

# Glossary | Unit by unit

## Unit 1

**acquaintance** /ə'kwɛɪntəns/ (n) a person that you know, but who is not a close friend

**arrogant** /'ærəgənt/ (adj) behaving in a proud, unpleasant way

**banquet** /'bæŋkwɪt/ (n) a formal meal for a large number of people, usually for a special occasion, at which speeches are often made

**bargain** /'bɑ:gɪn; AmE 'bɑ:r-/ (v) to discuss prices, conditions, etc. with sb in order to reach an agreement that is acceptable

**bound** /baʊnd/ (adj) if sth is bound to happen, it is certain or very likely to happen

**build a relationship** /'bɪld ə rɪ'leɪʃnʃɪp/ (phrase) to create or develop a friendly way of working or dealing with someone

**cabinet** /'kæbɪnət/ (n) a piece of furniture with doors, drawers and / or shelves, that is used for storing or showing things

**caterer** /'keɪtərə(r)/ (n) person or company whose job is to provide food and drinks at a business meeting or for a special occasion

**come across** /kʌm ə'krɒs; AmE -'krɔ:s/ (phr v) to make a particular impression

**complex** /'kɒmpleks; AmE kəm'pleks/ (adj) difficult to understand because of being made of many different things or parts

**confident** /'kɒnfɪdənt; AmE 'kɔ:n-/ (adj) feeling certain that sth will happen in the way that you want or expect

**confirm** /kən'feɪm; AmE -'feɪrɪm/ (v) to state that sth is definitely true or correct, or that an arrangement is definite or official

**cover for** /'kʌvə fɔ:(r); AmE 'kʌvə/ (phr v) to do sb's work or duties while they are away

**create an impression** /kri'eɪt ən ɪm'preʃn/ (phrase) to give people a particular feeling, idea, or opinion the first time they see sth or meet sb

**creativity** /kri'eɪ'tɪvɪti/ (n) the quality of being able to produce new ideas or works of art using skill and imagination

**exhibition** /,eksɪ'bɪʃn/ (n) a collection of things of a similar kind that are shown to the public

**expensive** /ɪk'spensɪv/ (adj) costing a lot of money

**extravagance** /ɪk'strævəgəns/ (n) the act or habit of spending more money than you can afford or than is necessary

**favourable** /'feɪvərəbl/ (adj) [BrE] [AmE favorable] making people have a good opinion of sb / sth

**forge** /fɔ:dʒ; AmE fɔ:rdʒ/ (v) to create or develop sth successful using a lot of effort

**functional** /'fʌŋkʃənl/ (adj) practical and useful

**gain** /geɪn/ (v) to obtain or win sth such as an advantage or benefit

**glossy** /'glɒsi; AmE 'glɑ:si/ (adj) printed on smooth, shiny, expensive paper

**have a reputation** /hæv ə ,repju'teɪʃn/ (phrase) to be thought of in a particular way, because of what you have done in the past

**ineffective** /ɪnɪ'fektɪv/ (adj) not achieving what you want to achieve; not having any effect

**innovation** /ɪnə'veɪʃn/ (n) the introduction of new things, ideas, or ways of doing sth

**interpret** /m'tɛ:prɪt; AmE -'tɛ:rp-/ (v) to translate one language into another as you hear it

**maternity leave** /mə'tɛ:nəti li:v; AmE -'tɛ:rn-/ (n) a period of time when a woman temporarily leaves her job to have a baby

**modest** /'mɒdɪst; AmE 'mɑ:d-/ (adj) not very large, expensive, important, etc.

**ostentatious** /,ɒstən'teɪʃəs; AmE ,ɑ:st-/ (adj) (disapproving) expensive or noticeable in a way that is intended to impress people

**phenomenon** /fɪ'nɒmɪnən; AmE -'nɑ:m-/ (n) a fact or an event in nature or society

**portfolio** /pɔ:t'fɒliəʊ; AmE pɔ:rt'fɒliəʊ/ (n) a collection of photographs, drawings, etc. that you use as an example of your work, especially when applying for a job

**premises** /'premɪsɪz/ (n) the building and the land around it that a business uses

**principles** /'prɪnsəplz/ (n) moral rules or strong beliefs that influence your actions

**professionalism** /prə'feʃənəlɪzəm/ (n) the high standard that you expect from a person who is well trained in a particular job

**project an image** /prɔ:dʒekt ən 'ɪmɪdʒ/ (phrase) to present sb / sth or yourself to other people in a particular way, especially one that gives a good impression

**proof reading** /'pru:f ri:dɪŋ/ (n) the process of checking a copy of printed material and correcting mistakes in it before it is published

**provisionally** /prə'vɪʒənəli/ (adv) in a way that is not yet definite

**rapprochement** /ræ'pɔ:(r)/ (n) a friendly relationship in which people understand each other well

**real estate** /'ri:əl ɪsteɪt/ (n) property in the form of land or buildings

**recent** /'ri:sənt/ (adj) that happened or began only a short time ago

**recommend** /,rekə'mend/ (v) to tell sb that sth is good or useful, or that sb would be suitable for a particular job, etc.

**referral** /rɪ'feɪrəl; AmE -'feɪr-/ (n) the act of sending sb who needs professional help to a person or place that can provide it

**regarding** /rɪ'gɑ:dɪŋ; AmE -'gɑ:rd-/ (prep) concerning sb / sth; about sb / sth

**represent** /,reprɪ'zent/ (v) to be a member of a company or group and act or speak on their behalf

**reputation** /,repju'teɪʃn/ (n) the opinion that people have about what sb / sth is like, based on what has happened in the past

**standardized** /'stændədaɪzd/ (adj) made to have the same features or qualities as other things of the same type

**successful** /sək'sesfl/ (adj) achieving your aims or achieving success, for example by making a lot of money

**suspicious** /sə'spi:ʃəs/ (adj) feeling that sb has done sth wrong, illegal, or dishonest, without having any proof

**switch** /swɪtʃ/ (v) to change from one thing to another

**synergy** /'sɪnədʒi; AmE -nərdʒi/ (n) a relationship in which two or more people or companies work together and achieve more energy, power, success, etc. than they could separately

**take a dislike to** /,teɪk ə dɪs'laɪk tə/ (phrase) to feel that you do not like sb / sth, especially when this is sudden

**text** /tekst/ (n) a way of sending written messages using a mobile phone / cellphone

**tradition** /trə'dɪʃn/ (n) a belief, custom, or way of doing sth that has existed for a long time among a particular group of people; a set of these beliefs or customs

**trustworthy** /'trʌstwɜ:ði; AmE -wɜ:ði/ (adj) that you can rely on to be good, honest, sincere, etc.

**wariness** /'weəri; AmE 'weri/ (adj) careful when dealing with sb / sth because you think that there may be a danger or problem

**word-of-mouth** /,wɜ:d əv 'mʌʊθ/ (adj) spread news by people telling each other

# Glossary | Unit by unit

## Unit 2

**absenteeism** /ˌæbsən'ti:zəm/ (n) staying away from work, especially often and without good reasons

**achievement** /ə'tʃi:vmənt/ (n) the act or process of doing sth successfully, especially using your own effort and skill

**acknowledged** /ək'nɒlɪdʒd; AmE -'nɑ:l-/ (adj) accepted publicly as having a particular status or authority, or as having achieved sth

**alignment** /ə'laimmənt/ (n) the correct relationship of things with each other

**annual bonus** /ˌænjʊəl 'bəʊnəs; AmE -'boʊn-/ (n) extra money that is added to sb's wages once a year, as a reward

**appreciation** /ə'pri:si'eɪʃn/ (n) the feeling of being grateful for sth or of noticing sb's good qualities, good work, etc.

**attendance reward** /ə'tendəns ri'wɔ:d; AmE -wɔ:rd/ (n) something such as extra money that is given to sb because they have come to work regularly and not missed any days

**autonomy** /ɔ:'tɒnəmi; AmE ɔ:tə:n-/ (n) the ability to act and make decisions without being controlled by anyone else

**better (yourself)** /'betə(r)/ (v) to improve your social position through education, a better job, etc.

**boost staff morale** /bu:st stɑ:f mə'rɑ:l; AmE -stæf mə'ræl/ (phrase) to increase the confidence and enthusiasm of staff

**break the ice** /,breɪk ði 'aɪs/ (phrase) to say or do sth that helps people to feel relaxed and to start talking, especially at the beginning of a meeting, party, etc.

**bump into** /,bʌmp 'ɪntə/ (phr v) to meet sb by chance

**commission** /kə'mɪʃn/ (n) an amount of money that is paid to sb for selling goods and which increases with the amount of goods that are sold

**company car** /,kʌmpəni 'kɑ:(r)/ (n) a car which is provided by the company that you work for

**compensation plan** /,kɒmpən'seɪʃn plæn; AmE ,kɑ:m-/ (n) [AmE] everything that an employee receives from their employer including pay, benefits, and other rewards

**dead-end job** /dedend 'dʒɒb; AmE -'dza:b/ (n) a job with low wages and no hope of promotion or improvement

**development** /dɪ'veləpmənt/ (n) the process of gradually improving by learning more, becoming more advanced, etc.

**discount** /'dɪskaʊnt/ (n) an amount of money that is taken off the usual cost of sth

**fare** /feə(r)/ (n) the money that you pay to travel by bus, plane, taxi, etc.

**feel valued** /,fi:l 'vælju:d/ (phrase) to feel that you and what you do are considered important by other people

**filter through** /,fɪltə 'θru:; AmE ,fɪltər-/ (phr v) to reach or become known by more people

**foster loyalty** /,fɒstə 'lɔ:lti; AmE ,fɑ:stər-/ (phrase) to encourage people to feel faithful in their support of sth such as an organization

**fulfilment** /fʊl'fɪlmənt/ (n) a feeling of being happy and satisfied with what you are doing or have done

**generous** /'dʒenərəs/ (adj) giving a large amount; giving freely

**gossip** /'gɒsɪp; AmE 'gɑ:sɪp/ (n) informal talk or stories about other people's private lives, that may be unkind or not true

**hire** /'haɪə(r)/ (n) person who has recently been given a job by a company

**horticulture** /'hɔ:tɪkʌltʃə(r); AmE 'hɔ:rt-/ (n) the study or practice of growing flowers, fruit, and vegetables

**improve performance** /ɪm'pru:v pə'fɔ:məns; AmE -pər'fɔ:rməns/ (phrase) to make people do sth better or work more effectively

**incentive scheme** /ɪn'sentɪv skim/ (n) [BrE] a plan or system for encouraging people to do sth or to work harder by rewarding them

**intervene** /,ɪntə'veɪn; AmE ,ɪntər-/ (v) to become involved in a situation in order to improve or help it

**make the grade** /,meɪk ðə 'ɡreɪd/ (phrase) to reach the necessary standard; to succeed

**misconception** /,mɪskən'septʃən/ (n) a belief or an idea that is not based on correct information

**monopolize** /mɒ'nɒpəlaɪz; AmE -'nɑ:p-/ (v) to have or take control of the largest part of sth so that other people are prevented from sharing it

**motivate** /'mɒtɪveɪt; AmE 'moʊ-/ (v) to make sb want to do sth, especially sth that involves hard work and effort

**non-cash rewards** /,nɒnkæʃ ri'wɔ:dz; AmE -'wɔ:rdz/ (n) something other than money that you are given because you have done sth good, worked hard, etc.

