

# Wordlist

## Unit 2 The art of management

### Managing organisations

accept (verb) /ək'sept/  
accountable (adj) /ə'kauntəbl/  
be accountable for  
adapt to  
build (verb) /bɪld/  
change your way of working  
concentrate on  
cut down on (phrasal verb) /kʌt daʊn ɒn/  
earn (verb) /ɜ:n/  
encourage (verb) /ɪn'kʌrɪdʒ/  
experiment with  
focus on (phrasal verb) /'fəʊkəs ɒn/  
involved (adj) /ɪn'vɒlvd/  
lead by /li:d baɪ/  
profit from (phrasal verb) /'prɒfɪt frɒm/  
provide (verb) /prə'vaɪd/  
reduce (verb) /rɪ'dju:s/  
resolve (verb) /rɪ'zɒlv/  
set up (phrasal verb) /set ʌp/  
sort out (phrasal verb) /sɔ:t aʊt/  
start (verb) /stɑ:t/  
take advantage of  
take responsibility for  
take risks  
treat (verb) /tri:t/  
try out (phrasal verb) /traɪ aʊt/  
**Writing 1: Email, register and 'down-toning'**  
Dear ...  
I'm sorry to say it seems there are some problems.  
Could you ...?  
Would it be possible ...?  
We need to have ...  
maybe (adv) /'meɪbi/  
perhaps (adv) /pə'hæps/  
unfortunately (adv) /ʌn'fɔ:tʃənətli/  
Do please call me if you need any further explanation or assistance.  
Best wishes  
It may be that ...  
It seems that we should ...  
We must ...  
I suggest that we ...  
We will ...  
Is that convenient for you?  
Right? If not, tell me.  
If not, could you suggest ...?  
You must ...  
It might be a good idea to ...  
(name of person) may have to ...  
(name of person) must ...

## Unit 3 Hitting the headlines

### Getting started

*Break the ice*  
Hello, I don't know anyone here. Do you mind if I talk to you?  
I hardly know anyone here myself.  
*Say who you are*  
My name's ...  
I'm [Marcus/Jane, etc.].  
I work in ...

### Read newspaper headlines

appear (verb) /ə'piə:/  
turn up (phrasal verb) /tɜ:n ʌp/  
arrive (verb) /ə'raɪv/  
turn up (phrasal verb) /tɜ:n ʌp/  
ask for (phrasal verb) /ɑ:sk fɔ:t/  
demand (verb) /dɪ'mɑ:nd/  
comprise (verb) /kəm'praɪz/  
consist of (phrasal verb) /kən'sɪst ɒv/  
discover (verb) /dɪ'skʌvə:/  
find out (phrasal verb) /faɪnd aʊt/  
distribute (verb) /dɪ'strɪbjʊ:t/  
hand out (phrasal verb) /hænd aʊt/  
escape (verb) /ɪ'skeɪp/  
get away (phrasal verb) /get ə'weɪ/  
examine (verb) /ɪg'zæmɪn/  
look closely at  
organise (verb) /'ɔ:gənaɪz/  
set up (phrasal verb) /set ʌp/  
resemble (verb) /rɪ'zembəl/  
look like /lʊk laɪk/  
axe (verb) /æks/  
dismiss (verb) /dɪ'smɪs/  
back (verb) /bæk/  
support (verb) /sə'pɔ:t/  
ban (verb) /bæn/  
prohibit (verb) /prə'hɪbɪt/  
boost (verb) /bu:st/  
help (verb) /help/  
deal (noun) /di:l/  
agreement (noun) /ə'gri:mənt/  
halt (verb) /hɔlt/  
stop (verb) /stɒp/  
hit (verb) /hɪt/  
badly affect  
jobless (adj) /'dʒɒbləs/  
unemployment (noun) /,ʌnɪm'plɔɪmənt/  
pledge (noun) /pledʒ/  
promise (noun) /'prɒmɪs/  
quit (verb) /kwɪt/  
resign (verb) /rɪ'zaɪn/  
row (noun) /raʊ/  
dispute (noun) /dɪ'spju:t/

