

Inglés para Gestión Administrativa (INGA_GA)

INGA_GA01. SPEAKING ON THE TELEPHONE.

SESSION 1: HOW TO MANAGE PEOPLE.

1. Formal and Informal communication.
 1. Differences between Formal and Informal communication.
 2. Types of Formal communication.
 3. Types of Informal communication.
2. What to say. Introducing people.
3. Tips to introduce yourself.
4. Greetings. Meeting people. Common questions and answers and how to introduce someone else.
 1. Courtesy treatments.
 2. Countries, Nationalities and their languages.
5. How to say "Thank you".
6. When to say "Sorry / Excuse me / Pardon".
7. Farewells.
8. Grammar: The present: simple and continuous.
 1. Now put it into practice.
 2. Dynamic and Stative verbs.
 3. Now put it into practice.
 4. Grammar Revision.
9. Pronunciation. English alphabet.
 1. Voiced, voiceless and sibilant sounds.
 2. Pronunciation. Ordinal and Cardinal numbers.
10. Vocabulary. Words you need at work in English.
 1. Company departments and positions.
 2. Organizational chart.
11. Now put it into practice.

SESSION 2: SPEAKING ON THE TELEPHONE.

1. Making Phone calls.
 1. Dialogue.
 1. Dialogue 1. Reading.
 2. Dialogue 2. Reading.
 3. Dialogue 3. Reading.
 4. Dialogue 4. Listening.
 5. Dialogue 5. Listening.
 6. Dialogue 6. Listening.
 2. Now put it into practice.
 3. Now put speaking into practice.
2. Grammar: Modal verbs: Can and Could.
 1. Now put it into practice. Writing.
3. Vocabulary. Communications on the phone.
 1. Vocabulary about the office supplies.
 2. How to spell words on the phone.
 3. Schedule.

COMMUNICATION ACTIVITIES.

1. Reading exercise.
2. Listening exercise.
3. Speaking exercise.
4. Writing exercise.

INGA_GA02. TELEMATIC BUSINESS COMMUNICATION.

SESSION 1: TELEMATIC BUSINESS COMMUNICATION.

1. Sending messages at the office.
 1. How can we send emails?
 2. Why is email important?
 3. Now put it into practice.
2. Formal and informal email forms.
 1. What words and sentences should be used in formal and informal emails/letters.
 2. More phrases and words about emails.
 3. Formal and informal examples.
 4. Now put it into practice.
3. Grammar: Past simple and past continuous.
 1. Past simple. Forms and Uses.
 2. Past continuous. Forms and Uses.
 3. Regular verbs.
 4. Irregular verbs.
 5. Now put it into practice.
4. Past tense pronunciation.
 1. Now put it into practice.

SESSION 2: COMMERCIAL LETTER.

1. Types of letters.
 1. Formal Letter of request or enquiry.
 2. Employment or covering letters.
2. Rules for writing a business letter in English.
3. Phrases and words you need: Formal letters.
 1. What date is it today?
 2. Abbreviations and acronyms used in letter writing.
 3. Now put it into practice.
4. Vocabulary. Business idioms.
5. Grammar: Frequency adverbs.
 1. Imperative. Make suggestions.
 2. Now put it into practice.

COMMUNICATION ACTIVITIES.

1. Reading exercise.
2. Listening exercise.
3. Speaking exercise.
4. Writing exercise.

INGA_GA03. INTERNAL BUSINESS COMMUNICATION.

SESSION 1: INTERNAL BUSINESS COMMUNICATION.

1. A common office communication format: What's a memo?
 1. Memo simples.
 2. Now it's your turn.
2. Customer services. Usefull language.
 1. Habits in human and socio-professional relationships.
 2. American people.
 3. English people.
 4. Japanese People.
 5. Indiam People.
 6. Now it's your turn.
3. How to make questions in English.
 1. Questions: forms.
 2. Pronunciation. Intonation in questions.
 3. Subject/Object questions.
 4. Now put it into practice (I).
4. Grammar: Past simple vs. Present perfect.
 1. Common Present perfect time expressions.
 2. Now put it into practice (I).
 1. Now put it into practice (II).
 3. Grammar revision.

SESSION 2: WHAT DOES YOUR BODY LANGUAGE SAY?.

1. Non-verbal communication in meetings.
 1. Now it's your turn.
2. Vocabulary: IT vocabulary.
 1. Professions related to computers.
 2. Helpful expressions about IT.
 3. Now it's your turn.
3. Adjectives.
4. Adverbs.
 1. Types of adverbs.
 2. Now put it into practice.
5. A step ahead.

