

# Introduction

At York Associates, we always aim to develop the skills which help professionals to do their jobs better. In recent years, we have worked hard to enrich our Business English and professional communication training with intercultural content. More recently, we have included a focus on important interpersonal and management skills for listening, building relationships and trust, influencing, etc.

Our approach is built on the premise that good communication is vital to achieving results at work. Effective international communicators need a blend of language, professional communication, intercultural and management skills to be successful.

Welcome to *International Management English*, a new series published jointly by York Associates and Delta Publishing. The four titles in this series are:

- *Leading People*
- *Managing Projects*
- *Working Virtually*
- *Managing Change*

Each book includes either one or two audio CDs.

## Professional language training with a management focus

Each book consists of eight units of study, containing four sections per unit:

- **Section A: Discussion and listening**  
Engaging and relevant content in areas of international management and teamwork
- **Section B: Communication skills**  
Opportunities for the practice of key skills in areas such as conflict management, team-building and giving/receiving feedback, as well as more familiar topics such as presentations, meetings, negotiations and writing e-mails
- **Section C: Professional skills**  
Authentic texts from leading management writers and thinkers, designed to encourage reflection and debate among readers
- **Section D: Intercultural competence and Case study**  
A focus on raising intercultural awareness, followed by an illustrative case study drawn from the author's experience of the international business world

In addition, each unit offers:

- a strong emphasis on vocabulary learning, with glossaries of key terms at the end of each unit
- practical tips on how to improve performance at work
- the opportunity to use a learning diary, which encourages the setting of realistic goals to implement the learning points from each unit.

At the end of the book, the Word list provides a useful list of key words, referenced to the first occurrence of each word.

Having worked through the book, you will have developed not only your business language skills but also your ability to communicate and manage real challenges in your international working environment.

## To the teacher

The four titles in this series represent a new development in ELT. They broaden the scope of teaching to include highly relevant management topics and skills. The materials are not only engaging for teachers, allowing them to introduce and develop new management communication skills in an ELT classroom; students are also motivated as they learn how to manage real professional communication challenges which they face at work on a daily basis.

Each title is designed primarily for work with both small and larger groups, but can also be used in one-to-one situations and has many features which will support self-study.

Across the eight units of each title, there is a strong focus on developing fluency and skills to communicate effectively in real work situations. There are opportunities to practise listening, reading and writing skills. The intercultural case studies in Section D are drawn from real-life examples and provide engaging discussion and problem-solving material for the ELT classroom.

There is online support for trainers ([www.delta-publishing.co.uk/resources](http://www.delta-publishing.co.uk/resources)) in the form of notes for each unit, which provide background information on the management topics and skills presented.

## A final word

To both learner and teacher, we would like to express the hope that you find the materials stimulating, and that they help people to communicate more effectively at work.