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 1 Identity 8–17	404, the story of a page not found Renny Gleeson AUTHENTIC LISTENING SKILL Recognizing key terms CRITICAL THINKING Relevant examples PRESENTATION SKILL Giving examples	Present tenses: active and passive	Tasks and interests	Word stress Using intonation to ask a question	A personal view on personal branding	Networking	The Internet and me Personal branding Making an impression (Meeting people)	An online profile Writing skill: symbols and notes
 2 Careers 18–27	Keep your goals to yourself Derek Silvers AUTHENTIC LISTENING SKILL Listening for signposts CRITICAL THINKING Using appropriate evidence PRESENTATION SKILL Thinking about your audience	Future forms and uses	Career collocations	Elision Elided /d/	Jobs for the future	Little people, big plans Applying for a job	Future goals Learning skills for the future Planning to meet up (Arranging to help someone)	A career goals statement Writing skill: formal language
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 3 Growth and development 30–39	Global population growth, box by box Hans Rosling AUTHENTIC LISTENING SKILL Focused listening CRITICAL THINKING Supporting the main argument PRESENTATION SKILL Using props	Present perfect simple and continuous	Personal growth: abstract nouns	Intonation in requests	What do you need?	Market research	Popular brands Are you satisfied? Leaving voicemails	Making notes from voicemails Writing skill: abbreviations
 4 Success and failure 40–49	Success is a continuous journey Richard St. John AUTHENTIC LISTENING SKILL Collaborative listening CRITICAL THINKING Challenging assumptions PRESENTATION SKILL Repeating key phrases	Narrative tenses <i>used to</i> and <i>would</i>	Success and failure Countable and uncountable nouns	Elision of consonants <i>t</i> and <i>d</i> Intonation and meaning	Lessons for life	Reviewing an event	Old habits Passing on lessons learned Discussing suggestions	Minutes (1) Writing skill: bullet points
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 5 Exercise 52–61	Got a meeting? Take a walk Nilofer Merchant AUTHENTIC LISTENING SKILL Intonation: rising inflection CRITICAL THINKING Reflecting on experiences PRESENTATION SKILL Beginning with a strong statement	Modals and related verbs: past forms (1)	Finance	Word stress in ellipsis	What's in a name?	Young entrepreneurs	Getting motivated A sponsored event Ellipsis: omitting information when the meaning is clear (Answering questions)	An email (1) Writing skill: questions
 6 Communication 62–71	Please, please, people. Let's put the 'awe' back in 'awesome' Jill Shargaa AUTHENTIC LISTENING SKILL Listening for gist CRITICAL THINKING Reading between the lines PRESENTATION SKILL Being authentic	Zero, first and second conditionals	Consumerism: phrasal verbs	Words beginning with <i>u</i>	Ethical consumption	Sales talk	Consumerism and the economy Ethical awareness Requesting and giving clarification (Consumer to consumer)	A consumer review Writing skill: intensifiers
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	8	 Balance 84–93	How to make the work–life balance work Nigel Marsh AUTHENTIC LISTENING SKILL Elision: dropped vowels CRITICAL THINKING Convincing the listener PRESENTATION SKILL Pace and emphasis	Verb patterns with <i>-ing</i> and infinitive Relaxation	Stress in expressions	Leisure time around the world	Adjusting the balance Taking a break Making the most of your time Giving advice Discussing options (A day off)	An email (2) Writing skill: linking expressions
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9	 Creative thinking 96–105	Doodlers, unite! Sunni Brown AUTHENTIC LISTENING SKILL Understanding fast speech CRITICAL THINKING Supporting arguments PRESENTATION SKILL Supporting key points with slides	Relative clauses Personality adjectives (1)	Stress and meaning	The left brain – right brain debate	Launching a new product Are you persuaded? Boosting your creativity Co-operating in a discussion: turn-taking (Organizing a campaign)	A personal account Writing skill: informal language	
	10	 Connections 106–115	5 ways to listen better Julian Treasure AUTHENTIC LISTENING SKILL Dealing with unknown vocabulary CRITICAL THINKING Identifying problems and solutions PRESENTATION SKILL Body movement and gesture	Reported speech Customer service	Sounds and meaning	Cross-cultural awareness	Two sides to every story Helplines Two sides to every story Leaving tips Taking part in a meeting: RASA (Comparing experiences)	Minutes (2) Writing skill: reporting verbs
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