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**Curso: Inglés empresarial. Business result - Nivel Medio**

**Horas:**

**Objetivos:**

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

**Dirigido a:**

A personas iniciadas en el ámbito comercial y de negocios y que posean un nivel medio del idioma.

**Capacita para:**

Para desarrollar habilidades en temas de comunicación oral y escrita y ser capaz de llevar a cabo actividades propias del mundo de los negocios.

**Otros datos:**

El curso se compone de 16 unidades donde se elaboran diferentes temas de gran interés para todo aquel que se relacione a nivel internacional.

Presenta textos auténticos con sus correspondientes audiciones, que reflejan las últimas tendencias en el sector, ayudando al interesado a mejorar sus habilidades de comunicación en inglés con una amplia exposición de situaciones.

Aporta un CD-ROM con sus correspondientes transcripciones de audio para facilitar la tarea al interesado, además de multitud de ejercicios interactivos y un vínculo online donde ofrece un apoyo adicional éste.

**Contenido Formativo:**

**1. Working life**

- 1.1. Working with words: describing work rewarding.
- 1.2. Business communication skills: Socializing. Introductions.
- 1.3. Practically speaking: How to express interest.
- 1.4. Language at work: present simple review.
- 1.5. Case study: Speed networking.

**2. Projects**

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- 2.1. Working with words: projects ahead of schedule.
- 2.2. Business communication skills: Meetings. Updating and delegating tasks.
- 2.3. Practically speaking: How to start and end phone calls.
- 2.4. Language at work: present simple and continuous.
- 2.5. Case study: planning a launch party.

### **3. Leisure time**

- 3.1. Working with words: work-life balance, take time off.
- 3.2. Business communication skills: Exchanging information. Talking about leisure.
- 3.3. Practically speaking: How to end a conversation.
- 3.4. Language at work: past simple and present perfect.
- 3.5. Case study: corridor conversations.

### **4. Services and systems**

- 4.1. Working with words: service convenient, user-friendly
- 4.2. Business communication skills: Presenting. Explaining how something works
- 4.3. Practically speaking: how to introduce information
- 4.4. Language at work: comparative forms
- 4.5. Case study: improving systems

### **5. Customers**

- 5.1. Working with words: customer service. Expectations.
- 5.2. Business communication skills: exchanging information. Getting information.
- 5.3. Practically speaking: starting a conversation on the phone.
- 5.4. Language at work: present simple and continuous for future use.
- 5.5. Case study: managing customer feedback.

### **6. Guests and visitors**

- 6.1. Working with words: business travel.
- 6.2. Business communication skills: Socializing. Welcoming visitors.
- 6.3. Practically speaking: how to make and respond to offers.
- 6.4. Language at work: obligation, necessity and prohibition.
- 6.5. Case study: solving an intercultural problem.

### **7. Security**

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

### **8. Working together**

- 8.1. Working with words: teamwork and partnerships.
- 8.2. Business communication skills: Meetings. Presenting and discussing plans.
- 8.3. Practically speaking: how to encourage people.

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- 8.4. Language at work: talking about the future.
- 8.5. Case study: creating a plan for effective teamwork.

### 9. Logistics

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

### 10. Facilities

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

### 11. Decisions

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

### 12. Innovation

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

### 13. Breakdown

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

### 14. Processes

- 14.1. Working with words: processes, basic procedure.
- 14.2. Business communication skills: socializing. Planning future contact.
- 14.3. Practically speaking: how to get someone's attention.
- 14.4. Language at work: passive forms.
- 14.5. Case study: introducing new processes.

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### **15. Performance**

- 15.1. Working with words: personal qualities.
- 15.2. Business communication skills: meetings. Appraising performance and setting objectives.
- 15.3. Practically speaking: how to give feedback.
- 15.4. Language at work: past continuous and past perfect.
- 15.5. Case study: giving a successful presentation.

### **16. Success**

- 16.1. Working with words: fact-finding and achievement.
- 16.2. Business communication skills: meetings. Reporting back.
- 16.3. Practically speaking: how to generalize.
- 16.4. Language at work: contrasting language.
- 16.5. Case study: Acting on research.

### **17. Contenido del CD:**

- 17.1. 1 CD con audiciones del libro y workbook interactivo.