**non-contributory pension plan** /nɒn kɒn'trɪbjʊtəri 'penʃn plæn/ (n) a pension plan (= system of making regular payments into a fund for when a person retires) that is paid for by the employer and not the employee

**on-time bonus** /ɒn taɪm 'bəʊnəs; AmE ɑ:n taɪm 'boʊnəs/ (n) an extra amount of money that is added to sb's wages as a reward for regularly coming to work at the correct time

**perceived** /pə'si:vd/ (adj) understood or thought of in a particular way by people

**perk** /pɜ:k; AmE pɜ:rk/ (n) something you receive as well as your wages for doing a particular job

**positive feedback** /pɒzɪtɪv 'fɪd'bæk; AmE pə:z-/ (n) comments that sth or sb's work is good or useful

**praise** /preɪz/ (n) words that show approval of or admiration for sb / sth

**private medical insurance** /praɪvət 'medɪkl ɪnʃʊərəns; AmE -'ʃʊr-/ (n) [BrE] an arrangement in which regular payments are made to a company who will pay for private medical care for sb if they are ill / sick

**profit-sharing scheme** /'prɒfɪt ʃeərɪŋ skim; AmE 'prɔ:fɪt ʃerɪŋ/ (n) [BrE] a system of dividing all or some of a company's profits among its employees

**range** /reɪndʒ/ (n) a set of products of a particular type

**recognition** /,rekəg'nɪʃn/ (n) public praise and reward for sb's work or actions

**remark** /rɪ'mɑ:k; AmE -'mɑ:rk/ (n) something that you say or write which expresses an opinion, a thought, etc. about sb / sth

**remuneration package** /rɪ,mju:nə'reɪʃn pækɪdʒ/ (n) the pay and other benefits that sb gets for doing their job

**satisfaction** /sætɪs'fækʃn/ (n) the good feeling that you have when you have achieved sth or when things happen in the way that you want

**staff discount** /stɑ:f 'dɪskaʊnt; AmE stæf-/ (n) an amount of money that is taken off the usual cost of sth when it is sold to an employee of the company that makes or provides it

**staff retention** /stɑ:f rɪ'tenʃn; AmE stæf-/ (n) the action of keeping employees at the same company rather than losing them to other companies

**subsidiary** /səb'sɪdiəri; AmE -dieri/ (n) a business company that is owned or controlled by another larger company

**time in lieu** /,taɪm ɪn 'lu:/ (phrase) time off that an employee is allowed to take in return for extra hours they have worked at other times

**various** /'veəriəs; AmE 'ver-/ (adj) several different

# Glossary | Unit by unit

**vary** /'veəri; AmE 'veri/ (v) to change or be different according to the situation

**voucher** /'vaʊtʃə(r)/ (n) [BrE] a printed piece of paper that can be used instead of money to pay for sth, or that allows you to pay less than the usual price of sth

## Unit 3

**accurate forecast** /,ækjərət 'fɔ:kəst; AmE '-fɔ:rkæst/ (n) a correct statement about what will happen in the future, based on information that is available now

**ahead of schedule** /ə,hed əv 'ʃedju:l; AmE 'skedʒu:l/ (phrase) finished or done before the planned time

**allocate resources** /,æləkeɪt rɪ'zɔ:sɪs; AmE 'ri:zɔ:rsɪs/ (phrase) to officially decide how money, equipment, staff etc. should be used

**battery** /'bætəri/ (n) a device that is placed inside a car engine, clock, mobile phone, etc. and that produces the electricity that makes it work

**behind schedule** /bɪ,həɪnd 'ʃedju:l; AmE 'skedʒu:l/ (phrase) finished or done later than the planned time

**budget constraints** /'bʌdʒɪt kənstreɪnts/ (n pl) factors that limit or restrict the amount of money that can be spent on sth

**capture** /'kæptʃə(r)/ (v) to succeed in getting control of sth that other people are also trying to control

**check progress** /tʃek 'prɒʊgres; AmE 'prɒʊ-/ (v) to find out if sth is improving or developing, or getting nearer to being achieved or completed

**collate** /kə'leɪt/ (v) to collect and arrange information from several different sources, or several documents or pieces of paper

**compile** /kəm'paɪl/ (v) to produce a book, list, report, etc. by bringing together different items

**handset** /'hændset/ (n) the part of a telephone that you hold close to your mouth and ear to speak into and listen

**keep track of spending** /ki:p ,træk əv 'spendɪŋ/ (phrase) to always have recent information about how much money has been spent

**lack of planning** /,læk əv 'plænɪŋ/ (phrase) a situation in which sb has not thought carefully enough in advance about what they are going to do

**life span** /'laɪfspæn/ (n) the length of time that sth is likely to continue or function

**maintain** /meɪn'teɪn/ (v) to make sth continue at the same level, standard, etc.

**make contingency plans** /meɪk kən'tɪndʒənsi plænz/ (phrase) to make plans for what to do if a particular event happens or does not happen

**make the launch date** /meɪk ðə 'lɔ:nʃ deɪt/ (phrase) to succeed in having a product ready to be made available or shown to the public by the planned date

**man-hours** /'mæn əʊə(r)z/ (n) relating to the amount of work done by one person in one hour

**miss the deadline** /mɪs ðə 'dedlaɪn/ (phrase) to fail to do sth, such as finish a piece of work, before the time by which it must be done

**out of control** /,aʊt əv kən'trəʊl; AmE '-trəʊl/ (phrase) impossible to manage or to control

**over budget** /,əʊvə 'bʌdʒɪt; AmE ,əʊvər-/ (phrase) costing more than the money that is available or was planned to spend

**plumbing** /'plʌmɪŋ/ (n) the work of putting in and repairing the pipes and other systems that supply water to a building

**press release** /'pres rɪlɪs/ (n) an official statement made to journalists by a large organization

**prioritize tasks** /praɪ,ɒrətaɪz 'tɑ:sk; AmE praɪ'ɔ:rətəɪz tæsk/ (phrase) to put the jobs you have to do in order of importance, so that you can deal with the most important first

**resolve conflict** /rɪ,zɒlv 'kɒnflɪkt; AmE rɪ,sɔ:lv 'kɑ:nflɪkt/ (phrase) to deal with a disagreement or argument between people or groups

**roofing** /'ru:fɪŋ/ (n) the work of building and repairing roofs

**run out of money** /rʌn ,aʊt əv 'mʌni/ (phrase) to use up a supply of money so there is no more available

**site** /saɪt/ (n) a place where a building is or will be situated

**stay on track** /steɪ ɒn 'træk/ (phrase) to continue doing the right thing in order to achieve a particular result

**tariff** /'tærɪf/ (n) a fixed price that is charged by a company for a particular service, for example for the use of a phone

**unrealistic budget** /ʌnrɪə,lɪstɪk 'bʌdʒɪt/ (phrase) an amount of money that has been allowed for sth, that is not enough because it does not accept things as they really are

**upfront planning** /,ʌpfrʌnt 'plæɪnɪŋ/ (phrase) making plans for sth in advance, before you start

**vital** /'vaɪtəl/ (adj) necessary or essential in order for sth to succeed or exist

**within budget** /wɪ,ðɪn 'bʌdʒɪt/ (phrase) costing no more than the money that is available or was planned to spend

## Unit 4

**appropriate** /ə'prəʊpɪət; AmE '-prɒʊ-/ (adj) suitable, acceptable, or correct for the particular circumstances

**bring (sth) about** /brɪŋ ə'baʊt/ (phr v) to make sth happen

**bring (sth) down** /,brɪŋ 'daʊn/ (phr v) to reduce sth

**canvas** /'kænvəs/ (n) a strong heavy rough material used for making tents, sails, etc.

**carry (sth) out** /,kæri 'aʊt/ (phr v) to do and complete a task

**cement** /si'ment/ (n) a grey powder that sets hard when it is mixed with water, used in building to stick bricks together and to make very hard surfaces

**come up with** /,kʌm 'ʌp wɪð/ (phr v) to find or produce an answer, a sum of money, etc.

**commercially-viable proposition** /kəmeɪʃəli 'vɪəəbl prɒpə'zɪʃn; AmE -meɪ:ʃəli -prɔ:p-/ (phrase) a business idea that is good enough to be successful and make money

**concrete** /'kɒnkri:t; AmE 'kɑ:n-/ (adj) made of concrete (= a building material that is made by mixing together cement and water)

**contract** /'kɒntrækt/ (n) an official written agreement

**cutting-edge technology** /kʌtɪŋ ,edʒ tek'nɒlədʒi; AmE '-nɑ:l-/ (phrase) the newest or most advanced technological machinery, equipment, or knowledge

**delicious** /dɪ'lɪʃəs/ (adj) having a very pleasant taste

**demonstrate** /'demənstreɪt/ (v) to show sth clearly by actions or by giving proof

**dung** /dʌŋ/ (n) solid waste from animals, especially from large ones

**earthquake** /'ɜ:kweɪk; AmE 'ɛ:rθ-/ (n) a sudden, violent shaking of the earth's surface

**enable** /ɪ'neɪbl/ (v) to make it possible for sb to do sth

**enhanced** /ɪn'hɑ:nst; AmE '-hænst/ (adj) improved, better than before



# Glossary | Unit by unit

**fertilizer** /'fɜːtɪlaɪzə(r); AmE 'fɜːrt-/ (n) a substance added to soil to make plants grow more successfully

**get round** /,get 'raʊnd/ (phr v) to deal with a problem successfully

**impressive** /ɪm'presɪv/ (adj) making you feel admiration, because of being very good, skilful, etc.

**inflatable** /ɪn'fleɪtəbl/ (adj) needing to be filled with air or gas before you use it

**innovative concept** /,ɪnə'veɪtɪv 'kɒnsept; AmE -'kɑːns-/ (phrase) an idea that is very new and has never been thought of before

**inspire** /ɪn'spaɪə(r)/ (v) to give sb the desire, confidence, or enthusiasm to do sth well

**insulation** /,ɪnsju'leɪʃn/ (n) materials used to prevent heat, sound, electricity etc. from passing through sth

**key feature** /ki: 'fi:tʃə/ (phrase) a part of a thing that is particularly important, interesting, or typical

**major advantage** /'meɪdʒəv əd'vɑːntɪdʒ; AmE -'vænt-/ (phrase) an important quality of sth that makes it better or more useful than sth else

**patent** /'pætənt/ (n) an official right to be the only person to make, use, or sell a product

**pay off** /,peɪ 'ɒf; AmE -'ɑːf/ (phr v) to be successful and bring good results

**pitch** /pɪtʃ/ (n) talk or arguments used by a person trying to sell things or persuade people to do sth

**policy** /'pɒləsi; AmE 'pɑː/ (n) a plan of action agreed or chosen by a political party, a business, etc.

**potential benefit** /pə'tenʃl 'benəfɪt/ (phrase) an advantage that sth may give you or a helpful and useful effect that it may have

**practical solution** /,præktɪkl sə'ljuːʃn/ (phrase) a sensible way of solving a problem, that is likely to be successful

**R & D** /ɑːr ən 'diː/ (n) Research and Development; the part of a business whose work is to find new products and processes or to improve existing ones

**radical** /'rædɪkl/ (adj) new, different, and likely to have a great effect

**raise awareness** /,reɪz ə'weɪnəs; AmE -'weɪr-/ (phrase) to help people know that sth exists and is important

**refrigeration** /rɪ'frɪdʒə'reɪʃn/ (n) the process of keeping food etc. cold so that it stays fresh

**refugee** /,refju'dʒiː/ (n) a person who has been forced to leave their country or home, because there is a war or for political, religious, or social reasons

**remote** /rɪ'məʊt; AmE -'moʊt/ (adj) far away from places where other people live

**revolutionary idea** /revə'ljuːʃənri aɪ'diə/ (phrase) an idea that is new and that involves a great or complete change

**rigid** /'rɪdʒɪd/ (adj) stiff and difficult to move or bend

**sealed** /siːld/ (adj) closed tightly so that air, liquid, etc. cannot get in or out

**set up** /,set 'ʌp/ (phr v) to start sth such as a business

**specification** /,spesɪfɪ'keɪʃn/ (n) a detailed description of how sth is, or should be, designed or made

**state-of-the-art design** /steɪt əv ðɪ 'ɑːt dɪ'zain; AmE -,ɑːrt-/ (phrase) design that uses the most modern or advanced techniques or methods

**sustainable** /səs'teɪnəbl/ (adj) involving the use of natural products and energy in a way that does not harm the environment