wed (verb) /wed/  
marry (verb) /'mæri/

## Unit 5 Financial planning

### Financial planning and control

cash flow projection  
financial environment  
financial indicators  
financial management  
financial modelling  
financial planning  
financial reporting  
income statement  
profit and loss accounts  
risk management  
assess (verb) /ə'ses/  
borrow (verb) /'bɒrəʊ/  
break even /breɪk 'i:vən/  
budget (noun) /'bʌdʒɪt/  
expenditure (noun) /ɪk'spendɪtʃər/  
forecast (verb) /'fɔ:kɑ:st/  
income (noun) /'ɪŋkʌm/  
interest payment /'ɪntrəst 'peɪmənt/  
invest (verb) /ɪn'vest/  
overrun (verb) /,əʊvər'ʌn/  
borrow (verb) /'bɒrəʊ/  
debt (noun) /det/  
inflation (noun) /ɪn'fleɪʃən/  
investment (noun) /ɪn'vestmənt/  
lend (verb) /lend/  
loan (noun) /ləʊn/  
market (noun) /'mɑ:kɪt/  
projection (noun) /prə'dʒekʃən/  
risk (noun) /rɪsk/

### Presenting 1: Progress reports

briefing (noun) /'bri:fiŋ/  
The background is ...  
We decided ...  
We introduced ...  
We are in the middle of ...  
What we've done so far is ...  
We've already completed ...  
What's next?  
The next stage is ...  
Now we plan to ...  
We need to continue ...

## Unit 6 Top cities

### Building rapport

Are you [a sports fan/keen golfer, etc.] too?  
Who do you work for?  
Have you been to ...?  
It must be very interesting.

## Economic issues

consumer goods  
economic environment  
education (noun) /,edʒʊ'keɪʃən/  
housing (noun) /'haʊzɪŋ/  
medical and health considerations  
natural environment  
political and social environment  
public services and transportation  
recreation (noun) /,rekri'eɪʃən/  
socio-cultural environment

electricity (noun) /ɪ,lek'trɪsɪti/  
public transport  
traffic congestion  
water (noun) /'wɔ:təʃ/  
  
cinema (noun) /'sɪnəmə/  
leisure (noun) /'leɪʒəʃ/  
restaurant (noun) /'restərɒnt/  
theatre (noun) /'θiətəʃ/  
sport (noun) /spɔ:t/  
  
censorship (noun) /'sentʃəʃɪp/  
limitations on freedom  
crime (noun) /kraɪm/  
law enforcement  
political stability  
banking services  
currency exchange

accommodation (noun) /ə,kɒmə'deɪʃən/  
furniture (noun) /'fɜ:nɪtʃəʃ/  
  
climate (noun) /'klaɪmət/  
natural disaster  
air pollution  
medical services  
medical supplies  
waste disposal

currency (noun) /'kʌrəntsi/  
inflation (noun) /ɪn'fleɪʃən/  
the manufacturing sector (noun)  
/ðə ,mænjʊ'fæktʃəriŋ 'sektəʃ/  
organised labour  
privatisation (noun) /,praɪvɪtaɪ'zeɪʃən/  
public services (plural noun)  
/'pʌblɪk 'sɜ:vɪsɪz/  
renationalisation (noun)  
/,ri:næ'ʃənəlaɪ'zeɪʃən/  
the service sector (noun)  
/ðə 'sɜ:vɪs 'sektəʃ/  
skills shortage  
stable (adj) /'steɪbl/  
unemployment (noun) /,ʌnɪm'plɔɪmənt/

## Unit 8 Twin towns

### Politics

Chamber of Commerce  
city council  
community group

council department  
economic policy  
election campaign  
general election  
global citizen  
global economy  
Head of State  
health authority  
international relations  
Leader of the Opposition  
local authority  
Member of Parliament  
political party  
strategic partnership  
trade and investment

### Presenting 2: Structuring

*State the subject of your presentation*  
I'm going to talk about ...  
My intention is to give a short presentation.  
*Say how long you will talk for*  
My talk will last for about [ten minutes / half an hour, etc.].  
I'll only talk for [ten minutes / 15 minutes, etc.] or so.  
*Signal the parts of the talk*  
First I'm going to ...  
Then I'll talk about ...  
Finally, I'll conclude with ...  
*Say if the audience can ask questions or discuss things*  
Please ask questions at any point.  
We can spend some time later on questions and a discussion.

