

Map of the book

Introduction, p8

Activity and page number	Level	Business/ social function	Language focus	Timing	Type of activity	One-to-one
Unit 1: Finding out about your students						
1.1 Four skills needs analysis p9	Lower-intermediate	Discussing English language needs	Asking questions	30–40 minutes	Groups of four	Possible if adapted
1.2 This is me p12	Intermediate (adaptable for other levels)	Describing yourself	Adjectives and their antonyms	40 minutes	Individual then group	Yes
1.3 Graph skills analysis p14	Lower-intermediate	Describing English ability	Modals of ability	35–45 minutes	Individual and small groups	Yes
1.4 Personality scales p16	Mid-intermediate	Getting to know someone	Second conditional	50–55 minutes	Pair	Yes
1.5 Identity swap p19	Lower-intermediate	Finding out about new people	Question forms	30–40 minutes	Whole class	No
Unit 2: Socializing in English						
2.1 Introducing yourself and others p20	Lower-intermediate	Formal introduction and polite interruption	Polite greetings and question tags at higher levels	10–30 minutes (depending on level)	Whole class	Possible if adapted
2.2 Restaurant board game p23	Lower-intermediate	Socializing at a business lunch	Polite requests, enquiries and suggestions	70–90 minutes	Small group	Possible if adapted
2.3 Question and answer Pelmanism p28	Pre-/Mid-intermediate	Recognizing common social exchanges	Basic social questions and answers	12–15 minutes	Pairs and small groups	Yes
2.4 Asking questions p30	Elementary, pre-intermediate	Asking basic questions	Question forms	35–35 minutes	Class and pair	Yes

Unit 3: Using the phone						
3.1 A telephone maze p33	Mid-intermediate	Telephoning	Enquiring and checking	30–35 minutes	Class and pair	Yes
3.2 Phone quartets p36	Lower-intermediate	Telephoning for a variety of purposes	Telephone language	40–60 minutes	Groups of four	No
3.3 What not to do p39	Intermediate	Dealing with angry and impolite callers	Rude and tactful language on the phone	20–40 minutes	Cross-class pairs	Yes
Unit 4: Business writing						
4.1 Formal or informal? p41	Intermediate/upper-intermediate	Recognizing register in letters	Letter language/register	30 minutes	Pairs or threes	Yes
4.2 Writing a CV p45	Lower-intermediate	Discussing someone's experience	Past simple and present perfect questions; time prepositions	35–60 minutes	Pair	Yes
4.3 A letter to correct p47	Intermediate/upper-intermediate	Recognizing errors in a business letter	Error correction	30–45 minutes	Pair	Yes
4.4 A group letter p50	Lower-/upper-intermediate	Organizing a business letter	Using conjunctions	12 minutes or 22–37 minutes with extension activity	Whole class	Possible if adapted
4.5 Keeping it brief p53	Elementary intermediate Upper-intermediate	Writing a memo/fax after scan and skim reading	Language of faxes and memos	E 75–90 minutes; I/U 45–75 minutes	Individual and pairs	Yes
Unit 5: Making decisions						
5.1 Bingo diaries p58	Lower-intermediate	Arranging times to meet	Time expressions with present continuous	20–30 minutes	Small group	Possible if adapted
5.2 Napoleon's decision-making p64	Upper-Intermediate	Reaching a decision	Agreeing and disagreeing; giving and discussing opinions	30–60 minutes	Individuals, pairs and fours	Possible if adapted

5.3 How shall we market it? p67	Mid-intermediate Intermediate Advanced	Discussing how to market a product	Agreeing, disagreeing and reaching a group decision	75–90 minutes	Small group	Possible if adapted
5.4 A meeting p71	Upper-intermediate	Holding a meeting	Agreeing, disagreeing, asking for and giving opinions	60 minutes	Group	Possible if adapted
Unit 6: Negotiating						
6.1 Conditionals in a negotiation p73	Upper-intermediate	Negotiating	First and second conditionals	30 minutes	Whole class	Yes
6.2 Someone else's shoes p75	Mid-intermediate	Recognizing the other party's position in a negotiation	The language of negotiating	60–80 minutes	Pair	Yes
Unit 7: Describing change						
7.1 The crystal ball game p80	Lower-intermediate	Predicting future changes	Will/ going to	20–40 minutes depending on size of class	Whole class	Possible if adapted
7.2 A company's progress p81	Intermediate Upper-intermediate	Describing a company's development	The language of change	30 minutes	Small group and pair	Yes
7.3 Graph dictations p84	Lower-intermediate	Describing a line graph	The language of change	35–45 minutes	Pair	Yes
Unit 8: Describing companies and jobs						
8.1 Describe an organigram p87	Intermediate+	Describing company structure	Position, relative position	50–80 minutes	Whole class	Yes
8.2 Talking pictures p88	Intermediate	Describing and speculating	Agreeing and disagreeing plus modals	30–40 minutes	Pairs and threes	Possible if adapted
8.3 My working day p91	Elementary	Describing a work routine	Modals of possibility	35–55 minutes	Pairs	Yes
Unit 9: Describing processes						
9.1 A roof over your head? p93	Upper-intermediate	Organizing a process description	Instructions	45–60 minutes	Whole class and group	Yes
9.2 The process jigsaw p95	Mid-intermediate	Marking the stages of a process with key words	Cohesive and referential words	85–120 minutes	Pair	Possible if adapted

Unit 10: Making comparisons						
10.1 The best offer p99	Lower-Upper-intermediate	Agreeing, disagreeing and persuading	Comparatives and superlatives	60–80 minutes	Small group	Possible if adapted
10.2 Selling yourself p103	Pre-intermediate Intermediate	Describing yourself and preparing for interview	Comparatives and superlatives	30–40 minutes	Individual and pair	Yes
Unit 11: Pronunciation						
11.1 Intonation patterns p105	All	Appreciating the effects of different intonation		20–30 minutes	Pair	Yes
11.2 A phonemic phone call p107	Intermediate	Recognizing the order of a business call	The IPA	20–30 minutes	Pair or whole class	Possible if adapted
11.3 Strong or weak? p109	Intermediate	Recognizing weak forms	Describing a procedure	45 minutes	Threes	Yes
Unit 12: Giving feedback to your students						
12.1 A memo to your students p113	Any	Giving feedback	Depends on language used by students	15–20 minutes	Individual and group	Yes
12.2 Pairs to compare p116	Any	Error recognition	Depends on language by students	10–20 minutes	Pairs	Yes
Unit 13: Giving advice						
13.1 When it goes wrong p117	Pre-intermediate	Giving advice	Advice modals	45 minutes	Whole group writing	Possible if adapted
13.2 Business scruples p118	Mid-intermediate	Expressing opinions and giving advice	'If I were you ...' and advice modals	40–65 minutes	Small group	Yes
Unit 14: Using numbers						
14.1 Number noughts and crosses p120	Intermediate+	Using variety of numbers	Numbers	20–25 minutes	Pair	Possible if adapted
14.2 Checking the details p122	Pre-intermediate	Using variety of numbers	Numbers and using contrastive stress	15–25 minutes	Pair or teacher-led whole class	Yes
14.3 Shared number dictations p124	Intermediate	Using variety of numbers	Numbers	20–30 minutes	Pair	Yes
14.4 Testing each other p128	Pre-intermediate	Using variety of numbers	Numbers and using contrastive stress	15–25 minutes	Pair or teacher-led whole class	Yes