COMMUNICATION ACTIVITIES.

1. Reading exercise.
2. Listening exercise.
3. Speaking exercise.
4. Writing exercise.

INGA_GA04. COMPLAINTS AND CLAIMS.

SESSION 1: COMPLAINTS AND CLAIM MANAGEMENT.

1. Customer complaint form.
 1. Complaint process.
 2. Listening test. Complaints record form.
 3. Test yourself.
2. What to say.
 1. Vocabulary about "Complaints and Claims".
 2. Dealing with complaints.
 3. Put it into practice.
 4. Now, it's your turn!
3. Words you need: The basic language of written apologies.
4. How to handle complaint letters or emails.
 1. Example. Complaint letter.
 2. Example. Complaint email.
5. How to deal with complaints on the phone.
 1. Now, it's your turn! Listening skill.
 2. Keep testing your ear. Complaints and claim structures.
6. Pronunciation: Weak forms.

SESSION 2: THE BEST FUTURE BUSINESS.

1. How to say it: The Future tense: WILL.
2. The difference between Future simple "Will" and Present continuous.
 1. Now put it into practice.
3. Contracted forms.
 1. Now put it into practice.
4. Pronunciation of contractions. Personal forms.
5. Grammar Revision.
6. Words you need at work: Money.
 1. Money expressions.
 2. How to save money.
 3. Now put it into practice!

COMMUNICATION ACTIVITIES.

1. Reading exercise.
2. Listening exercise.
3. Speaking exercise.
4. Writing exercise.

INGA_GA05. PRODUCTS AND SERVICES.

SESSION 1: HOW TO EFFICIENTLY SELL YOUR PRODUCTS AND SERVICES.

1. Planning. What is a business plan?
 1. Useful language for a great business plan.
 2. Now it's your turn.
2. Learn how to define product and services.
 1. Measurement matters.
 2. Product and services features.
 3. Payment terms and conditions.
 4. After-sales services.
 5. What is a good sales Pitch?
 6. Now it's your turn. Pronunciation.
3. How much do you know about "Quantifiers"?
 1. When do you use "How much" or "How many"?
 2. Quantifiers: some, any, much, many, a lot of.
 3. Now it's your turn.
4. Imperative. Make suggestions.
 1. Now it's your turn.

SESSION 2: PROVIDING BUSINESS INFORMATION.

1. Business information sources.
2. Types of Data Sources.
 1. Primary Research.
 1. Internal data
 2. Secondary Research.
3. Business Data classification.
4. Now it's your turn.
5. What to say: Useful language to deal customers.
 1. The art of tact and diplomacy in customer service.
 2. Now put it into practice.
6. How to say it: Comparatives and superlatives.
 1. Now put it into practice.

COMMUNICATION ACTIVITIES.

1. Reading exercise.
2. Listening exercise.
3. Speaking exercise.
4. Writing exercise.

INGA_GA06. ENTERPRISE'S BUSINESS DOCUMENTS.

SESSION 1: ADMINISTRATIVE AND COMMERCIAL DOCUMENTATION.

1. Administrative documentation.
2. Filling out common documents in different formats.
3. Budgets and quotations.
 1. Delivery note.
 1. What should be included in a delivery note?
 2. Offers.
 1. Dossiers and promotional material.
 2. What should we include in a company profile?
 3. Test yourself.
 3. Dispatch of goods and acknowledgement of receipts.
4. Invoices.
 1. How to assign invoice numbers.
 2. What should be included in an invoice?
 3. Financial reports.
5. Letters requesting payment.
6. International Trade documentation.
7. Shipping documents.
 1. Air shipping.
 2. Test your listening skills.
4. Common abbreviations.
5. Business documents – Vocabulary. Summary.
 1. Economic terms.
 2. Clues to understand some verbs at work.
 3. Test yourself.
6. What does it mean to go paperless?
7. Now put it into practice.

SESSION 2: VOICE MAIL MESSAGES.

1. What to say. Remember it.
2. Words you need: Voicemail. Leaving a voice message on the telephone.
 1. Now put it into practice.
3. Grammar: Prepositions.
 1. Now it's your turn!

COMMUNICATION ACTIVITIES.

1. Reading exercise.
2. Listening exercise.
3. Speaking exercise.
4. Writing exercise.