## Unit 9 How's the weather?

### Listening

*Show that you're listening*  
Right.  
That's great. I'm glad to hear it.  
Sounds fantastic!  
*Check your understanding*  
But I thought ...  
Where exactly did ... ?  
*Manage the process*  
Well, it sounds as if ...

### The weather

Rain  
drizzle (noun) /'drɪzl/  
heavy showers /'hevi ʃəʊəz/  
light showers /laɪt ʃəʊəz/  
thunderstorm (noun) /'θʌndəstɔ:m/  
*Winter weather*  
frost (noun) /frɒst/  
hail (noun) /heɪl/  
ice (noun) /aɪs/  
sleet (noun) /sli:t/  
snow (noun) /snəʊ/

### Temperature

boiling (adj) /'bɔɪlɪŋ/  
chilly (adj) /'tʃɪli/  
cool (adj) /ku:l/  
freezing (adj) /'fri:zɪŋ/  
hot (adj) /hɒt/  
mild (adj) /maɪld/  
warm (adj) /wɔ:m/  
*Light*  
bright (adj) /braɪt/  
clear (adj) /klɪəʃ/  
cloudy (adj) /'klaʊdi/  
dull (adj) /dʌl/  
hazy (adj) /'heɪzi/  
sunny (adj) /'sʌni/  
bright sunshine  
gale force  
heavy rain  
low temperatures  
strong winds  
sunny periods  
thick fog  
weather forecast

## Unit 11 Quality control

### Quality assurance

automated (adj) /'ɔ:təmeɪtɪd/  
cost savings  
customer needs  
efficient (adj) /ɪ'fɪʃənt/  
experienced (adj) /ɪk'spɪəriəntst/  
feedback (noun) /'fi:dbæk/  
handmade (adj) /,hænd'meɪd/  
highly trained  
labour-intensive (adj) /,leɪbərɪn'tentsɪv/  
market research (noun) /'mɑ:kɪt rɪ'sɜ:tʃ/  
professionally trained  
production oriented  
skilled (adj) /skɪld/  
specialist school  
quality monitoring  
visual checks

### Meetings 1: Listening and helping understanding

*Show you understand*  
OK.  
Right.  
I think I understand that.  
I see.  
Of course.  
Thanks, that's all very useful  
I understand.  
Sure.  
*Paraphrasing*  
So what you mean is ...  
Do you mean ...?  
So is that ...?  
So, in other words ...

## Unit 12 I was a couch potato

### Dealing with 'no'

Take your time

I understand that you're trying to help.  
I'd really prefer to ...

Examine the consequences

Can you tell me why not?

Can you tell me when [he/she / Mr Jones, etc.] will be available?

Change direction

Is there anyone else I can talk to?

I'd rather do it myself this time.

### TV and TV programmes

brat (noun) /bræt/

broadcaster (noun) /'brɔːdkɑːstə/

cartoon (noun) /kɑːtuːn/

celebrity (noun) /sɪ'lebrɪti/

chat show (noun) /tʃæt ʃəʊ/

contestant (noun) /kən'testənt/

cookery (noun) /'kʊkəri/

documentary (noun) /,dɒkjʊ'mentəri/

exploit (verb) /'eksplɔɪt/

fly-on-the-wall documentary (noun)

