

Map of the book

	Listening and discussion	Reading and language	Business skills	Case study
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Unit 2 Training 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
Unit 3 Partnerships page 22	A PPP debate	<i>Infrastructure: Experience of the 1990s has put people off</i> Dependent prepositions Passive	Negotiating: being vague and being precise Report writing: layout and structure	Konopnicka Airport takes off Writing: executive summary
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Unit 4 Energy 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
Unit 5 Employment trends 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
Unit 6 Business ethics page 50	Business ethics and corporate social responsibility	<i>Business Life: 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
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Case study

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