

La manera más sencilla de que crezca  
tu organización

**CON LOS LÍDERES EN  
FORMACIÓN**



# INGLÉS EMPRESARIAL

## Modalidad:

presencial con una duración 18 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.



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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.

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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.

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

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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.



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## 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.



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## Processes

Working with words: processes, basic procedure.

Business communication skills: socializing. Planning future contact.

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.



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Case study: Acting on research.