/flaɪ ɒn ðə wɔːl ,dɒkjʊ'mentəri/

game show (noun) /geɪm ʃəʊ/

hoax (noun) /həʊks/

live sport /laɪv spɔːt/

makeover (noun) /'meɪk,əʊvə/

police drama /pə'liːs 'drɑːmə/

quiz show (noun) /kwɪz ʃəʊ/

reality show (noun) /ri'ælɪti ʃəʊ/

series (noun) /'sɪəriːz/

sitcom (situation comedy) (noun)  
/'sɪtkɒm/

soap (noun) /səʊp/

studio debate /'stjuːdiəʊ dɪ'beɪt/

viewer (noun) /'vjuːə/

winnings (plural noun) /'wɪnɪŋz/

## Unit 14 Project management

### Project management

budget (noun) /'bʌdʒɪt/

deadline (noun) /'dedlaɪn/

get the go-ahead /get ðə 'gəʊəhed/

monitor (verb) /'mɒnɪtə/

progress (noun) /'prɒɡres/

recruitment (noun) /rɪ'kruːtmənt/

schedule (noun) /'fedʒuːl/

sort out (phrasal verb) /sɔːt aʊt/

stakeholder (noun) /'steɪk,həʊldə/

team management

aims and objectives

contingency plan

cost-benefit analysis

Gantt chart

monitoring and controlling

progress meeting

quality control

carry out research

come to a decision

evaluate performance

get/give the go-ahead

get/keep in touch with someone

meet/miss deadlines

sort out problems

work out a schedule

### Negotiating 1: Stating positive expectations and preferences, suggesting alternatives

State positive expectations

We think ... will be very successful.

We expect to have a good working

relationship.

We're confident that ...

We think that we share the same aims.

State preferences

It would be good to ...

We think the best option would be ...

Our main concern is ...

We'd like to see ...

We'd like to suggest ...

Suggest alternatives

Another way of doing that would be to ...

We'd like to consider an alternative to

that idea.

There are a number of possibilities.

Alternatively, ...

A [second/third, etc.] possibility is ...

## Unit 15 Are customers always right?

### Complaining

Be clear about the problem and the result you want

There is a problem with ...

I'd like you to do something about it.

Don't give up if you think you are right

I'm very disappointed with ...

It's not a very good start to ...

Praise if the complaint is dealt with well

Thank you. Yes, I'd be happy with that.

I appreciate the way you've responded.

### Consumer issues

admit responsibility

best buy

breach (verb) /brɪ:tʃ/

claim (noun) /kleɪm/

compensation (noun) /,kɒmpən'seɪʃən/

defect (noun) /'di:fekt/

delay (noun) /dɪ'leɪ/

deposit (noun) /dɪ'pɒzɪt/

entitle (verb) /ɪn'taɪtl/

expiry (noun) /ɪk'spaɪəri/

fine (noun) /faɪn/

halt (verb) /hɔːlt/

inspection (noun) /ɪn'spekʃən/

pledge (verb) /pledʒ/

point out (phrasal verb) /pɔɪnt aʊt/

recall (verb) /rɪ'kɔːl/

refund (noun) /'ri:fʌnd/

settlement (noun) /'setlmənt/

small print (noun) /smɔːl prɪnt/

upfront (adv) /ʌp'frʌnt/

voucher (noun) /'vaʊtʃə/

warranty (noun) /'wɒrənti/

## Unit 17 The marketing mix

### Marketing 1

advertising (noun) /'ædvətaɪzɪŋ/

benefit (noun) /'benɪfɪt/

competition (noun) /,kɒmpə'tɪʃən/

competitive environment

consumer (noun) /kən'sjuːmə/

consumer group (noun)

/kən'sjuːmə/ grʊːp/

economy (noun) /ɪ'kɒnəmi/

economy pricing /ɪ'kɒnəmi 'praɪzɪŋ/

franchise (noun) /'fræntʃaɪz/

franchise agreement

leaflet (noun) /'liːflət/

location (noun) /ləʊ'keɪʃən/

marketing mix

marketplace (noun) /'mɑːkɪtpleɪs/

market research (noun) /'mɑːkɪt rɪ'sɜːtʃ/

position (verb) /pə'zɪʃən/

poster (noun) /'pəʊstə/

premium (adj) /'priːmiəm/

premium brand /'priːmiəm brænd/

product positioning

target (verb) /'tɑːɡɪt/

target audience

weakness (noun) /'wiːknəs/

### Presenting 3: Using visual supports

flowchart (noun) /'fləʊtʃɑːt/

graph (noun) /ɡrɑːf/

map (noun) /mæp/

pie chart (noun) /paɪ tʃɑːt/

table (noun) /'teɪbl/

Introduce the picture

This [graph/table, etc.] shows ...