**take (sth) forward** /,teɪk 'fɔːwəd; AmE -'fɔːrwəd/ (phr v) to help sth to progress towards a good result

**take (sth) up** /,teɪk 'ʌp/ (phr v) to accept sth that is offered or available

**tank** /tænk/ (n) a large container for holding liquid or gas

**technological breakthrough** /tek'nɒlədʒɪkl 'breɪkθruː; AmE -,lə:dʒ-/ (n) an important development in technology that may lead to an achievement

**turbines** /'tɜːbaɪnz; AmE 'tɜːrb-/ (n pl) machines that receive power from a wheel that is turned by the pressure of water, air, or gas

**unique** /juː'niːk/ (adj) being the only one of its kind

**vaccine** /'væksɪn/ (n) a substance that is put into the blood and that protects the body from a disease

**vibration** /vaɪ'reɪʃn/ (n) a continuous shaking movement or feeling

## Unit 5

**accounts** /ə'kaʊnts/ (n pl) the part of a company that keeps written records of money that is owed to the business and money that has been paid by it

**agitated** /'ædʒɪteɪtɪd/ (adj) showing in your behaviour that you are anxious and nervous

**approval** /ə'pruːvəl/ (n) agreement to or permission for sth, especially a plan or request

**attentive** /ə'tentɪv/ (adj) helpful and making sure that people have what they need

**attitude** /'ætɪtjuːd; AmE -tuːd/ (n) the way that you behave towards sb / sth that shows how you think and feel

**blame** /bleɪm/ (v) to think or say that sb / sth is responsible for sth bad

**bulb** /bʌlb/ (n) the glass part that fits into an electric lamp, etc. to give light when it is switched on

**bulk** /bʌlk/ (n) a large amount or quantity of sth

**cashier** /kæ'ʃɪə(r)/ (n) a person whose job is to receive and pay out money in a bank, shop / store, hotel, etc.

**confectionery** /kən'fekʃənəri/ (n) sweets / candy, chocolate, etc.

**count for** /'kaʊnt fɔː(r)/ (phr v) to be important or have an effect

**courteous** /'kɜːtɪəs; AmE 'kɜːrt-/ (adj) polite in a way that shows respect

**deducted** /dɪ'dʌktɪd/ (v past participle) something such as money that is taken away from a total amount

**discontinued** /dɪskən'tɪnjuːd/ (adj) no longer being made

**discourteous** /dɪs'kɜːtɪəs; AmE -'kɜːrt-/ (adj) not polite in a way that does not show respect

**dissatisfied** /dɪs'sætɪsfɑɪd/ (adj) not happy or satisfied with sb / sth

**efficient** /ɪ'fɪʃənt/ (adj) doing sth well and thoroughly with no waste of time, money, or energy

**encounter** /ɪn'kaʊntə(r)/ (n) an occasion on which two or more people meet and have to deal with each other, especially when this is unexpected

**exceed customers' expectations** /ɪk'siːd kʌstəməz ekspek'teɪʃnz/ (phrase) to make sth better than customers hoped or expected

**existing** /ɪg'zɪstɪŋ/ (adj) happening, used, or in place at the present time

**existing customer** /ɪg'zɪstɪŋ 'kʌstəmə(r)/ (n) a person who is a customer at the present time

**find your feet** /,faɪnd 'fi:t/ (phrase) to become able to act independently and with confidence

**get feedback** /get 'fiːdbæk/ (phrase) to get advice, criticism, or information about how good or useful sth is

# Glossary | Unit by unit

- high-quality** /ˌhaɪ ˈkwɒləti/ (adj) of a very good standard
- literally** /ˈlɪtərəli/ (adv) used to emphasize the truth of sth that may seem surprising
- lose customers** /ˌluːz ˈkʌstəmə(r)z/ (phrase) to have customers taken away by another company
- loyal** /ləʊəl/ (adj) remaining faithful to sb / sth and continuing to support them or it
- measure customer satisfaction** /ˌmeʒə(r) ˌkʌstəmə(r) sətɪsˈfækʃn/ (phrase) to find out how pleased customers are with a product or service
- meet customers' needs** /mi:t ˌkʌstəmə(r)z ˈni:dz/ (phrase) to give customers what they want or need
- negotiation** /ˌnɪɡəʊɪˈeɪʃn; AmE -ɡoʊ-/ (n) a formal discussion between people who are trying to reach an agreement
- originate** /əˈrɪdʒɪneɪt/ (v) to happen or appear for the first time in a particular place or situation
- quibble** /ˈkwɪbl/ (v) to argue or complain about a small matter or an unimportant detail
- reassure** /rɪəˈʃʊə(r)/ (v) to say or do sth that makes sb less frightened or worried
- receipt** /rɪˈsi:t/ (n) a piece of paper that shows that goods or services have been paid for
- refund** /rɪˈfʌnd/ (v) to give sb their money back, especially because they have paid too much or because they are not satisfied with sth they bought
- repeat** /rɪˈpi:t/ (adj) happening or doing sth again in the same way as before
- responsive** /rɪˈspɒnsɪv/ (adj) reacting quickly and in a positive way
- rule of thumb** /ˌru:l əv ˈθʌm/ (phrase) a practical method of doing or measuring sth, usually based on past experience rather than on exact measurement
- satisfied** /ˈsætɪsfaɪd/ (adj) pleased because you got what you wanted
- specifically** /spəˈsɪfɪkli/ (adv) in a detailed and exact way
- stuff** /stʌf/ (n) (informal) used to refer in a general way to a group or type of things
- sub-standard** /sʌbˈstændəd; AmE -dər/ (adj) not as good as normal; not acceptable
- superb** /suːˈpeɪb; AmE ˈpeɪr/ (adj) excellent; of very good quality
- sympathize** /ˈsɪmpəθaɪz/ (v) to show that you understand and feel sorry about sb's problems
- take notice** /ˌteɪk ˈnəʊtɪs; AmE ˈnoʊt-/ (phrase) to pay attention to sb / sth
- tills** /tɪlz/ (n pl) machines used in shops / stores, restaurants, etc. that have a drawer for keeping money in, and that show the amount of money received for each thing that is sold
- tough** /tʌf/ (adj) (informal) unfortunate, but impossible to change
- turn (sb) away** /ˌtɜ:n əˈweɪ; AmE ˌtɜ:rn-/ (phr v) to refuse to allow sb to enter a place
- uncaring** /ʌnˈkeərɪŋ; AmE ˈker-/ (adj) not kind or helpful, and not sympathetic to other people's feelings
- unpublicized rule** /ʌnˌpʌblɪsaɪzd ˈru:l/ (n) a rule that is not official or written down, but that people know about and follow
- upset** /ʌpˈset/ (adj) unhappy or annoyed
- affiliated** /əˈfɪliətɪd/ (adj) closely connected to or controlled by a group or an organization
- bribery** /ˈbrɪəbəri/ (n) the dishonest act of giving sb money to persuade them to help you or to do sth bad
- by-product** /ˈbaɪprɒdʌkt; AmE -prɑ:d-/ (n) a substance that is produced during the process of making or destroying sth else
- cheer** /tʃɪə; AmE tʃɪr/ (n) a shout of joy, support, or praise, especially from a group of people
- claim** /kleɪm/ (v) to say that sth is true although it has not been proved and other people may not believe it
- combat** /ˈkɒmbæt; AmE ˈkɑ:m-/ (v) to stop sth unpleasant or harmful from happening or from getting worse
- comply with regulations** /kəmˌplaɪ wɪð ˌreɡjuˈleɪʃnz/ (phrase) to obey the official rules about how sth should be done
- contributor** /kənˈtrɪbjʊtə(r)/ (n) something that helps to cause sth
- corroded** /kəˈrəʊdɪd; AmE ˈroʊ-/ (adj) damaged by the gradual action of chemicals
- corruption** /kəˈrʌpʃn/ (n) dishonest or illegal behaviour, especially of people in authority
- counteract** /ˌkaʊntərˈækt/ (v) to do sth to reduce or prevent the bad or harmful effects of sth
- credibility** /kredɪˈbɪləti/ (n) the quality that sb / sth has that makes people believe or trust them
- deception** /dɪˈsepʃn/ (n) the act of deliberately making sb believe sth that is not true
- discreet** /dɪˈskri:t/ (adj) careful in what you say or do, in order to keep sth secret or to avoid causing embarrassment or difficulty for sb
- discrimination** /dɪskrɪmɪˈneɪʃn/ (n) the practice of treating sb or a particular group in society less fairly than others
- donate time** /dəʊˌneɪt ˈtaɪm; AmE doʊ-/ (phrase) to spend some of your free time helping other people or helping an organization such as a charity
- dye** /daɪ/ (v) to change the colour of sth, especially by using a special liquid or substance
- ethics** /ˈeθɪks/ (n pl) moral principles that control or influence a person's behaviour
- ethos** /ˈi:θɒs; AmE -θɑ:s/ (n) moral ideas and attitudes that belong to a particular group or society
- exotic** /ɪɡˈzɒtɪk; AmE ˈzɑ:t-/ (adj) exciting and unusual because it is connected with foreign countries, especially tropical countries
- exploit** /ɪkˈsplɔɪt/ (v) to treat sb unfairly by making them work and not giving them much in return
- fairness** /ˈfeənəs; AmE ˈfer-/ (n) the quality of treating people equally or in a way that is reasonable
- feature** /ˈfi:tʃə(r)/ (n) a special article or programme about sb / sth in a newspaper, on television, etc.
- generosity** /dʒenəˈrɒsɪti; AmE ˈrɑ:s-/ (n) the fact of being generous (= willing to give sb money, gifts, time, or kindness freely)
- greed** /ɡri:d/ (n) a strong desire for more wealth, possessions, power, etc. than a person needs
- initiative** /ɪˈnɪʃɪətɪv/ (n) a new plan for dealing with a particular problem or for achieving a particular purpose
- itinerary** /aɪˈtɪnəri/ (n) a plan of a journey, including the route and the places that you visit
- livelihood** /ˈlɪvliˌhʊd/ (n) a means of earning money in order to live
- methane** /ˈmi:θeɪm/ (n) a gas without colour or smell, that burns easily and is used as fuel

## Unit 6

- act responsibly** /ˌækt rɪˈspɒnsɪbli; AmE ˈspɑ:ns-/ (phrase) to behave in a way that shows you want to do the right thing and avoid harming people or things by your actions

# Glossary | Unit by unit

**organic** /ɔː'gæɪnɪk; AmE ɔːr-/ (adj) (of food, farming methods, etc.) produced or practised without using artificial chemicals

**paddling** /'pædlɪŋ/ (n) moving in a small boat or canoe through water using a paddle (= a short pole with a flat wide part)

**pesticide** /'pestɪsaɪd/ (n) a chemical used for killing pests, especially insects

**poverty** /'pɒvəti; AmE 'pɔːvərti/ (n) the state of being poor

**prejudice** /'predʒədɪs/ (n) an unreasonable dislike of or preference for a person, group, custom, etc., especially when it is based on their race, religion, sex, etc.

