English for Global Business is an intermediate-level textbook designed for business professionals who wish to improve their English communication skills and listening comprehension. The focus is on current American usage in international and professional business settings. Program participants are invited to visit http://www.bizenglish.com/ for current articles and online activities to accompany the textbook.

The program consists of a textbook (with six Modules, Information Files, Language Notes, a Listening Script and Answer Key) and audio tapes or CD-ROMs.

For each module, the following activities and sections are provided.

**Warm Up:** This activity creates a context for the module and helps you assess your skills with regard to the subject of the module.

**Listening:** The listening section at the beginning of the unit focuses on the target language. Because each listening passage is recorded at natural speed, you may not be able to understand every word. A good strategy is to listen first for the main idea and try to identify key words. Then listen a second time and answer the questions or write the missing words in the conversation. If necessary, listen a third time. After you finish, check your answers in the Listening Script at the back of the book.

**Key Language:** This section highlights the target language of the unit. Repeat the expressions after the tape or your instructor focusing on pronunciation. Review how these expressions are used in the Listening section, and practice until you can use them easily.

**Language Mastery:** This section provides a variety of exercises to help you practice and master the material. The first few exercises are controlled and progress to more communicative practice as you move through the unit. This is where the language is solidified through meaningful and communicative practice. The focus is on natural usage in realistic business situations.

**Professional Protocol:** This section addresses cross-cultural issues and etiquette for common business interactions in the United States. When discussing professional protocol, you are invited to compare your customs with those in the United States and with other countries.

**TOEIC Tips:** Here you can practice items of particular importance when taking the standardized exam known as the Test of English for International Communication. Try the practice exercises in this section. If you need more help, refer to the Language Notes.

**Communication Activities:** Each module ends with two or more communication activities that provide a chance to integrate the skills you have been practicing in a communicative way. When participating in these activities, focus on communication and meaning, but also try to use the functional language you have been studying in the module.
**Listening Script and Answer Key:** All listening sections are on the audio tape (or CD-ROM). If the complete text is given in the unit, it will not be repeated in the Listening Script. In exercises where you are expected to check your answers, correct answers can be found in the Listening Script and Answer Key. No answers are provided for open-ended questions.

**To make the greatest progress with this program:**
- Review the conversations with the audio tape (or CD-ROM) at home. Go back and listen to the conversations without the book. When listening to a conversation, listen to a phrase, pause the recorder and say what would come next. Then listen and compare what you said to the line on the tape.
- For fluency, practice the Key Language expressions in a variety of situations: out loud by yourself, with the audio program, and with your classmates. After you can pronounce these expressions easily, you’re ready to take the final step: making this language part of your regular conversations.
- Review the material you study. In order to master what you have practiced, you will need to go back and review the material on a daily basis.
- Think in English. Try to understand the main idea even if you do not know every word. If necessary, look up important words in a dictionary.
- Study frequently. If possible, review what you have studied every night.
- Pay attention to pronunciation. Listen and model what you hear on the audio tape (or CD-ROM).
- Keep a notebook of new words, cultural notes and useful expressions. Review these from time to time.