

Contents

Introduction	5
Unit 1 Socializing CD I, 1	8
First meetings CD I, 1	8
Dialogues CD I, 2	9
Small talk CD I, 3	10
Dialogues CD I, 4	11
Going out CD I, 5	12
Dialogues CD I, 6	13
Saying goodbye CD I, 7	14
Dialogues CD I, 8	15
Unit 2 Telephoning CD I,9	16
Calling CD I, 10	16
Messages CD I, 11	17
Complaints CD I, 12	18
Communication problems CD I, 13	19
Closing CD I, 14	19
Dialogues CD I, 15	20
Unit 3 Meetings CD I, 16	22
Opening CD I, 17	23
Agenda CD I, 18	24
Proposals CD I, 19	24
Guiding CD I, 20	25
Postponing CD I, 21	26
Active Listening CD I, 22	26
Disagreeing CD I, 23	27
Closing CD I, 24	28
Dialogues CD I, 25	28
Unit 4 Presentations CD II, 1	30
Opening CD II, 2	31
Moving on CD II, 3	32
Visuals CD II, 4	34
Describing trends CD II, 5	35
Closing CD II, 6	37
Dialogues CD II, 7	37

Unit 5 Negotiations	CD II, 8	39
Warm up	CD II, 9	41
Interests	CD II, 10	42
Mutual gain	CD II, 11	42
Bargaining	CD II, 12	42
Resisting	CD II, 13	43
Closing	CD II, 14	43
Breaking off	CD II, 15	44
Dialogues	CD II, 16	44
Unit 6 Organizations	CD II, 17	46
Job information	CD II, 18	49
Dialogues	CD II, 19	49
Departments	CD II, 20	50
Dialogues	CD II, 21	52
Office talk	CD II, 22	53
Dialogues	CD II, 23	54
Texts Unit 1 Socializing		56
Visitors	CD III, 1	56
Small talk	CD III, 2	57
Texts Unit 2 Telephoning		59
Creating a pleasant and effective business call	CD III, 3	59
Responding to complaints	CD III, 4	60
Texts Unit 3 Meetings		62
International meetings	CD III, 5	62
A good agenda and minutes of a meeting	CD III, 6	63
Texts Unit 4 Presentations		65
Ready, set, go!	CD III, 7	65
Cultural differences in presentations	CD III, 8	66
Texts Unit 5 Negotiations		68
Principled Negotiation	CD III, 9	68
Cultural filters in negotiations	CD III, 10	69
Texts Unit 6 Organizations		71
A day at the office	CD III, 11	71
Going public	CD III, 12	72
Glossary		74