Case Study**

- Selig and Lind: Choose a new project manager for a team
- Writing: report

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### UNIT 8 TEAM BUILDING

**Talk about working in teams and do a quiz**

- **Listening**: An interview with the founder of a team-building company
- **Reading**: Recipes for team building – Financial Times

**Language Work**

- Prefixes
- Modal perfect

**Skills**

- Resolving conflict

**Case Study**

- Motivating the sales team: Work out an action plan for improving the motivation of a sales team
- Writing: letter

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### UNIT 9 RAISING FINANCE

**Discuss how and where finance can be raised**

- **Listening**: An interview with the MD of a private equity firm
- **Reading**: No more easy money – Financial Times

**Language Work**

- Financial terms
- Dependent prepositions

**Skills**

- Negotiating

**Case Study**

- Last throw of the dice: Negotiate finance for a new film
- Writing: summary

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### WORKING ACROSS CULTURES: 3 MANAGING INTERNATIONAL TEAMS

**Revision Unit C**

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### UNIT 10 CUSTOMER SERVICE

**Discuss factors in and importance of customer service**

- **Listening**: An interview with the manager of a top restaurant
- **Reading**: Customer service is changing the world: Up close and global – Financial Times

**Language Work**

- Complaints
- Gerunds

**Skills**

- Active listening

**Case Study**

- Hurrah Airlines: Deal with customer complaints
- Writing: report

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### UNIT 11 CRISIS MANAGEMENT

**Discuss ways of handling crises**

- **Listening**: An interview with a professor of ethics and social responsibility
- **Reading**: How not to take care of a brand / Expect the unexpected – Financial Times

**Language Work**

- Handling crises
- Conditionals

**Skills**

- Asking and answering difficult questions

**Case Study**

- In Range: Plan a press conference to defend criticism of a video game
- Writing: article/report

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### UNIT 12 MERGERS AND ACQUISITIONS

**Define and discuss acquisitions, mergers and joint ventures**

- **Listening**: An interview with the Director of an M&A research centre
- **Reading**: Green targets – Corporate Knight

**Language Work**

- Describing mergers and acquisitions
- Prediction and probability

**Skills**

- Making a presentation

**Case Study**

- Rinnovar International: Present recommendations for an acquisition
- Writing: report

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### WORKING ACROSS CULTURES: 4 INTERNATIONAL NEGOTIATIONS

**Revision Unit D**

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### GRAMMAR REFERENCE

- **Page**: 146

### AUDIO SCRIPTS

- **Page**: 152

### GLOSSARY

- **Page**: 168