TABLE OF CONTENTS

		Social interactions at work First meetings Small talk Entertaining visitors Effective business writing Inclusive language Machine translation and Al Communication channels today Phases of a voice or video call Communication breakdown Workplace interactions Onboarding Office design Company events The language of meetings The language of internal presentations Key performance indicators		Starting a conversation Keeping a conversation going Shifting the focus Exchanging contact details Starting and ending an email Getting your message across Requesting action Summarizing Paraphrasing and summarizing Scheduling a phone call Dealing with problems
	Socializing and small talk Page 8			
	2 Effective emails Page 18			
	3 Who's calling? Page 28			
	4 All in a day's work Page 38			 Showing people around Describing and explaining Expressing opinions
	5 Working together Page 48			 Facilitating meetings Giving instructions tactfully Reporting Describing risks and challenges
	• Effective use of English lingua franca Global business speaks English Page 58 • Effective use of English lingua franca • Meetings and presentati a global context • Intercultural issues		esentations in	 Checking understanding Adapting your language Navigating different communication styles
Partner Files Franscripts Answer Key	Page 68 Page 74 Page 82	Useful Phrases A-Z Wordlist Key Verbs	Page 90 Page 94 Page 96	

