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2 Motivation p12							
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3 Decision making p20							
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More practice = more practice available on the digital and print Workbook

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	Language			Skills			
	Grammar / Functions	Vocabulary	Say it right	Listening	Reading	Speaking	Writing
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Measuring customer satisfaction		Describing change		A marketing manager talks about changes to customer service	Generation Y	Describing graphs	
Complaints	Making and dealing with complaints		Sentence stress	Three complaints	Complaining on Twitter	Complaining and dealing with a complaint	A Twitter complaint
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Organising yourself	Future forms – present simple, present continuous and <i>be going to</i>	Organising yourself		Three meetings about organisational problems Fehim's week	Work smarter, not harder	Talking about your plans and intentions	
Emailing	Opening and closing emails			People say what they don't like about email			Formal and informal emails Correcting errors in emails
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8 Striking a deal p72							
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Compensation culture	Past perfect, past simple and past continuous			Three people describe accidents	Compensation culture	Discussing an accident	
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