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Consultant and editor: Scott Thornbury
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## Observer and listener

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2. **Grammar auction**
3. **What’s the word I need?**
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7. **Your earliest memory**
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9. **Choosing categories**
10. **Picture dictation**
11. **Rules and regulations**
12. **The grab bag**

## Feedback provider

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2. **Transcribing a one-minute talk**
3. **Improving your résumé**
4. **Conversation sampler**
5. **A job interview**
6. **Leaving a phone message**
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8. **Listen to the gaps**
9. **Writing a business letter**
10. **Communication style**
11. **Email follow-up**
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## Mentor and guide

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