Contents

Introduction		4	5 Building better communication	
Learning diary		5	A Discussion and listening B Communication skills: Teleconferencing	48
Needs analysis		6	C Professional skills: Giving feedback	50 52
	ceus analysis	O	D Intercultural competence:	
'n	International project challenges		Communication styles	54
ı	A Discussion and listening	8	Case study: Developing effective team	
	B Communication skills: Presenting in projects	10	communication	55
	C Professional skills: What makes a great	10	E Language reference	56
	project manager?	12	 F Project management tips and personal action plan 	57
	D Intercultural competence: Testing your		action plan	37
	intercultural competence	14	6 Dealing with conflict	
	Case study: A question of missing data	15	_	58
	E Language reference	16	A Discussion and listeningB Communication skills: Negotiating solutions	50 60
	F Project management tips and personal action plan	17	C Professional skills: Managing conflict by e-mail	62
	action plan	17	D Intercultural competence: Understanding	
2	Catting it right from the start		team styles	64
_	Getting it right from the start	10	Case study: Dealing with team conflict	65
	A Discussion and listeningB Communication skills: Building relationships	18 20	E Language reference	66
	C Professional skills: Managing the	20	F Project management tips and personal	67
	virtual challenge	22	action plan	67
	D Intercultural competence: Attitudes to time	24	7 Manhatin a tha musicat	
	Case study: A question of time	25	7 Marketing the project	
	E Language reference	26	A Discussion and listeningB Communication skills: Promoting benefits	68 70
	F Project management tips and personal	27	C Professional skills: Managing change	70
	action plan	21	D Intercultural competence: Encouraging	, _
2	Managing poople in projects		co-operation	74
)	Managing people in projects	20	Case study: Effective co-operation	75
	A Discussion and listeningB Communication skills: Influencing	28 30	E Language reference	76
	C Professional skills: Stakeholder analysis	32	F Project management tips and personal	77
	D Intercultural competence: Leading	-	action plan	77
	across cultures	34	O Finishing angestally	
	Case study: Appointing a new project leader	35	8 Finishing successfully	7.0
	E Language reference	36	A Discussion and listeningB Communication skills: Presenting final	78
	F Project management tips and personal	37	project results	80
	action plan	37	C Professional skills: The future of project	00
4	Kooning projects on trock		management	82
4	Keeping projects on track	20	D Intercultural competence: Learning	
	A Discussion and listening B Communication skills: Effective	38	and developing	84
	problem-solving	40	Case study: Celebrating success	85
	C Professional skills: Managing risk	42	E Language referenceF Project management tips and personal	86
	D Intercultural competence: Focusing on goals	44	action plan	87
	Case study: A question of goals	45		
	E Language reference	46	Activity file	88
	F Project management tips and personal action plan	47	Audio script	100
	•		Answer key	
			Word list	113
			word list	125