**pretend** /prɪ'tend/ (v) to try to make people believe sth that is not true

**rare** /reə(r); AmE rer/ (adj) not done, seen, happening, etc. very often

**reduce the impact** /rɪ'djuːs ðɪ 'ɪmpækt/ (phrase) to make sth have a less powerful effect on sb / sth, especially a bad effect

**reforestation** /rɪːfɔːrɪ'steɪʃn; AmE -fɔːr-/ (n) the act of planting new trees in an area where there used to be a forest

**responsibility** /rɪspɒnsə'bɪlɪti; AmE -spɑːns-/ (n) the feeling that you have a duty to deal with or take care of sb / sth

**sample** /'sɑːmpl; AmE 'sæmpl/ (v) to taste a particular food, usually for the first time

**share a strong commitment** /,ʃeər ə strɒŋ kə'mɪtmənt; AmE ʃer ə strɑːŋ-/ (phrase) to promise as a group that you will do sth, support sth, etc. because you strongly believe that it is important

**source** /sɔːs; AmE sɔːrs/ (v) to get sth from a particular place

**spontaneous** /spɒn'teɪniəs; AmE spɑːn/ (adj) not planned, but done because you suddenly want to do it

**stay true to (your) principles** /steɪ truː tə 'prɪnsəplz/ (phrase) to continue to behave according to particular beliefs about what is right, even when situations change

**take an active part in** /teɪk ən 'æktɪv 'pɑːt ɪn; AmE -'pɑːrt/ (phrase) to be involved in a situation in a way that involves doing things and making an effort

**turtle** /'tɜːtl; AmE 'tɜːrtl/ (n) a large reptile with a hard round shell that lives in the sea

**values** /'væljuːz/ (n pl) beliefs about what is right and wrong and what is important in life

## Unit 7

**abstract** /'æbstrækt/ (adj) based on thoughts and ideas rather than on physical reality

**actual** /'æktʃʊəl/ (adj) real or existing in fact

**apparent** /ə'pærənt/ (adj) that seems to be real or true, but may not be

**argue** /'ɑːɡjuː; AmE ɑːrg-/ (v) to give reasons why you think that sth is right / wrong, true / not true, etc., especially to persuade people that you are right

**associated** /ə'səʊsɪeɪtɪd; AmE -'soʊ-/ (adj) if one thing is associated with another, the two things are connected because they happen together or one thing causes the other

**cashflow** /'kæʃfləʊ; AmE -floo/ (n) the movement of money into and out of a business as goods are bought and sold

**compliment** /'kɒmplɪmənt; AmE 'kɑːm-/ (v) to tell sb that you like or admire sth they have done, their appearance, etc.

**concern** /kən'seɪn; AmE -'seɪn/ (n) a strong interest in sb / sth and a desire to help or protect them

**consider all the options** /kən'sɪdər ɔːl ðɪ 'ɒpʃənz; AmE -'ɑːpʃənz/ (phrase) to think about all the possible things you could do in a situation before choosing the best one

**conventional** /kən'venʃənəl/ (adj) tending to follow what is done or considered acceptable by society in general

**courtroom** /'kɔːtruːm; AmE 'kɔːrt-/ (n) a room in which trials or other legal cases are held

**creative** /kri'eɪtɪv/ (adj) having the ability to think of new things and ideas

**decide between** /dɪ'saɪd bɪtwɪn/ (v) to choose one of two things

**deficit** /'defɪsɪt/ (n) the amount by which money spent or owed is greater than money earned in a particular period of time

**detached** /dɪ'tætʃt/ (adj) not influenced by other people or by your own feelings

**determined** /dɪ'tɜːmɪnd; AmE -'tɜːrɪm-/ (adj) firm in your decisions, so you will not let anyone prevent you from doing what you want to do

**emerge** /ɪ'mɛːdʒ; AmE -'mɛːrɪdʒ/ (v) to gradually start to exist, appear, or become known

**emotion** /ɪ'məʊʃn; AmE -'moʊ-/ (n) a strong feeling such as love, fear, or anger

**evidence** /'evɪdəns/ (n) the facts, signs, or objects that make you believe that sth is true

**expenditure** /ɪk'spendɪtʃə(r)/ (n) the act of spending or using money, or an amount of money spent

**expressive** /ɪk'spresɪv/ (adj) showing or able to show your thoughts and feelings

**extrovert** /'ekstrəvɜːt; AmE -vɜːrt/ (n) a lively and confident person who enjoys being with other people

**flexible** /'fleksɪbl/ (adj) willing and able to change to suit different conditions or situations

**focused** /'fəʊkəst; AmE 'foʊ-/ (adj) with very clear aims and your attention clearly directed towards what you want to do

**freeze on recruitment** /frɪz ɒn rɪ'krʊtɪmənt/ (phrase) a policy by a company of not employing any new people for a period of time

**get a different perspective** /get ə ,dɪfrənt pə'spektɪv; AmE -pər-/ (phrase) to change your attitude or way of thinking about sth

**have confidence in (your) judgment** /hæv ,kɒnfɪdəns ɪn 'dʒʌdʒmənt/ (phrase) to feel sure that you are able to make sensible decisions

**impulsive** /ɪm'pʌlsɪv/ (adj) acting suddenly without thinking carefully about what might happen because of what you are doing

**indecisive** /ɪndɪ'saɪsɪv/ (adj) unable to make decisions

**innate** /ɪ'neɪt/ (adj) that a person is born with and never loses

**instinctive** /ɪn'stɪŋktɪv/ (adj) based on instinct, not thought or training

**introvert** /ɪn'trəvɜːt; AmE -vɜːrt/ (n) a quiet person who is more interested in their own thoughts and feelings than in spending time with other people

**intuition** /ɪn'tjuːɪʃn; AmE -tu-/ (n) the ability to know sth by using your feelings rather than considering the facts

**judge** /dʒʌdʒ/ (v) to form an opinion about how good sb / sth is, based on the information you have

**lay-off** /'leɪɒf; AmE -ɑːf/ (n) an act of making people unemployed because there is no more work for them to do

**make up (your) mind** /meɪk ʌp 'maɪnd/ (phrase) to decide

**methodical** /mə'θɒdɪkəl; AmE -'θɑːd-/ (adj) doing things in a careful and logical way



# Glossary | Unit by unit

**overheads** /'əʊvəhedz; AmE 'oʊvər-/ (n pl) regular costs that you have when you are running a business or an organization, such as rent, electricity, wages, etc.

**pragmatic** /præg'mætɪk/ (adj) solving problems in a practical and sensible way rather than by having fixed ideas or theories

**provider** /prə'vaɪdə(r)/ (n) a person or an organization that supplies sb with sth they need or want

**rational** /'ræʃənəl/ (adj) based on reason rather than emotions

**reject** /rɪ'dʒekt/ (v) to refuse to accept or consider sth

**rely on feelings** /rɪˌlaɪ ɒn 'fi:liŋz/ (phrase) to use your emotions to help you decide what to do

**self-contained** /self kən'teɪnd/ (adj) not needing or depending on other people

**sensor** /'sensə(r)/ (n) someone who likes to be sensible and to make decisions by considering the facts rather than based on their feelings

**stick with** /'stɪk wɪð/ (phr v) to continue with sth or continue doing sth

**stock** /stɒk; AmE stɑ:k/ (n) a supply of goods that is available for sale in a shop / store

**subsidy** /'sʌbsədi/ (n) money that is paid by a government or an organization to reduce the costs of services or of producing goods so that their prices can be kept low

**tactful** /'tæktfl/ (adj) careful not to say or do anything that will annoy or upset other people

**thorough** /'θʌrə; AmE 'θɛ:rəʊ/ (adj) doing things very carefully and with great attention to detail

**thoughtful** /'θɔ:tfʊl/ (adj) showing careful thought, especially about other people's feelings

**trouble-shooter** /'trʌbl ʃu:tə(r)/ (n) a person who helps to solve problems in a company or an organization

**trust your instincts** /,trʌst jɔ:r 'ɪnstɪŋkts/ (phrase) to have faith in your feelings about what to do, even when they may not be based on fact or reason

**ultimately** /'ʌltɪmətli/ (adv) in the end; finally

**unconventional** /ʌnkən'venʃənəl/ (adj) tending to behave or think in an unusual way rather than following what is done or considered acceptable by most people

**USP** /,ju: es 'pi:/ (n) unique selling point; a feature of a product or service that makes it different from all the others

**vertical** /'vɛ:tɪkl; AmE 'vɛ:rt-/ (adj) going straight up or down from a level surface

**weigh up information** /weɪ ʌp ɪnfə'meɪʃn; AmE -ɪnfər-/ (phrase) to consider information carefully before forming an opinion about it

**wisdom** /'wɪzdəm/ (n) the ability to make sensible decisions and give good advice because of the experience and knowledge that you have

## Unit 8

**achieve lower overheads** /ə,tʃɪv ləʊər 'əʊvəhedz/ (phrase) to succeed in reducing the regular costs that you have when you are running a business or an organization

**afford** /ə'fɔ:d; AmE -'fɔ:rd/ (v) if you say that you can't afford to do sth, you mean that you should not do it because it will cause problems for you if you do

**booming** /'bʊ:miŋ/ (adj) rapidly growing or becoming more successful

**buoyant** /'bɔɪənt/ (adj) tending to increase or stay at a high level, usually showing financial success

**business process outsourcing** /,bɪznəs ˌprəʊses 'aʊtsɔ:sɪŋ/ (n) the practice of giving the responsibility for running a particular system or service to people outside the company

**competitive edge** /kəmˌpetətɪv 'edʒ/ (phrase) something that gives you an advantage over competitors

**controversial** /,kɒntrə'veɜ:ʃl; AmE kɑ:ntərə'veɜ:rʃl/ (adj) causing a lot of angry public discussion and disagreement

**core activity** /,kɔ:r æk'tɪvɪti/ (phrase) the main or most important things that an organization does

**cost-cutting measures** /'kɒstkʌtɪŋ ˌmeʒəz/ (phrase) things you do to try to reduce the amount of money spent by a business

**create jobs** /kriˌeɪt 'dʒɒbz; AmE -'dʒɑ:bz/ (phrase) to make work for more people

**cultural affinity** /,kʌltʃərəl ə'fɪnəti/ (phrase) a feeling that you understand and like sb's culture

**develop strategies** /dɪˌveləp 'strætədʒi:z/ (phrase) to think of plans that are intended to achieve a particular purpose

**distinguish** /dɪs'tɪŋɡwɪʃ/ (v) to recognize how one thing is different from another

**establishment** /ɪs'tæblɪʃmənt/ (n) the act of starting or creating sth that is meant to last for a long time

**expertise** /,ekspə'ti:z; AmE ˌekspər-/ (n) expert knowledge or skill in a particular subject, activity, or job

**export growth** /'ekspɔ:t ˌgrəʊθ; AmE 'ekspɔ:rt ˌgrəʊθ/ (n) an increase in the number of goods sold to other countries

**free up human resources** /,fri: ʌp ˌhju:mən rɪ'zɔ:sɪz/ (phrase) to make more people available to work on other things

**fuel by** /'fju:əl baɪ/ (v) to increase sth or make it stronger

**get through** /,get 'θru:/ (phr v) to succeed in finishing sth

**graduate** /'grædjueɪt/ (n) someone who has a university degree

**indirect employment** /ɪndaɪˌrekt ɪm'plɔɪmənt/ (n) employment of people to work for a company by an independent business that provides their services under a contract

**infrastructure** /'ɪnfɹəstrʌktʃə(r)/ (n) the basic systems and services that are necessary for a country or an organization to run smoothly, for example buildings, transport, and water and power supplies

**job losses** /'dʒɒb lɔ:sɪz; AmE 'dʒɑ:b lɑ:sɪz/ (n pl) the fact of people no longer having a job

**knock-on effect** /,nɒkɒn ɪ'fekt; AmE ˌnɑ:kɑ:n-/ (n) an event caused by another event

**legal** /'li:gəl/ (adj) relating to the law

**nickname** /'nɪkneɪm/ (n) an informal, often humorous, name for a person or organization

**offshore** /,ɒf 'ʃɔ:(r); AmE ˌɑ:f-/ (adj) happening or based in a different country

**payroll** /'peɪrɔ:l; AmE -rɔʊl/ (n) the activity of managing the payment of wages to everyone that works for a company

**productivity** /ˌprɒdvɪ'tɪvɪti; AmE ˌprɑ:d-/ (n) rate at which a worker, a company, or a country produces goods, and the amount produced, compared with how much time, work, and money is needed to produce them

**protectionism** /prə'tekʃənɪzəm/ (n) the principle or practice of protecting a country's own industry by taxing foreign goods

**pursue** /pə'sju:; AmE pər'su:/ (v) to do sth or try to achieve sth over a period of time

# Glossary | Unit by unit

**quality of life** /ˌkwɒləti əv laɪf; AmE ˌkwɑː-/ (n) how good a person's life is when compared with others

**recruit** /rɪˈkrʊ:t/ (v) to find new people to join a company, an organization, the armed forces, etc.

**repeal** /rɪˈpi:l/ (v) to officially make a law no longer valid

**sector** /ˈsektə(r)/ (n) a part of an area of activity, especially of an economy

**shortfall** /ˈʃɔ:tʃɔ:l; AmE ˈʃɔ:rt-/ (n) less of something than you need or expect

**skilled worker** /ˌskɪld ˈwe:kə(r); AmE ˈwe:rk-/ (n) a worker who has special abilities or training

**spill** /spɪl/ (v) to make liquid flow over the edge of a container by accident

**streamline** /ˈstri:mlaɪn/ (v) to make a system, an organization, etc. work better, especially in a way that saves money

