
PROGRAMA FORMATIVO

Inglés empresarial business result - nivel medio

Código: 4123

➤ **Modalidad: Distancia**

➤ **Duración: 100 horas**

➤ **Objetivos:**

Desarrollar las habilidades comunicativas necesarias en el mundo empresarial y aumentar sus conocimientos sobre el mismo.

➤ **Contenidos:**

Working life

Working with words: describing work rewarding.

Business communication skills: Socializing. Introductions.

Practically speaking: How to express interest.

Language at work: present simple review.

Case study: Speed networking.

Projects

Working with words: projects ahead of schedule.

Business communication skills: Meetings. Updating and delegating tasks.

Practically speaking: How to start and end phone calls.

Language at work: present simple and continuous.

Case study: planning a launch party.

Leisure time

Working with words: work-life balance, take time off.

Business communication skills: Exchanging information. Talking about leisure.

Practically speaking: How to end a conversation.

Language at work: past simple and present perfect.

Case study: corridor conversations.

Services and systems

Working with words: service convenient, user-friendly

Business communication skills: Presenting. Explaining how something works

Practically speaking: how to introduce information

Language at work: comparative forms

Case study: improving systems

Customers

Working with words: customer service. Expectations.

Business communication skills: exchanging information. Getting information.

Practically speaking: starting a conversation on the phone.

Language at work: present simple and continuous for future use.

Case study: managing customer feedback.

Guests and visitors

Working with words: business travel.

Business communication skills: Socializing. Welcoming visitors.

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Practically speaking: how to make and respond to offers.
Language at work: obligation, necessity and prohibition.
Case study: solving an intercultural problem.

Security

Working with words: security at work.
Business communication skills: Presenting. Explaining and asking about changes.
Practically speaking: How to introduce and respond to news.
Language at work: present perfect simple and continuous.
Case study: improving data security.

Working together

Working with words: teamwork and partnerships.
Business communication skills: Meetings. Presenting and discussing plans.
Practically speaking: how to encourage people.
Language at work: talking about the future.
Case study: creating a plan for effective teamwork.

Logistics

Working with words: Logistics and supply chains.
Business communication skills: Exchanging information. Placing and handling orders.
Practically speaking: how to leave a voicemail message.
Language at work: reported speech.
Case study: solving a logistic problem.

Facilities

Working with words: describing a place of work.
Business communication skills: meetings. Making suggestions and recommendations.
Practically speaking: How to link ideas.
Language at work: nouns and quantifiers.
Case study: organizing a cause marketing event.

Decisions

Working with words: decision-making put forward an idea.
Business communication skills: meetings. Participating in a discussion.
Practically speaking: how to be persuasive.
Language at work: first and second conditionals.
Case study: the decision game.

Innovation

Working with words: innovation and new ideas.
Business communication skills: presenting. Giving a formal presentation.
Practically speaking: how to respond to difficult questions.
Language at work: Superlative forms.
Case study: presenting innovative products.

Breakdown

Working with words: breakdowns and faults.
Business communication skills: Exchanging information. Discussing problems.
Practically speaking: How to check someone understands.
Language at work: advice and recommendation.
Case study: managing a breakdown in service.

Processes

Working with words: processes, basic procedure.
Business communication skills: socializing. Planning future contact.

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Practically speaking: how to get someone's attention.

Language at work: passive forms.

Case study: introducing new processes.

Performance

Working with words: personal qualities.

Business communication skills: meetings. Appraising performance and setting objectives.

Practically speaking: how to give feedback.

Language at work: past continuous and past perfect.

Case study: giving a successful presentation.

Success

Working with words: fact-finding and achievement.

Business communication skills: meetings. Reporting back.

Practically speaking: how to generalize.

Language at work: contrasting language.

Case study: Acting on research.

➤ **Contenido del CD:**

1 CD con audiciones del libro y workbook interactivo.

➤ **Contenido del material:**

- Libro del alumno (lecciones, ejercicios y CD).
- CD con audiciones del libro y workbook interactivo.