Look at this [pie chart/map, etc.].

Here you can see a [map/flowchart, etc.].

Highlight the main points

We can see that ...

We can compare ...

The largest segment on the chart is ...

## Unit 18 Wish you were here

### Persuading

Make it attractive

It's just fantastic [seeing/being/playing, etc.] ...

It really is an incredible way to ...  
*Make it personal*  
 I honestly believe you'd enjoy it.  
 You'd really get on with the other guys.  
*Repeat the message*  
 Let me show you ...  
 It's up to you but I'd love you to come.

### Holidays and holiday problems

appear (verb) /ə'piə/

look (verb) /lʊk/

avoid (verb) /ə'vɔɪd/

keep away from

break (verb) /breɪk/

smash (verb) /smæʃ/

grab (verb) /græb/

snatch (verb) /snætʃ/

inspect (verb) /ɪn'spekt/

check (verb) /tʃek/

learn about /lɜ:n ə'baʊt/

get to know /get tu: nəʊ/

look out (phrasal verb) /lʊk aʊt/

keep your eyes open

reserve (verb) /rɪ'zɜ:v/

book (verb) /bʊk/

select (verb) /sɪ'lekt/

choose (verb) /tʃu:z/

take away (verb) /teɪk ə'weɪ/

remove (verb) /rɪ'mu:v/

bother (verb) /'bɒðə/

deter (verb) /dɪ'tɜ:ɪ/

distract (verb) /dɪ'strækt/

hide (verb) /haɪd/

leave (verb) /li:v/

lock (verb) /lɒk/

minimise (verb) /'mɪnɪmaɪz/

report (verb) /rɪ'pɔ:t/

charter flight  
 food poisoning  
 money belt  
 package holiday  
 service charge  
 shopping area  
 tour operator  
 tourist sight  
 travel insurance  
 youth hostel

## Unit 20 Everybody's business

### Marketing 2

after-sales service  
 brand image  
 brand name  
 business-to-business marketing  
 consumer product  
 consumer research  
 customer satisfaction survey  
 database tools

direct marketing  
 internet marketing  
 market research  
 market segmentation  
 mass marketing  
 relationship marketing  
 sales promotion

### Meetings 2: Teleconferencing

*Begin with small talk*  
 How's it going?  
 How's the weather in ...?  
*Ask for opinion*  
 What do you think about ...?  
*Ask for repetition*  
 What did you say?  
 Can you repeat what you said about ...?  
*Summarise at the end*  
 So we've agreed ...  
 To sum up, there are three things to do.  
 First ... Then ... Later ...  
 I'll send a summary by email.  
 Let's sum up ...  
 In summary ...  
 In conclusion then, three points ...

## Unit 21 The Curious Incident of the Dog in the Night-time

### Dealing with people who are difficult to understand

*Make sure the person understands how much you know*  
 I'm sorry but I don't understand ...  
 Assume that I don't know much about ...  
*Ask them to explain difficult words*  
 The ...? What's that?  
 Can you explain that, please? What's the ...?  
*Ask them to explain instructions and ask questions to check you've understood*  
 Can you talk me through what to do exactly?  
 Where's the ...? Is it at the [top/bottom, etc.]?

### Books and reading

be about [dogs / life in Japan / cooking, etc.]

award (noun) /ə'wɔ:d/

bookshop (noun) /'bʊkʃɒp/

browse (verb) /braʊz/

character (noun) /'kærəktə/

characterisation (noun) /,kærəktəraɪ'zeɪʃən/

empathy (noun) /'empəθi/

entanglement (noun) /ɪn'tæŋɡlmənt/

fiction (noun) /'fɪkʃən/

flip through (phrasal verb) /flɪp θru:/

gift (noun) /ɡɪft/

hardback (noun) /'hɑ:dbæk/

intractable (adj) /ɪn'træktəbl/

library (noun) /'laɪbrəri/

non-fiction (noun) /,nɒn'fɪkʃən/

novelist (noun) /'nɒvəlɪst/

paperback (noun) /'peɪpəbæk/

pattern (noun) /'pætən/

poet (noun) /'pəʊt/

plot (noun) /plɒt/

put down (phrasal verb) /pʊt daʊn/

recommend (verb) /,rekə'mend/

be selling handsomely  
 be set in [Moscow/London, etc.]  
 single out (phrasal verb) /'sɪŋɡl aʊt/