**subsequently** /ˈsʌbsəkwentli/ (adv) afterwards; later; after sth else has happened

**threefold** /ˈθri:fəʊld; AmE -foʊld/ (adv) by three times as much

**training facilities** /ˈtreɪnɪŋ fəˈsɪlətɪz/ (n pl) buildings, services, equipment, etc. that are provided for the purpose of training staff

**treble** /ˈtrebl/ (v) to become three times as much or as many

**volume of work** /ˌvɒljʊm əv ˈwe:k/ (phrase) the amount of work that is done or has to be done

**work ethic** /ˈwe:k əθɪk; AmE ˈwe:rk-/ (n) a moral belief that it is good to work hard

## Unit 9

**ability** /əˈbɪləti/ (n) someone's level of skill or intelligence

**abroad** /əˈbrɔ:d/ (adv) in or to a foreign country

**acquire** /əˈkwɪə(r)/ (v) to gain or obtain sth

**appoint** /əˈpɔɪnt/ (v) to choose sb for a job or position of responsibility

**bureaucracy** /bjʊəˈrɒkrəsi; AmE bjʊˈrɑ:k-/ (n) official rules and ways of doing things that seem complicated or make things happen more slowly

**challenge** /ˈtʃælɪndʒ/ (n) a new or difficult task that tests sb's ability and skill

**change of direction** /ˌtʃeɪndʒ əv daɪˈrekʃn/ (phrase) a change in sb's aims or the way in which their life is developing;

**coincide** /ˌkɔɪnˈsaɪd; AmE ˌkoʊ-/ (v) to take place at the same time as another event

**commodity** /kəˈmɒdɪti; AmE -ˈmɑ:d-/ (n) a product or a raw material that can be bought and sold

**compromise** /ˈkɒmprəmaɪz; AmE ˈkɑ:mp-/ (n) an agreement made between two people or groups in which each side gives up some of the things they want so that both sides are happy

**consultant** /kənˈsʌltənt/ (n) a person who knows a lot about a particular subject and is employed to give advice about it to other people

**corporate culture** /ˌkɔ:pərət ˈkʌltʃə(r); AmE kɔ:rp-/ (n) the values and ways of thinking that are typical of a large business organization

**deployment** /dɪˈplɔɪmənt/ (n) the fact of being moved to a particular place in order to be used there or to work there

**expendable** /ɪkˈspendəbl/ (adj) that can be got rid of when no longer useful or needed

**get on** /ˌget ˈɒn; AmE -ˈɑ:n/ (phr v) to be successful in your career

**glass ceiling** /ˌglɑ:s ˈsi:lɪŋ; AmE ˌglæs-/ (n) the barrier created by people's attitudes that stops women, or other groups, from getting the most senior jobs

**incompetent** /ɪnˈkɒmpɪtənt; AmE -ˈkɑ:m-/ (adj) not having the skill or ability to do your job or a task as it should be done

**invest** /ɪnˈvest ɪn/ (v) to spend money on sth in order to make it better or more successful

**job mobility** /ˌdʒɒb məˈbɪləti; AmE ˌdʒɑ:b-/ (n) the ability to move easily from one job to another

**key vacancy** /ˌki: ˈveɪkənsi/ (n) a very important job in a company that is available for sb to have

**laid off** /ˌleɪd ˈɒf; AmE -ˈɑ:f/ (adj) told that you no longer have a job because there is not enough work for you to do

**living expenses** /ˈlɪvɪŋ ɪkspensɪz/ (n pl) money spent on things you need in everyday life

**make (sb) redundant** /meɪk rɪˈdʌndənt/ (phrase) to tell sb they no longer have a job because there is no work available for them in a company

**monotonous** /məˈnɒtənəs; AmE -ˈnɑ:t-/ (adj) never changing and therefore boring

**native** /ˈneɪtɪv/ (adj) your native country is the country where you were born and lived for the first years of your life

**no-no** /ˈnəʊ nəʊ; AmE ˈnoʊ noʊ/ (n) a thing or a way of behaving that is not acceptable in a particular situation

**opportunity for advancement** /ɒpəˈtju:nəti fɔ:r ədˈvɑ:nsmənt/ (phrase) the possibility of making progress or reaching a higher position in your job

**opt** /ɒpt; AmE ɑ:pt/ (v) to choose to take a particular course of action

**personal development** /ˌpɜ:sənl dɪˈveləpmənt; AmE ˌpeɪrs-/ (n) growth and improvement in a person's skills, experience, and knowledge

**promote** /prəˈməʊt; AmE -ˈmoʊt/ (v) to move sb to a higher rank or more senior job

**prospects** /ˈprɒspekts; AmE ˈpra:s-/ (n pl) the chances of being successful

**recurring** /rɪˈkeɪrɪŋ/ (adj) that happens again and again

**red tape** /ˌred ˈteɪp/ (n) official rules that seem more complicated than necessary and prevent things from being done quickly

**redeploy** /ˌri:diˈplɔɪ/ (v) to move sb / sth to a new position or job

**regret** /rɪˈɡret/ (v) to feel sorry about sth you have done

**relocation** /ˌrɪləʊˈkeɪʃn/ (n) the process of moving sb / sth to a new place to work or operate

**resource** /rɪˈzɔ:s; AmE -ˈzɔ:rs/ (v) to provide sth with the money or equipment that is needed

**restless** /ˈrestləs/ (adj) unable to stay still or be happy where you are, because you are bored or need a change

**retain** /rɪˈteɪn/ (v) to keep sb / sth and stop them from leaving or being lost

**retirement** /rɪˈtaɪəmənt; AmE -ˈtaɪə-/ (n) the fact of stopping work because you have reached a particular age, or the time when you do this

**repatriation** /ˌri:pəˈtri:eiʃn; AmE -peɪt-/ (n) the action of sending or bringing sb back to their own country

**roster** /ˈrɒstə(r); AmE ˈrɑ:s-/ (n) a list of people's names and the jobs that they have to do or the times when they are available

**secondment** /sɪˈkɒndmənt; AmE -ˈkɑ:nd-/ (n) the fact of moving an employee to another department, office, etc. in order to do a different job for a short period of time



# Glossary | Unit by unit

**sideways move** /ˌsaɪdweɪz 'muːv/ (n) a change to another job at the same level as before, not higher or lower

**staff development** /ˌstɑːf dɪ'veləpmənt; AmE ˌstɑːf/ (n) the process of allowing employees to grow and improve in their skills, experience, and knowledge

**staff turnover** /ˌstɑːf 'tɜːnəʊvə(r); AmE ˌstɑːf 'tɜːrnəʊvər/ (n) the rate at which employees leave a company and are replaced by other people

**stretch** /stretʃ/ (v) to use more of or use a lot of your money, supplies, time, etc

**suitable** /ˈsuːtəbl/ (adj) right or appropriate for a particular purpose

**take early retirement** /ˌteɪk ɛərli rɪ'taɪəmənt; AmE -ɛərli rɪ'taɪər-/ (phrase) to choose to stop work before the age when people normally do this

**team spirit** /ˌtiːm 'spɪrɪt/ (n) the desire and willingness of people to work together and help each other as part of a team

**temporary secondment** /ˌtɛmpərəri sɪ'kɒndmənt/ (phrase) a short time spent in another department, office, etc. doing a different job

**tentative** /'tɛntətɪv/ (adj) not definite or certain

**training** /ˈtreɪnɪŋ/ (n) the process of learning the skills that you need to do a job

**transferable skills** /trɑːnzfɛrəbl 'skɪlz; AmE trɑːnz-/ (phrase) skills that can be used in different jobs or situations

**unemployed** /ˌʌnɪm'plɔɪd/ (adj) without a job when you want one

**update skills** /ʌpˌdeɪt 'skɪlz/ (phrase) to learn the most modern ways of doing a job

**vast** /vɑːst; AmE væst/ (adj) extremely large

## Unit 10

**absolutely** /ˌæbsə'luːtli/ (adv) used to emphasize a negative or positive word that follows

**bagel** /'beɪɡəl/ (n) a hard bread roll shaped like a ring

**borrow** /'bɒrəʊ; AmE 'bɔːrəʊ/ (v) to take money from a person or bank and agree to pay it back to them at a later time

**bow to** /'baʊ tu/ (phr v) to agree to do sth because other people want you to

**branch out** /ˌbrɑːnʃ 'aʊt; AmE ˌbrænʃ/ (phr v) to start to do an activity that you have not done before, especially in your work or business

**business angel** /'bɪznəs ˌeɪndʒəl/ (n) someone who invests their own money to help a new business

**business model** /'bɪznəs ˌmɒdəl; AmE -,mɑːdəl/ (n) a plan for the way a business will operate to make money

**business plan** /'bɪznəs ˌplæn/ (n) a written document stating how a business will get the money it needs and how it will make money

**collapsible** /kə'læpsɪbl/ (adj) that can be folded flat or made into a smaller shape that uses less space

**commuter** /kə'mjuːtə(r)/ (n) a person who travels into a city to work each day, usually from quite far away

**completely** /kəm'pliːtli/ (adv) in every possible way; used for emphasizing the word or phrase that follows

**crunchy** /'krʌnʃi/ (adj) firm and crisp and making a sound when you bite or crush it

**day's leave** /ˌdeɪz 'liːv/ (phrase) a day when you are allowed to be away from work for a holiday / vacation or for a special reason

**differentiate** /ˌdɪfə'renʃi'eɪt/ (v) to show that things or people are not the same

**drawback** /'drɔːbæk/ (n) disadvantage or problem that makes sth less attractive

**extremely** /ɪk'striːmli/ (adv) to a very high degree; used to emphasize the adjective or adverb that follows

**favour** /'feɪvə(r)/ (n) [BrE] [AmE favor] a thing that you do to help sb

**fee** /fiː/ (n) an amount of money that you pay to join an organization, or to do sth

**financial backing** /ˌfaɪnænʃəl 'bækɪŋ/ (phrase) help in the form of money that makes it possible for you to do sth

**gap in the market** /ˌɡæp ɪn ðə 'mɑːkɪt; AmE -'mɑːrk-/ (phrase) a business opportunity to make or sell sth that is not yet available

**get (sb) on board** /ˌget ɒn 'bɔːd; AmE -ɑːn 'bɔːrd/ (phrase) to persuade sb to work with you or join you

**go public** /ˌɡəʊ 'pʌblɪk; AmE ˌɡoʊ-/ (phrase) to start selling shares on the stock exchange

**gradual** /'ɡrædʒuəl/ (adj) happening slowly over a long period; not sudden

**grant** /ˈɡrɑːnt; AmE 'grænt/ (v) to agree to give sb what they ask for or do what they ask you to do

**head hunter** /'hed hʌntə(r)/ (n) a person or company whose job is to find people with the right skills for a particular position in a company and to persuade them to join this company

**hectic** /'hektɪk/ (adj) very busy and full of activity

**hugely** /hjuːdʒli/ (adv) extremely

**incredibly** /ɪn'kredəbli/ (adv) extremely

**insurance** /ɪn'ʃʊərəns; AmE -'ʃʊr-/ (n) an arrangement with a company in which you pay them regular amounts of money and they agree to pay the costs, for example, if you die or are ill / sick, or if you lose or damage sth

**loan** /ləʊn; AmE loʊn/ (n) money that an organization such as a bank lends and sb borrows

**network of contacts** /ˌnetwɜːk əv 'kɒntækt/ (phrase) a group of people that you know who can be helpful to you in your work

**on-call shift** /ˌɒn kɔːl 'ʃɪft; AmE ˌɑːn-/ (phrase) a period of time when particular employees are available for work if necessary, especially in an emergency

