

# Contents

1 Martinique meets Paris

Listening

## Thanks and acknowledgements 3 To the student 8

Caribbean roots  Grammar  Present simple and continuous; present perfect simple and continuous  Pronunciation  Minimal pairs  Speaking  Making a positive first impression	ous	Selling luxury  Grammar  Verb grammar  Pronunciation  Using pauses to add impact  Speaking  Selling		Work choices  Grammar  Past simple, past continuous an past perfect simple  Pronunciation  Emphasising important words  Speaking  Describing the past: personal at professional	
2 The art of management Listening Good management Vocabulary Managing organisations Speaking Management Communicating at work Writing 1: Email, register and 'down-toning'	12	5 Financial planning Listening Actuaries and finance managers Vocabulary Financial planning and control Speaking Financial matters Communicating at work Presenting 1: Progress reports	21	8 Twin towns Listening Local goes global Vocabulary Politics Speaking The role of government Communicating at work Presenting 2: Structuring	3
<b>3</b> Hitting the headlines	15	<b>6</b> Top cities	24	<b>9</b> How's the weather?	3

Social skills

Reading

The news

Vocabulary

Speaking

Building rapport

Economic issues

Current affairs

4 Orient Express

Listening

18 **7** Motivating careers

Listening

Social skills

The weather

The weather

Talking about the weather

Vocabulary

Speaking

Listening

Reading

27

Social skills

Reading

Getting started

The headlines

Newspaper headlines

Talking about the news

Vocabulary

Speaking

### 10 Emotional computers 36

#### Listening

Affective computing

#### Grammar

Multi-word verbs

#### **Pronunciation**

Polite disagreement in short answers

#### Speaking

Describing objectives

## **13** Developing people 45

#### Listening

Coaching success

#### Grammar

Modal verbs to express certainty

#### **Pronunciation**

Stress in word families

#### Speaking

Analysing possibilities in the past and the present

You can access revision exercises for Units 1–15, a worksheet for every unit, and ten Better learning activities on the website: www.cambridge.org/elt/english365.

## 11 Quality control

#### Listening

What could be more important than quality?

#### Vocabulary

Quality assurance

#### **Speaking**

Quality

#### Communicating at work

Meetings 1: Listening and helping understanding

## 39 14 Project management 48

#### Listenina

Project management in the theatre

#### Vocabulary

Project management

#### **Speaking**

Projects and product development

#### Communicating at work

Negotiating 1: Stating positive expectations and preferences, suggesting alternatives

## 12 I was a couch potato 42

#### Social skills

Dealing with 'no'

#### Reading

Television

#### Vocabulary

TV and TV programmes

#### **Speaking**

Television

## **15** Are customers always right?

#### Social skills

Complaining

#### Reading

Consumer report

#### Vocabulary

Consumer issues

#### Speaking

Customer service

16 Thomas Cook in India	54	19 Media world	63	22 Photo management	72
Listening The golden triangle Grammar Adverbs Pronunciation Adding impact and interest Speaking Making what we say interesting		Listening My most interesting interview Grammar Passive: present simple and continuous, past simple, present perfect, modals Pronunciation Linking Speaking Updating		Listening Taking pictures and telling storic Grammar Revision of first and second conditional; third conditional Pronunciation Modal verbs with have in third conditional sentences Speaking Discussing possibilities	es
17 The marketing mix Listening The marketing mix – still useful? Vocabulary Marketing 1 Speaking The marketing mix Communicating at work Presenting 3: Usual visual suppo		20 Everybody's business Listening What's important in marketing? Vocabulary Marketing 2 Speaking Marketing and market research Communicating at work Meetings 2: Teleconferencing	66	23 Children's world  Listening Working for the international community Vocabulary Meetings and conferences Speaking Setting up meetings Communicating at work Negotiating 2: Bargaining and reaching a compromise	75
18 Wish you were here  Social skills	60	21 The Curious Incident of the Dog in the Night-time Social skills	69	24 Going up?  Social skills	78
Persuading Reading Travel Vocabulary Holidays and holiday problems Speaking Holidays		Dealing with people who are difficult to understand  Reading  Books  Vocabulary  Books and reading  Speaking  Talking about books		Dealing with conflict Reading Careers Vocabulary Your education Speaking Career coaching	

#### 28 Working in the USA 90 25 International 81 You can access revision exercises for Units 16-30, a worksheet for education - planning for the future every unit, and ten Better learning activities on the website: Listening Listening www.cambridge.org/elt/english365. Developing people An American success story Grammar Grammar Direct and reported speech Future reference: present tenses **Pronunciation** review, will, going to, the future continuous Spelling and pronunciation Pronunciation Speaking Chunking and pausing Reporting Speaking Discussing future plans File cards 93 **26** Public relations 84 29 Talk to a lawyer Grammar reference 107 Listening **Tapescripts** Take my advice PR – process, culture and principles **Vocabulary** Vocabulary Answer key 134 Legal issues Public relations Speaking Speaking Organisations and the law Organisations and public relations Communicating at work Communicating at work Writing 2: Clear writing Meetings 3: Summarising and closing 27 When I'm 74 87 30 Personal change 96 Social skills Social skills Getting important messages across Giving feedback Reading Reading Lifestyles Personal finance

Vocabulary

Speaking

Personal development

A personal action plan

Vocabulary

Speaking

Personal finance

Money management