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| Reading  | Writing                          | Speaking                  |  |
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| 1. Company Guidelines<br>2. The Dos and Don'ts of Business Relationships   | Instructions to play DVD         | Interview                 |  |
| 1. Classified advertisements<br>2. Pounding the Pavement   | Résumé                           | Dream job                 |  |
| 1. Brochures<br>2. Four Simple Tips for Dealing with Unhappy Customers   | Hotel reservation                | Survey                    |  |
|  |                                  |                           |  |
| 1. Four professionals' descriptions of their jobs<br>2. Organizational Structure Basics                              | Structure of your dream business | Departments and roles     |  |
| 1. Three professionals' thoughts on negotiating<br>2. How to Negotiate a Raise                                       | Order estimate                   | Trading items             |  |
| 1. Public Speaking Success Stories<br>2. Seven Keys to a Successful Presentation                                     | Someone I admire                 | Giving a speech           |  |
|  |                                  |                           |  |
| 1. West to East: In Search of a Pleasurable Commute<br>2. Amsterdam: A Cyclist's Heaven                              | My commuting ways                | Discussing transportation |  |
| 1. Red Alert: Responding to a Public Relations Crisis<br>2. From Boogers to Bomb Scares: Public Relations Nightmares | Respond to a crisis              | Crisis management         |  |
| 1. On the Go: Need Money, Will Travel<br>2. Roadblocks: How to Overcome Business Travel Challenges                   | Travel journal                   | Selling train ticket      |  |
|  |                                  |                           |  |
| 1. Training Staff the Right Way<br>2. Inside Look: Three Recruiters Share Their Thoughts                             | Self-evaluation                  | Recruitment               |  |
| 1. Start-up Success Stories<br>2. Blogging to the Top  | Start-up proposal                | Online shopping           |  |
| 1. Intellect Properties Halloween Costume Contest<br>2. Office Holiday Party Survival Tips                           | Holiday party e-mail             | Gossiping                 |  |
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