**outrageous** /aʊt'reɪdʒəs; AmE ɔʊt-/ (adj) shocking and unacceptable

**put (sb) in touch** /ˌpʊt ɪn 'tʌtʃ/ (phrase) to make it possible for sb to communicate with sb, for example by giving them an address or phone number

**quote** /kwəʊt; AmE kwout/ (n) a statement of how much money a particular piece of work will cost

**rave review** /ˌreɪv rɪ'vjuː/ (phrase) an article in a newspaper, magazine etc. that is very enthusiastic about sth

**really** /'riːəli/ (adv) very; used to emphasize an adjective or adverb

**reputable** /re'pjʊtəbl/ (adj) that people consider to be honest and to provide a good service

**resign** /rɪ'zaɪn/ (v) to officially tell sb that you are leaving your job, an organization, etc.

**retailer** /'riːteɪlə(r)/ (n) a person or business that sells goods to the public

**return on investment** /rɪˌteɪn ɒn ɪn'vestmənt; AmE rɪˌteɪn ɑːn-/ (phrase) the amount of profit that you get from money you have invested

**reunion** /riːjuːniən/ (n) a social occasion or party attended by a group of people who have not seen each other for a long time

**ridiculous** /rɪ'dɪkjələs/ (adj) very silly or unreasonable

# Glossary | Unit by unit

**scooter** /'sku:tə(r)/ (n) a light vehicle with two wheels, that has a small engine or is pushed along using the rider's feet

**shareholder** /'ʃeəhəʊldə(r); AmE 'ʃerhəʊld-/ (n) an owner of shares in a company or business

**solicitor** /sə'lisɪtə(r)/ (n) [BrE] a lawyer who prepares legal documents, for example for the sale of land or buildings, and advises people on legal matters

**stake** /steɪk/ (n) money that sb invests in a company

**start-up capital** /'stɑ:tʌp ,kæpɪtl; AmE 'stɑ:rt-/ (n) money used to start a new business

**stock taking** /'stɒkteɪkɪŋ; AmE 'stɔ:k-/ (n) the process of making a list of all the goods that a shop / store or business has available for use or sale

**struggle** /'strʌgl/ (v) to try very hard to do sth when it is difficult or when there are a lot of problems

**sweep** /'swi:p/ (v) to clean a room, surface, etc. using a broom (= a type of brush on a long handle)

**tight** /taɪt/ (adj) difficult to manage because there is not enough time, money etc.

**totally** /'təʊtəli; AmE 'toʊt-/ (adv) completely

**tough** /tʌf/ (adj) causing problems or difficulties

**turnover** /'tɜ:nəʊvə(r); AmE 'tɜ:rnəʊvər/ (n) the total amount of goods or services sold by a company during a particular period of time

**venture capitalist** /,ventʃə(r) ,kæpɪtɪst/ (n) a private investor or company that invests money in new companies, which may involve a lot of risk and bring good profits

**viable** /'vaɪəbl/ (adj) that can be done; that will be successful

## Unit 11

**access** /'ækses/ (n) the opportunity or right to use sth or to see sb / sth

**according to** /ə'kɔ:dɪŋ tə/ (prep) as stated or reported by sb / sth

**analyse** /'ænləɪz/ (v) to examine the nature or structure of sth, especially by separating it into its parts, in order to understand or explain it

**chaos** /'keɪs; AmE -ɑ:s/ (n) a state of complete confusion and lack of order

**collaborate** /kə'læbəreɪt/ (v) to work together with sb in order to produce or achieve sth

**communication** /kə,mju:ni'keɪʃn/ (n) methods of sending information, such as telephones, radio, computers, etc., or the activity of giving or sending information

**connect** /kə'nekt/ (v) to join a computer to the Internet or a computer network

**connection** /kə'nekʃn/ (n) the act of connecting or the state of being connected

**consultation** /kɒnsəl'teɪʃn; AmE ,kɑ:n-/ (n) a meeting or discussion with an expert, especially a doctor, to get advice or treatment

**counterpart** /'kaʊntəpɑ:t; AmE -təpɑ:rt/ (n) someone that has the same position or function as sb / sth else in a different place or situation

**crowded** /'kraʊdɪd/ (adj) having a lot of people

**demo** /'deməʊ; AmE -moʊ/ (n) (informal) an act of showing or explaining how sth works or is done

**development** /dɪ'veləpmənt/ (n) a new event or stage in sth, or a new and advanced product

**devise** /dɪ'vaɪz/ (v) to invent sth new or a new way of doing sth

**diagnosis** /daɪəg'nəʊsɪs; AmE -'noʊs-/ (n) the act of discovering or identifying the exact cause of an illness or a problem

**economy** /'i:kənəmi; AmE -'kɑ:n-/ (n) the relationship between production, trade, and the supply of money in a particular country or region

**excluded** /ɪk'sklʊ:dɪd/ (adj) prevented from taking part in sth

**faint** /feɪnt/ (adj) that cannot be clearly heard or seen

**filtering** /'fɪltərɪŋ/ (n) the process of removing sb / sth that you do not want from a large number of people or things using a special system, device, etc.

**flag** /flæg/ (v) to put a special mark next to information that you think is important

**fleet** /fli:t/ (n) a group of ships

**focus on** /'fəʊkəs ɒn; AmE 'fəʊkəs ɑ:n/ (phr v) to give attention, effort, etc. to one particular subject, situation, or person rather than another

**hang up** /,hæŋ 'ʌp/ (phr v) to end a telephone conversation by putting the receiver down or switching the telephone off

**have an impact** /,hæv ən 'ɪmpækt/ (phrase) to have a powerful effect on sb / sth

**innovative** /'ɪnəvətɪv/ (adj) introducing or using new ideas, ways of doing sth, etc.

**integrated** /'ɪntəgreɪtɪd/ (adj) in which many different parts are closely connected and work successfully together

**interact** /,ɪntər'ækt/ (v) to communicate with a person or machine

**involved** /ɪn'vɒlvɪd; AmE -'vɑ:lvd/ (adj) taking part in sth or being connected with sth

**landline** /'lændlaɪn/ (n) a telephone connection that uses wires carried on poles or under the ground, in contrast to a mobile phone / cellphone

**microscope** /'maɪkrəskəʊp; AmE -skəʊp/ (n) an instrument used in scientific study for making very small things look larger so that you can examine them carefully

**obligatory** /ə'bɪlɪgətəri/ (adj) that you must do because of the law, rules, etc.

**participation** /pɑ:tɪ'sɪp'eɪʃn; AmE pɑ:r-/ (n) the act of taking part in an activity or event

**procedure** /prə'si:dʒɪər/ (n) a way of doing sth, especially the usual or correct way

**regardless** /rɪ'gɑ:dləs; AmE -'gɑ:rd-/ (adv) treating something as not important or not relevant

**rotate** /rəʊ'teɪt; AmE roʊ-/ (v) to regularly change a job or regularly change who does the job

**run over** /,rʌn 'əʊvə(r); AmE -'oʊv-/ (phr v) to continue for longer than planned or agreed

**rural** /'rʊərəl; AmE 'rʊr-/ (adj) connected with or in the countryside

**seldom** /'seldəm/ (adv) not often; rarely

**speculation** /,spekjə'leɪʃn/ (n) the act of discussing or thinking about what might happen in the future, without knowing all the facts

**spread** /sprɛd/ (v) to make sth affect, be known by, or used by more and more people

**subscribe** /sʌb'skraɪb/ (v) to pay an amount of money regularly in order to receive or use sth

**surgeon** /'sɜ:dʒən; AmE 'sɜ:rd-/ (n) a doctor who is trained to perform surgery (= medical operations that involve cutting open a person's body)

**tissue** /'tɪʃu:z/ (n) a collection of cells that form the different parts of humans, animals, and plants

# Glossary | Unit by unit

**tool** /tu:l/ (n) a thing that helps you to do your job or to achieve sth  
**transferable** /trɑ:ns'fɛ:rəbl/; AmE træns-/ (adj) that can be moved from one place, person, or use to another  
**tremendous** /tri'mendəs/ (adj) very great  
**urgent** /'ɛ:dʒənt/; AmE 'ɛ:rd-/ (adj) that needs to be dealt with or happen immediately  
**volunteer** /vɒlən'tiə(r)/; AmE vɔ:lən'tɪr/ (n) a person who does a job without being paid for it  
**wider** /'waɪdə(r)/ (adj) more general; including more or many things

## Unit 12

**accept** /ək'sept/ (v) to agree to or approve of sth  
**adapt** /ə'dæpt/ (v) to change your behaviour in order to deal more successfully with a new situation  
**affect** /ə'fekt/ (v) to produce a change in sb / sth  
**against** /ə'geɪnst/ (prep) opposing or disagreeing with sb / sth  
**ambivalent** /æm'bɪvələnt/ (adj) having or showing both good and bad feelings about sb / sth  
**antagonistic** /æntəgə'nɪstɪk/ (adj) showing or feeling opposition in an aggressive way  
**anxious** /'æŋʃəs/ (adj) feeling worried or nervous  
**apathy** /'æpəθi/ (n) the feeling of not being interested in or enthusiastic about anything  
**apprehensive** /,æprɪ'hensɪv/ (adj) worried or frightened that sth unpleasant may happen  
**assure** /ə'ʃʊə(r)/ (v) to tell sb that sth is definitely true or is definitely going to happen, especially when they have doubts about it  
**bottom-up** /,bɒtəm 'ʌp/; AmE ,bɑ:t-/ (adj) starting with or involving the people who have lower positions in an organization or their ideas  
**bring (sth) in** /,brɪŋ 'ɪn/ (phr v) to introduce something such as a new law or policy  
**committed** /kə'mɪtɪd/ (adj) believing strongly in sth and willing to give time and energy to it  
**concerned** /kən'sɛ:nd/; AmE '-sɛ:rnd/ (adj) worried and feeling concern about sth  
**considerably** /kən'sɪdərəbli/ (adv) much; a lot  
**count (sth) out** /,kaʊnt 'aʊt/ (phr v) to decide that sth is not possible or definitely will not happen  
**critical** /'krɪtɪkəl/ (adj) extremely important because a future situation will be affected by it  
**crucial** /'krʊ:ʃəl/ (adj) extremely important, because it will affect other things  
**deal with** /'di:l wɪð/ (phr v) to solve a problem, perform a task, etc.  
**distraction** /dɪs'trækʃn/ (n) a thing that takes your attention away from what you are doing or thinking about  
**doubt** /daʊt/ (n) a feeling of being uncertain about sth or not believing sth  
**drop out** /,drɒp 'aʊt/; AmE ,drɔ:p-/ (phr v) to leave sth or no longer take part in sth, especially before finishing it  
**empowerment** /ɪm'paʊəmənt/; AmE '-pəʊər-/ (n) the action of giving sb more control or power over their life or situation  
**enthusiastic** /ɪn,θju:zɪ'æstɪk/ (adj) feeling or showing a lot of excitement and interest about sb / sth  
**genuinely** /'dʒenju:nli/ (adv) sincerely and honestly

