

Table of contents

Unit		Page
1	Working together	5
2	Business processes	11
3	Project management	17
4	International teams	24
5	Sustainable business	30
6	Managing people	36
7	Meeting demand	43
8	Public relations	48
	Progress checks	54
	Answer key (exercises and progress checks)	58
	Transcripts	68

- talk about jobs and industries
- write your profile
- respond to different communication styles
- discuss on-the-job training
- describe processes and core operations
- review and solve problems with processes
- write a report
- read recommendations from business practice
- discuss schedules and clarify next steps
- request and examine a Proposal for Services
- read about Scrum and knowledge management
- communicate about operations and logistics
- practise teleconferencing language
- practise dealing with conflict
- examine cultural differences
- explore sustainability
- review financial performance
- pitch financial services
- practise business storytelling and reporting
- debate the pros and cons of workplace conditions
- recount an HR incident
- practise giving feedback
- discuss assessment methods
- contrast marketing practices
- practise networking
- discuss intellectual property issues
- handle formal correspondence
- discuss brands and social marketing
- discuss codes of business conduct
- handle difficult questions
- explore corporate social responsibility
- write a press release
- deal with social media for PR