suspense (noun) /sə'spens/

turn out (phrasal verb) /tɜ:n aʊt/

word of mouth

## Unit 23 Children's world

### Meetings and conferences

*Before the meeting*  
 arrange venue  
 fix up accommodation  
 plan agenda  
 planning (noun) /'plænɪŋ/

registration (noun) /,redʒɪ'streɪʃən/

send out invitations

*During the meeting*  
 interpreting (noun) /ɪn'tɜ:prɪtɪŋ/

networking (noun) /'netwɜ:kɪŋ/

provide refreshments  
 provide technical support  
 simultaneous (adj) /,sɪməl'teɪniəs/

video link

*After the meeting*  
 plan next meeting  
 study feedback  
 write report

*People*  
 administrative support  
 chair (noun) /tʃeə/

delegate (noun) /'delɪɡət/

organising committee  
 PA (noun) /,pi:'eɪ/

conference (noun) /'kɒnfərənts/

Congress (noun) /'kɒŋɡres/

security (noun) /sɪ'kjʊərɪti/

teleconferencing (noun) /'telɪkɒnfərəntsɪŋ/

translation (noun) /trænz'leɪʃən/

arrange another meeting  
 complete the registration process  
 fill in a feedback form  
 keep to the agenda  
 pay attention to security  
 study the feedback  
 write up a report

## Negotiating 2: Bargaining and reaching a compromise

*Making suggestions*

We'd like to suggest ...

Can we say ...?

What about ...?

*Bargaining*

If you ..., we'll ...

*Reaching a compromise*

We accept that ...

OK, then we'll ...

We agree to ...

## Unit 24 Going up?

### Dealing with conflict

*Try to make things better*

I really am sorry.

I guess I should have ...

*Don't give in*

It would be a real pity to ...

Try and see it from my point of view.

*Try not to accept too much pressure*

You have to agree that it's not always possible.

I'm glad that you accept my point.

*Suffixes*

negotiation (noun) /nɪˌɡəʊʃi'eɪʃən/

negotiate (verb) /nɪ'ɡəʊʃieɪt/

operation (noun) /ɒpə'reɪʃən/

operate (verb) /'ɒpəreɪt/

operational (adj) /ɒpə'reɪʃənəl/

organisation (noun) /ɔ:ɡənə'zeɪʃən/

organise (verb) /'ɔ:ɡənəɪz/

organisational (adj) /ɔ:ɡənə'zeɪʃənəl/

pension (noun) /'penʃən/

progression (noun) /prə'ɡreʃən/

progress (verb) /'prəʊɡres/

qualification (noun) /ˌkwɒlɪfɪ'keɪʃən/

qualify (verb) /'kwɒlɪfaɪ/

succession (noun) /sək'seʃən/

succeed (verb) /sək'si:d/

### Your education

apply to university

be awarded a doctorate

complete a Master's degree

go to nursery school / kindergarten

go to university /gəʊ tu: ˌju:nɪ'vɜ:stɪ/

graduate from university

move to secondary school

sit university entrance exams

start primary school /stɑ:t 'praɪməri sku:l/

study for a higher degree

write doctoral thesis /raɪt 'dɒktərəl 'θi:stɪs/

## Unit 26 Public relations

### Public relations

build relationships

environmental impact

mass marketing

maintain relationships

PR strategy

public relations

relationship marketing

shelf life

sustain relationships

target audience

accountability (noun) /əˌkaʊntə'bɪlɪti/

high moral standards

ethics (plural noun) /'eθɪks/

honesty (noun) /'ɒnəsti/

integrity (noun) /ɪn'tegrəti/

openness (noun) /'əʊpənəs/

transparency (noun) /træn'spærəntsi/

plan (noun) /plæn/

strategy (noun) /'strætədʒi/

stakeholder (noun) /'steɪkˌhəʊldə/

welfare (noun) /'welfeə/

### Meetings 3: Summarising and closing

*Indicate the end of a meeting*

Let's close the meeting now.