**get rid of** /,get'ɪd əv/ (phr v) to make yourself free of sb / sth that is annoying you or that you do not want  
**hostile** /'hɒstəl/; AmE 'hɑ:stl/ (adj) very unfriendly or aggressive and ready to argue or fight  
**in favour** /,ɪn 'feɪvə(r)/ (phrase) supporting or agreeing with sth / sb  
**keen** /ki:n/ (adj) wanting to do sth or feeling enthusiastic about an activity or idea  
**loose ends** /,lu:s 'endz/ (phrase) part of sth that has not been completely finished or resolved  
**majority** /mə'dʒɔ:rtɪ/; AmE '-dʒɑ:r-/ (adj) done, used etc. by the largest part of a group of people  
**modify** /'mɒdɪfaɪ/; AmE 'mɑ:d-/ (v) to change sth slightly  
**natural wastage** /,nætʃrəl 'weɪstɪdʒ/ (n) the process of reducing the number of people who are employed by an organization by not replacing people who leave their jobs  
**nervous** /'nɛ:vəs/; AmE 'nɛ:rɪv-/ (adj) anxious about sth or afraid of sth  
**nominate** /'nɒmɪneɪt/; AmE 'nɑ:m-/ (v) to formally suggest that sb should be chosen for an important role, prize, position, etc  
**oppose** /ə'pəʊz/; AmE '-pəʊz/ (v) to disagree strongly with a plan or policy  
**optimistic** /,ɒptɪ'mɪstɪk/; AmE ,ɑ:pt-/ (adj) expecting good things to happen or sth to be successful  
**outweigh** /aʊt'weɪ/ (v) to be greater or more important than sth  
**petty theft** /,petɪ 'θeft/ (n) the crime of stealing sth that is not very important or valuable  
**positive** /'pɒzətɪv/; AmE 'pɑ:z-/ (adj) thinking about what is good in a situation; feeling confident and sure that sth good will happen  
**put (sth) on** /,pʊt 'ɒn/; AmE '-ɑ:n/ (phr v) to provide sth specially  
**query** /'kwɪəri/ (n) a question, especially one asking for information or expressing a doubt about sth  
**react** /rɪ'ækt/ (v) to behave in a particular way as a result of or in response to sth  
**rebellious** /rɪ'belɪəs/ (adj) unwilling to obey rules or accept standards  
**receptive** /rɪ'septɪv/ (adj) willing to listen to or to accept new ideas or suggestions  
**resentful** /rɪ'zentfʊl/ (adj) feeling bitter or angry about sth that you think is unfair  
**resist** /rɪ'zɪst/ (v) to refuse to accept sth and try to stop it from happening  
**resistant** /rɪ'zɪstənt/ (adj) opposing sth and trying to stop it happening  
**rumoured** /'ru:məd/; AmE -mɔ:rd/ (adj) reported as a rumour and possibly not true  
**run into** /,rʌn 'ɪntu/ (phr v) to experience difficulties, etc.  
**sabotage** /sə'bɒtɑ:ʒ/ (v) to deliberately prevent sth from being successful or being achieved  
**sceptical** /'skeptɪkl/ (adj) having doubts that a claim or statement is true or that sth will happen  
**take (sth) on** /,teɪk 'ɒn/; AmE '-ɑ:n/ (phr v) to agree to do or be responsible for sth  
**try (sth) out** /,traɪ 'aʊt/ (phr v) to test or use sb / sth in order to see how good or effective they are  
**work out** /,we:k 'aʊt/; AmE ,we:rk-/ (phr v) to develop in a successful way  
**worried** /'wʌrɪd/ (adj) feeling unhappy because you are thinking about unpleasant things that have happened or that might happen



# Glossary | Unit by unit

## Unit 13

**about** /ə'baʊt/ (adv) approximately

**affordable** /ə'fɔ:dəbl; AmE -'fɔ:rd-/ (adj) possible for someone to buy; not too expensive

**approximately** /ə'prɒksɪmətli/ (adv) used to show that sth is almost, but not completely, accurate or correct

**blow up** /,bləʊ 'ʌp; AmE ,blu:ʊ-/ (phr v) to explode

**childish** /'tʃaɪldɪʃ/ (adj) behaving in a stupid or silly way; immature

**crash** /kræʃ/ (v) to lose value or fall suddenly and quickly

**drop slightly** /'drɒp ,slɑ:tlɪ; AmE 'drɑ:p-/ (phrase) to become a little less or lower

**entire** /ɪn'taɪə(r)/ (adj) whole; used for emphasizing that you mean all or every part of something

**excuse** /ɪk'skju:s/ (n) a reason, either true or invented, that you give to explain or defend your behaviour

**exposure** /ɪks'pəʊʒə(r); AmE -'pəʊʒ-/ (n) the fact of being discussed, mentioned, or noticed by people

**fractionally** /'frækʃənəli/ (adv) to a very small degree

**front runner** /,frʌnt 'rʌnə(r)/ (n) the person or thing that seems most likely to win or succeed

**(a) great deal** /,greɪt 'di:l/ (n) much; a lot

**grow gradually** /,grəʊ 'grædʒəli; AmE ,grəʊ-/ (phrase) to slowly become more or bigger over time

**grow rapidly** /,grəʊ 'ræpɪdli; AmE ,grəʊ-/ (phrase) to quickly become more or bigger

**hepatitis** /,hepə'taɪtəs/ (n) a serious disease of the liver

**internal combustion engine** /ɪn,tɛ:nəl kəm'bʌstʃən ɛndʒɪn/ (n) the type of engine found in most cars, that works by burning fuel inside it

**just over** /,dʒʌst 'əʊvə(r); AmE -'əʊv-/ (adv) slightly more than

**just under** /,dʒʌst 'ʌndə(r)/ (adv) slightly less than

**level off** /,levəl 'ɒf; AmE -'ɑ:f/ (phr v) to stay at a steady level of development or progress after a period of sharp rises or falls

**(a) little more than** /,lɪtl 'mɔ: ðən; AmE -'mɔ:r-/ (phrase) a slightly larger number or amount than

**marginally** /'mɑ:dʒɪnəli; AmE 'mɑ:rdz-/ (adv) by a very small amount

**noticeable rise** /,nəʊtɪsəbl 'raɪz; AmE ,nəʊt-/ (phrase) an increase that is large enough to be easily noticed

**overriding** /,əʊvə'raɪdɪŋ; AmE ,əʊv-/ (adj) more important than anything else in a situation;

**P2P** /,pi: tu 'pi:/ (n) the activity of communicating directly from your computer with another computer user, for example to share files

**plummet** /'plʌmɪt/ (v) to suddenly fall to a much lower amount or value

**pop-up** /'pɒpʌp; AmE 'pɑ:p-/ (n) a small window, usually containing an advertisement, that appears on your computer screen

**predecessor** /'pri:disəsə(r)/ (n) a thing, such as a machine, that has been followed or replaced by sth else

**revenue** /'revənju:/ (n) money that an organization receives from its business

**ring tone** /'rɪŋtəʊn; AmE -təʊn/ (n) the sound or short tune played by a mobile phone / cellphone when someone calls you

**rise substantially** /,raɪz səb'stænʃəli/ (phrase) to increase by a large amount

**rocket** /'rɒkɪt; AmE 'rɑ:k-/ (v) to increase very quickly and suddenly

**roughly** /'rʌfli/ (adv) approximately, but not exactly

**RSS feed** /,ɑ:r es 'es fɪ:d/ (n) a link to a website that makes the most recent information appear on a user's computer screen every time the website is changed

**screensaver** /'skri:nseɪvə(r)/ (n) an image on a computer screen that is displayed when the computer is not used for a particular length of time

**shoot up** /,ʃu:t 'ʌp/ (phr v) to suddenly increase to a much higher amount or value

**significant drop** /sɪg,nɪfɪkənt 'drɒp; AmE -'drɑ:p/ (phrase) a fall in amount or value that is large enough to be important

**significant increase** /sɪg,nɪfɪkənt 'ɪnkri:s/ (phrase) a rise in amount or value that is large enough to be important

**slight fall** /,slɑ:t 'fɔ:l/ (n) a small decrease in amount or value

**slightly less than** /,slɑ:tlɪ 'les ðən/ (phrase) a slightly smaller number or amount than

**somewhere in the region of** /,sʌmwɛər ɪn ðə 'rɪ:dʒən əv/ (phrase) approximately

**standstill** /'stændstɪl/ (n) a situation in which all activity or movement has stopped

**stay the same** /,steɪ ðə 'seɪm/ (phrase) to remain at the same level, not rising or falling

**substantial drop** /səb'stænʃl 'drɒp; AmE -'drɑ:p/ (phrase) a large fall in amount or value

**threat** /θret/ (n) person or thing that is likely to cause trouble, danger, etc.

**transistor** /træn'zɪstə(r)/ (n) a small electronic device used in computers, radios, televisions, etc. for controlling an electric current as it passes along a circuit

**trends** /trendz/ (n pl) general directions in which situations are changing or developing

**vineyard** /'vɪnjɑ:d; AmE -jɑ:rd/ (n) a piece of land where grapes are grown in order to produce wine, or a business that produces wine from a vineyard

## Unit 14

**accepting** /ək'septɪŋ/ (adj) willing to agree to, approve of, or believe sth

**accumulation** /ə,kju:mjə'leɪʃn/ (n) the process or action of gradually getting more and more of sth over a period of time

**adjust to** /ə'dʒʌst tə/ (phr v) to get used to a new situation by changing the way you behave and/or think

**admit** /əd'mɪt/ (v) to agree, often unwillingly, that sth is true

**approach** /ə'prəʊtʃ; AmE -'prəʊtʃ/ (n) a way of dealing with sb / sth; a way of doing or thinking about sth such as a problem or a task

**assertiveness** /ə'sɜ:tɪvnəs; AmE -'sɜ:rt-/ (n) the quality of expressing opinions or desires strongly and with confidence, so that people take notice

**aware** /ə'weə(r)/ (adj) knowing or realizing sth

**caste** /kɑ:st; AmE kæst/ (n) a social class into which someone is born and which they cannot leave

**cautious** /kɔ:ʃəs/ (adj) careful about what you say or do, in order to avoid danger or risk

**collectivist** /kə'lektɪvɪst/ (adj) belonging to a system in which things such as businesses and goods are owned by groups or by all the people, rather than by individuals

**commence** /kə'mens/ (v) (formal) to begin

# Glossary | Unit by unit

**confront** /kən'frʌnt/ (v) to make sb face or deal with an unpleasant or difficult situation

**confusing** /kən'fju:ʒɪŋ/ (adj) difficult to understand; not clear

**deal** /di:l/ (n) a business agreement to buy or do sth

**disappointed** /,dɪsə'pɔɪntɪd/ (adj) unhappy because sth you hoped for has not happened or been as good, successful, etc. as you expected

**egalitarian** /i,gæli'teəriən; AmE '-ter-/ (adj) based on the belief that everyone is equal and should have the same rights and opportunities

**familiar with** /fə'mɪliə wɪð; AmE '-liər-/ (phrase) knowing sth well

**formal** /'fɔ:məl; AmE 'fɔ:rm-/ (adj) very correct and suitable for official or important occasions

**hierarchical** /haɪər'ɑ:kɪkl; AmE '-ɑ:rk-/ (adj) based on a system in which people are organized into different levels of importance from highest to lowest

**host** /həʊst; AmE hoʊst/ (n) a country or place where a person is staying as a visitor or where an event is being held

**individualistic** /ɪndɪ,vɪdʒu:ə'lɪstɪk/ (adj) believing that individual people in society should have the right to make their own decisions and keep their own money and property

**informed** /ɪn'fɔ:mɪd; AmE '-fɔ:rmɪd/ (adj) having or showing a lot of knowledge about a particular subject or situation

**issue** /'ɪʃu:/ (n) an important topic that people are discussing or arguing about

**liaise** /li'eɪz/ (v) to work closely with sb and exchange information with them

**liberal** /'lɪbrəl/ (adj) wanting or allowing a lot of political, economic, or personal freedom

**mentor** /'mentɔ:(r)/ (v) to advise and help sb with less experience than yourself

**mortgage** /'mɔ:ɡɪdʒ; AmE 'mɔ:r-/ (n) a legal agreement by which a bank or similar organization lends you money to buy a house, etc., and you pay the money back over a particular number of years

**neutrality** /nju:'trælti/ (n) the state of not supporting any particular side in a disagreement, competition, etc.

**norms** /nɔ:mz; AmE nɔ:rmz/ (n pl) standards of behaviour that are typical of or accepted within a particular group or society

**offend** /ə'fend/ (v) to make sb feel upset because of sth you say or do that is rude or embarrassing

**open** /əʊpən; AmE 'oʊpən/ (adj) willing to listen to and think about new ideas

**partition** /pɑ:'tɪʃn; AmE pɑ:r-/ (n) a thin wall or screen that separates one part of a room from another

**phrase** /freɪz/ (v) to say or write sth in a particular way or using particular words

**refreshment** /rɪ'freʃmənt/ (n) food or drink

**respectful** /rɪ'spektfʊl/ (adj) showing or feeling respect

**sensitive** /'sensɪtɪv/ (adj) aware of and able to understand other people and their feelings

**strict** /strɪkt/ (adj) that must be obeyed exactly

**taboo** /tə'bu:/ (adj) not done or talked about as people find it offensive or embarrassing

**tolerant** /'tɒlərənt; AmE 'tɔ:l-/ (adj) able to accept what other people say or do even if you do not agree with it

**twist** /twɪst/ (n) an unexpected change or development in a story or situation

**tyre** /'taɪə(r)/ (n) [BrE] [AmE tire] a thick rubber ring that fits around the edge of a wheel of a car, bicycle, etc.

