Course Book CD 1

Unit 1  First impressions
1  Listening: Interview with Anneliese Guérin-LeTendre, part 1
2  Listening: Interview with Anneliese Guérin-LeTendre, part 2
3  Business skills: Networking, B, C and E
4  Business skills: Networking, B, C and E
5  Case study: Movers and shakers, Ed Kaminski

Unit 2  Training
6  Listening: Interview with Dr Bernd Atenstaedt, part 1
7  Listening: Interview with Dr Bernd Atenstaedt, part 2
8  Listening: Apprenticeships, Brendan
9  Listening: Apprenticeships, Falak
10 Listening: Apprenticeships, Rachel
11 Listening: Apprenticeships, Marieke
12 Business skills: Clarifying and confirming, A and C
13 Business skills: Clarifying and confirming, A and D
14 Case study: Training at Carter & Randall, Amy Cheng
15 Case study: Training at Carter & Randall, Charlie Turner
16 Case study: Training at Carter & Randall, Kamal Satinder
17 Case study: Training at Carter & Randall, Jessica Armstrong

Unit 3  Energy
18 Listening: Interview with Angus McCrone, part 1
19 Listening: Interview with Angus McCrone, part 2
20 Listening: Clean energy, F
21 Listening: Clean energy, G
22 Business skills: Decision-making, C and D
23 Case Study: Energy saving at Tumalet Software, Joanne Hopper

Working across cultures 1
International presentations
24 C, speaker 1
25 C, speaker 2
26 C, speaker 3
27 E and F, Anneliese Guérin-LeTendre

Unit 4  Marketing
28 Listening: Interview with Dr Jonathan Reynolds, part 1
29 Listening: Interview with Dr Jonathan Reynolds, part 2
30 Listening: Interview with Dr Jonathan Reynolds, part 3
31 Business skills: Making an impact in presentations, B and C
32 Business skills: Making an impact in presentations, B and C
33 Business skills: Making an impact in presentations, D
34 Business skills: Making an impact in presentations, D
35 Case study: Relaunching Home2u, Jodie and Emilio
36 Case study: Relaunching Home2u, filming of the TV commercial
Course Book CD 2

Unit 5  Employment trends
1  Listening: The future of work, A, speaker 1
2  Listening: The future of work, A, speaker 2
3  Listening: The future of work, A, speaker 3
4  Listening: The future of work, A, speaker 4
5  Listening: The future of work, A, speaker 5
6  Listening: The future of work, A, speaker 6
7  Listening: The future of work, A, speaker 7
8  Listening: The future of work, A, speaker 8
9  Listening: Interview with Ian Brinkley, part 1
10 Listening: Interview with Ian Brinkley, part 2
11 Listening: Interview with Ian Brinkley, part 3
12 Business skills: Resolving conflict, D
13 Business skills: Writing: Avoiding conflict in emails, Rob Giardina
14 Case study: Delaney Call-centre absenteeism, the consultant’s findings
15 Case study: Delaney Call-centre absenteeism, the consultant’s findings
16 Case study: Delaney Call-centre absenteeism, the consultant’s findings
17 Case study: Delaney Call-centre absenteeism, the consultant’s findings
18 Case study: Delaney Call-centre absenteeism, the consultant’s findings
19 Case study: Delaney Call-centre absenteeism, the consultant’s findings

Unit 6  Ethics
20 Listening: Interview with Philippa Foster Back OBE, part 1
21 Listening: Interview with Philippa Foster Back OBE, part 2
22 Listening: Interview with Philippa Foster Back OBE, part 3

23 Business skills: Ethical problem-solving, B
24 Business skills: Ethical problem-solving, B
25 Business skills: Writing: Meeting and action points, G
26 Case study: Dilemmas at Daybreak, Breaking news
27 Case study: Dilemmas at Daybreak, Six months later

Working across cultures 2  Ethical international business
28 B
29 C

Unit 7  Finance
30 Listening: Interview with Charles Middleton, part 1
31 Listening: Interview with Charles Middleton, part 2
32 Listening: Interview with Charles Middleton, part 3
33 Business skills: Managing questions, C, speaker 1
34 Business skills: Managing questions, C, speaker 2
35 Business skills: Managing questions, C, speaker 3
36 Business skills: Managing questions, C, speaker 4
37 Business skills: Managing questions, E-G
38 Case study: Dragons & Angels, investor 1
39 Case study: Dragons & Angels, investor 2
40 Case study: Dragons & Angels, investor 3

Unit 8  Consultants
41 Listening: Interview with Peter Sirman, part 1
42 Listening: Interview with Peter Sirman, part 2
43 Listening: Interview with Peter Sirman, part 3
44 Listening: Interview with Peter Sirman, part 4
45 Business skills: Negotiating, D, negotiation 1
46 Business skills: Negotiating, D, negotiation 2
47 Case study: New market opportunities
Unit 9  Strategy
1  Listening: Interview with Marjorie Scardino, part 1
2  Listening: Interview with Marjorie Scardino, part 2
3  Listening: Strategy, goals and values, G, speaker 1
4  Listening: Strategy, goals and values, G, speaker 2
5  Listening: Strategy, goals and values, G, speaker 3
6  Listening: Strategy, goals and values, G, speaker 4
7  Business skills: Brainstorming and creativity, B
8  Business skills: Brainstorming and creativity, C
9  Business skills: Brainstorming and creativity, E
10 Case study: Stella International Airways, manager 1
11 Case study: Stella International Airways, manager 2
12 Case study: Stella International Airways, manager 3
13 Case study: Stella International Airways, staff member 1
14 Case study: Stella International Airways, staff member 2
15 Case study: Stella International Airways, staff member 3

Working across cultures 3  Socialising
16 D, situation 1
17 D, situation 2
18 D, situation 3
19 E, part 1
20 E, part 2
21 E, part 3

Unit 10  Online business
22 Listening: Interview with David Bowen, part 1
23 Listening: Interview with David Bowen, part 2
24 Listening: Interview with David Bowen, part 3
25 Listening: Interview with David Bowen, part 4

26 Business skills: Presentations: Thinking on your feet, Sophie Rawlings
27 Case study: The fashion screen, Zayna Meerza

Unit 11  New business
28 Listening: Interview with Mike Southon, part 1
29 Listening: Interview with Mike Southon, part 2
30 Listening: Interview with Mike Southon, part 3
31 Business skills: Chasing payment, A and C
32 Business skills: Chasing payment, E and F
33 Case study: Healthy growth for OTC Tech, Reviewing current performance
34 Case study: Healthy growth for OTC Tech, A radio report

Unit 12  Project management
35 Listening: Issues in project management, B
36 Listening: Interview with Tom Taylor, part 1
37 Listening: Interview with Tom Taylor, part 2
38 Business skills: Teleconferencing, B, extract 1
39 Business skills: Teleconferencing, B, extract 2
40 Business skills: Teleconferencing, B, extract 3
41 Business skills: Teleconferencing, B, extract 4
42 Business skills: Teleconferencing, D and E
43 Case study: Creating a world-class port, the project developer
44 Case study: Creating a world-class port, the lead contractor
45 Case study: Creating a world-class port, the civil engineer

Working across cultures 4  Managing an international team
46 B
47 C
48 E