

## **BUSINESS SPANISH COURSE**

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### **COURSE DESCRIPTION:**

This course has been designed for business professionals who need to improve their business and social Spanish skills effectively and efficiently.

Students are required to have an intermediate level (B1-B2).

### **COURSE OBJECTIVES:**

Developing business Spanish skills for use in a professional environment both inside and outside the company. Increasing vocabulary and use of Spanish language, improving grammar, conversational skills and pronunciation.

Professionals will practise the language needed for all sorts of business scenarios:

- Leading a business meeting.
- Giving presentations and negotiating.
- Writing correspondence (business letters & reports).
- Making appointments.
- Discussing business over the telephone.
- Making polite requests and dealing with complaints.
- Taking messages.
- Day-to-day socializing in the office.

### **DURATION:**

30-60 hours.

### **TEACHING METHODS:**

The teacher may use case studies, business simulations, role-plays, lectures and explanations, exercises from the handouts, recent changes in the communication process, current events, power point and pdf presentations, and experiences and discussion.

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### INSTRUCTIONAL MATERIALS:

- Articles from business journals, magazines, newspapers or other sources.
- Authentic materials in print, DVD, video and audio, and computer based.
- Material that the students bring in from their workplace (e-mails, reports and presentations).

### SCHEDULE:

SpanishviaSkype teachers are available from 10.00 to 23.00 hours (Madrid time).

### COUNSELING:

Our teachers offer academic support throughout the learning process (our students can have free correspondence by email with our teachers to ask any language doubts whenever is needed).

### TRACK PROGRESS:

- Class report: after every lesson we e-mail our students a detailed class report so they can review their lesson and keep track of their progress.
- Extra material and homework: consolidation activities designed to help the students review what they have learnt in class.
- Achievement tests: designed to check if the objectives have been met.

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### TENTATIVE SYLLABUS:

1. Socialize in business:

- Expressions of introduction, greeting.
- Talking about hobbies, interests, and family.

2. Telephoning skills:

- Requesting, offering, complaints, arrangements, etc.

3. Effective interaction in Meetings:

- Agreement/ disagreement expressions.
- To use interruption and asking for clarification.

4. Negotiating skills:

- Requesting, offering, refusing, accepting, bargaining, etc.

5. Making Presentations:

- To make presentation.
- To handle and ask questions.

6. Business Management:

- Organisation and Structure.
- Development.
- Market position and competition.
- Products and Brands.

7. Basic Finance:

- Dealing with spreadsheets and figures.

8. Basic Human Resources:

- Interviewing applicants.
- Conducting appraisals.

9. Marketing & Sales:

- Sales meetings.
- Product presentations.
- Marketing strategies.

10. Employment/ job applications in business:

- Writing a business letter.
- Making an interview and discussion.