**unwind** /vn'waɪnd/ (v) to stop worrying or thinking about problems and start to relax

## Unit 15

**address issues** /ə,dres 'ɪʃu:z/ (phrase) to think about or discuss problems and decide how you are going to deal with them

**agree objectives** /ə,gri: əb'jektɪvz/ (phrase) to decide with other people what things you or they should try to achieve

**appraisal** /ə'preɪzl/ (n) a meeting in which an employee discusses with their manager how well they have been doing their job

**assessment criteria** /ə'sesmənt krai,təriə/ (n pl) the standards by which sb / sth is judged

**base (sth) on** /'beɪs ɒn; AmE -ɑ:n/ (phr v) to use a fact, a situation, etc. as the point from which sth can be developed

**carry on** /,kæri 'ɒn; AmE '-ɑ:n/ (phr v) to continue

**column** /'kɒləm; AmE 'kɔ:l-/ (n) a part of a newspaper or magazine which appears regularly and deals with a particular subject or is written by a particular writer

**come over as** /,kʌm 'əʊvər əz; AmE 'oʊvər-/ (phr v) to make a particular impression

**concoction** /kən'kɒkʃn; AmE '-kɔ:k-/ (n) a strange or unusual mixture of things, especially drinks or medicines

**conduct an appraisal** /kən,dʌkt ən ə'preɪzl/ (phrase) to hold a meeting with an employee in order to discuss how well they have been doing their job

**confidential** /,kɒnfɪ'denʃl; AmE ,kɑ:n-/ (adj) meant to be kept secret and not told to or shared with other people

**constraint** /kən'streɪnt/ (n) something that limits or restricts sth, or your freedom to act

**constructive feedback** /kən'strʌktɪv 'fi:dbæk/ (phrase) criticism and opinions about someone's work that are useful and helpful, rather than being negative or without purpose

**cope with** /'kɒp wɪð; AmE 'kʊp-/ (phr v) to deal successfully with sth difficult

**counselling** /'kaʊnsəlɪŋ/ (n) professional advice about a problem or subject

**counter-productive** /,kaʊntəprə'dʌktɪv; AmE ,kaʊntər-/ (adj) having the opposite effect to the one which was intended

**customer base** /'kʌstəmə beɪs; AmE -mər-/ (n) all the people who buy or use a particular product or service

**delegate** /'deləgeɪt/ (v) to give part of your work, power, or authority to sb in a lower position than you

**delicatessen** /,delɪkə'tesən/ (n) a shop / store that sells cooked meats and cheeses, and special or unusual foods that come from other countries

**development tool** /dɪ'veləpmənt tu:l/ (n) something that helps someone to improve their skills and knowledge, so they can do their job more effectively

**domineering** /,dɒmɪ'nɪəriŋ; AmE ,dɑ:mənɪr-/ (adj) trying to control other people without considering their opinions or feelings

**editorial** /,edɪ'tɔ:riəl/ (adj) connected with the task of preparing sth such as a newspaper or book to be published

**end up with** /,end 'ʌp wɪð/ (phr v) to find that you have sth or are in a particular situation at the end of a process

**ensure** /ɪn'ʃʊə/ (v) to make sure that sth happens or is definite

**exponentially** /eks'pə'nenʃəli/ (adv) increasing at a faster and faster rate

**express views** /ɪk'spres 'vju:z/ (phrase) to say what your opinions are

# Glossary | Unit by unit

**get the sack** /,get ðə 'sæk/ (phrase) to be told by your employer that you can no longer continue working for them, usually because of sth that you have done wrong

**go through** /,gəʊ 'θruː; AmE ,gou-/ (phr v) to look at or consider sth in detail

**hand (sth) out** /,hænd 'aʊt/ (phr v) to give a number of things to the members of a group

**monitor performance** /,mɒnɪtə pə'fɔːməns/ (phrase) to watch and check how well sb is doing their job over a period of time

**morale booster** /mɔːrəl buːstə(r)/ (n) something that increases the confidence and enthusiasm of a person or a group

**move on** /,muːv 'ɒn; AmE -'ɑːn/ (phr v) to start doing or discussing sth new, or to progress to sth new

**muscle** /'mʌsl/ (n) body tissue that you contract and relax in order to move a particular part of the body

**nutrition** /njuː'triʃn/ (n) the process of getting the food necessary in order to grow and be healthy

**peer rating** /'piə reɪtɪŋ; AmE 'pɪr-/ (n) a judgement of how good, popular, effective, etc. sb is by people who have the same status

**penny** /'peni/ (n) a small amount of money; used in the expression 'not a penny' to mean 'no money at all'

**performance management** /pə'fɔːməns 'mænɪdʒmənt/ (n) the activity of checking and controlling how well people do their jobs in an organization

**proficient** /prə'fɪʃənt/ (adj) able to do sth well because of training and practice

**quit** /kwɪt/ (v) to leave your job, school, etc.

**raise** /reɪz/ (n) [esp AmE] [BrE rise] an increase in the money you are paid for the work you do

**rate objectives** /,reɪt əb'jektɪvz/ (phrase) to give a score showing how successful you think sb has been in achieving sth they wanted to achieve

**recognize good performance** /,rekəgnaɪz gʊd pə'fɔːməns/ (phrase) to do sth to show that you think sb has done a good job

**retail outlet** /'riːteɪl aʊtlət/ (n) a place such as a shop / store that sells goods directly to the public

**scholarship** /'skɒləʃɪp; AmE 'skɑːləʃ-/ (n) an amount of money given to sb by an organization to help pay for their education

**scrap** /skræp/ (v) to cancel or get rid of sth that is no longer practical or useful

**shelf life** /'ʃelf laɪf/ (n) the length of time that food, etc. can be kept before it is too old to be sold

**short-staffed** /,ʃɔːt 'stɑːft; AmE ,ʃɔːrt-/ (adj) having fewer members of staff than you need or usually have

**speak (your) mind** /,spiːk 'maɪnd/ (phrase) to say exactly what you think, in a very direct way

**staff appraisal** /,stɑːf ə'preɪzəl/ (n) a meeting in which a member of staff discusses with their manager how well they have been doing their job

**take off** /,teɪk 'ɒf; AmE -'ɑːf/ (phr v) to become successful or popular quickly or suddenly

**top-down** /,tɒp 'daʊn; AmE ,tɑːp-/ (adj) starting from or involving the people who have higher positions in an organization

**trigger** /'trɪgə(r)/ (n) something that is the cause of a particular reaction or development

**underestimate** /,ʌndə'restɪmeɪt/ (v) to think or guess that the amount, cost, or size of sth is smaller than it really is

**value judgement** /'væljuː ʤʌdʒmənt/ (n) a judgement about how good or important sth is, based on personal opinions rather than facts

**van** /væn/ (n) a covered vehicle with no side windows in its back half, usually smaller than a lorry / truck, used for carrying goods or people

## Unit 16

**accompany** /ə'kʌmpəni/ (v) to travel or go somewhere with sb

**appeal** /ə'piːl/ (v) to attract or interest sb

**appreciate** /ə'priːʃɪət/ (v) to be grateful for sth; to welcome sth

**book keeping** /'bʊk ,kiːpɪŋ/ (n) the work of keeping a record of the financial accounts of the business

**broaden (your) horizons** /,brɔːdən hə'reɪzənz/ (phrase) to extend the limit of your knowledge or interests

**career development** /kə'reɪə dɪ'veləpmənt; AmE kə'riə-/ (n) the process of gradually making progress in your career by learning more, taking more senior jobs, etc.

**catalyst** /'kætəlɪst/ (n) a person or thing that causes a change

**charity** /'tʃærɪti/ (n) an organization whose aim is to help people in need, rather than to make a profit

**common practice** /,kɒmən 'præktɪs; AmE ,kɑːm-/ (n) the way sth is often or usually done in a particular organization, profession, or situation

**company policy** /,kʌmpəni 'pɒləsi; AmE -'pɑːl-/ (n) a plan of action agreed or chosen by an organization

**contented** /kən'tentɪd/ (adj) showing or feeling happiness or satisfaction, especially because your life is good

**ex-pat** /'eks pæt/ (n) a person living in a country that is not their own

**grateful** /'ɡreɪtful/ (adj) feeling or showing thanks for sth that you have or that sb has done for you

**head off** /,hed 'ɒf; AmE -'ɑːf/ (phr v) to start moving away or developing in a new way

**hesitate** /'hezɪteɪt/ (v) to be slow to do or say sth because you feel uncertain

**literacy** /'lɪtərəsi/ (n) the ability to read and write

**media exposure** /,miːdiə ɪk'spəʊʒə(r); AmE -'spəʊʒ-/ (phrase) the fact of being discussed or mentioned on television, in newspapers, etc.

**misgivings** /mɪs'ɡɪvɪŋz/ (n pl) feelings of doubt or anxiety about what might happen, or about whether or not sth is the right thing to do

**numeracy** /'njuːmərəsi/ (n) a good basic knowledge of mathematics; the ability to understand and work with numbers

**outlook** /'aʊtlʊk/ (n) the attitude to life and the world of a particular person, group, or culture

**pace of life** /,peɪs əv 'laɪf/ (phrase) the speed at which sb does things, or the speed at which things happen and change in sb's life

**perspective** /pə'spektɪv/ (n) a particular attitude towards sth; a way of thinking about sth

**piece of advice** /,piːs əv əd'vaɪs/ (phrase) a suggestion about what sb should do in a particular situation

**pilot** /'paɪlət/ (adj) done on a small scale in order to see if sth is successful enough to do on a large scale

**postpone** /pə'spəʊn; AmE poʊ'spəʊn/ (v) to arrange for an event, etc. to take place at a later time or date

**precedent** /'presɪdənt/ (n) an official action or decision that has happened in the past and that is seen as an example or a rule to be followed in a similar situation later



# Glossary | Unit by unit

**presumably** /prɪ'zju:məbli; AmE -'zu:-/ (adv) used to say that you think that sth is probably true

**put (sth) off** /,pʊt 'ɒf; AmE -'ɑ:f/ (phr v) to avoid doing sth until a later date or time

**recharged** /ri:'tʃɑ:dʒd; AmE -'tʃɑ:rdʒd/ (adj) with more strength and energy after resting or doing sth different for a time

**renewed enthusiasm** /ri,nju:d m'θju:ziæsm/ (phrase) a stronger feeling of excitement and interest in sth and a desire to become involved in it again

**retention rate** /ri'tenʃn reɪt/ (n) the ability of a company to keep its staff

**revitalize** /ri'vaɪtəlaɪz/ (v) to make sb / sth stronger, more active, or more healthy

**sabbatical** /sə'bætɪkl/ (n) a period of time when sb is allowed to stop their normal work in order to study or travel

**scuba dive** /'sku:bə daɪv/ (v) to swim underwater using special breathing equipment consisting of a container of air which you carry on your back and a tube through which you breathe the air

**soft skills** /sɒft 'skɪlz; AmE 'sɔ:ft-/ (n pl) the abilities that sb has to communicate and work well with other people

**tip** /tɪp/ (n) a small piece of advice about sth practical

**voluntary organization** /,vɒləntəri ɔ:gənəɪ'zeɪʃn; AmE ,vɔ:ləntəri ɔ:rg-/ (n) an organization which is set up to help people and which does not make a profit, for example a charity