Time's running out.

*Summarise*

We've agreed that ...

The main point is ...

To sum up the discussion ...

*Ask for questions*

Any questions?

Any other points anyone wants to make?

*Sound positive*

This has been really useful.

It's been a good meeting.

We can look forward to the future.

We've made some very useful decisions.

*Look ahead*

The next step will be ...

We should fix another meeting.

We'll have another meeting soon.

Get in touch if you need ...

There'll be a report.

## Unit 27 When I'm 74

### Giving feedback

*Give focused praise*

I particularly liked the way you ...

*Identify obstacles*

What did you find most difficult about it?

Is there anything else you think you should work on for next time?

*Define an action plan*

[Reading/Deep breathing, etc.] can be very helpful.

I'm sure [reading/practising, etc.] can help.

### Personal finance

agreement (noun) /ə'ɡri:mənt/

deal (noun) /di:l/

angry complaints

uproar (noun) /'ʌprɔ:r/

attraction (noun) /ə'trækʃən/

charm (noun) /tʃɑ:m/

get smaller

shrink (verb) /frɪŋk/

make worse

aggravate (verb) /'ægrəveɪt/

number (noun) /'nʌmbə/

proportion (noun) /prə'pɔ:ʃən/

receive (verb) /rɪ'si:v/

draw (verb) /drɔ:/

speed (noun) /spi:d/

pace (noun) /peɪs/

company/private/state pension

interest rate

fixed/variable rate

health/accident/car insurance

investment property

ethical/foreign investment

current/savings/deposit account

income/Value Added/inheritance tax

student/personal/fixed interest loan

earn money

get into debt

make [weekly/monthly, etc.] contributions

open a bank account

pay (money) into an account

pay into a pension fund

repay money

save money

save for retirement

take out a loan

## Unit 29 Talk to a lawyer

### Legal issues

acquisition (noun) /ˌækwɪ'zɪʃən/

appeal (verb) /ə'pi:l/

bankrupt (adj) /'bæŋkrʌpt/

breach copyright

claim compensation

be cleared

company law

contract (noun) /'kɒntrækt/

court (noun) /kɔ:t/

draw up a contract

employment law

joint venture

judge (noun) /dʒʌdʒ/

lose a case

merger (noun) /'mɜ:dʒə/

patent (noun) /'peɪtənt/

sue (verb) /su:/

take legal action  
trademark (noun) /'treɪdmɑ:k/

### Writing 2: Clear writing

#### Introduction

This [essay/report, etc.] concerns ...

#### Background

The history of this [plan/project/problem, etc.] is ...

#### Conclusion

The main recommendations are ...

## Unit 30 Personal change

### Getting important messages across

*Choose the right moment and stress the importance*

Are you busy at the moment?

I'm sorry, but it's really important.

*Give the message a heading*

It's about the [car/meeting, etc.]

### Personal development

bashfulness (noun) /'bæʃfəlnəs/

shyness (noun) /'ʃaɪnəs/

ebb (noun) /eb/

level (noun) /'levəl/

gradual (adj) /'grædʒuəl/

complaint (noun) /kəm'pleɪnt/

grievance (noun) /'gri:vənts/

intimidated (adj) /ɪn'tɪmɪdeɪtɪd/

frightened (adj) /'fraɪtənd/

put in (phrasal verb) /pʊt ɪn/

work (verb) /wɜ:k/

stringent (adj) /'strɪndʒənt/

strict (adj) /strɪkt/

thumbs down

negative answer

tricky (adj) /'trɪki/

difficult (adj) /'dɪfɪkəlt/

wimp (noun) /wɪmp/

be assertive

develop your skills

draw up an action plan

get your work-life balance right

have fun

learn from your mistakes

manage time

set a goal

take risks

think positively