

Postgraduate Certificate

Advanced Telephone and Online
English in the Workplace



Postgraduate Certificate

Advanced Telephone and Online English in the Workplace

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Global University
- » Credits: 6 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtute.com/us/school-of-business/postgraduate-certificate/advanced-telephone-online-english-workplace

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01 Welcome

The popularization of the Internet has led to many of the communications that take place in areas such as business being carried out digitally. Thus, some of them are done by e-mail, but also a large percentage is done by phone or video call. These conversations require certain skills, especially when conducted in English. Therefore, this degree provides students with the necessary skills to speak fluent and advanced English in calls and video calls, so that they can achieve success in the business world.



Postgraduate Certificate in Advanced Telephone and Online English in the Workplace.
TECH Global University



“

*Receive calls from London or New York
with total naturalness: get it with this
University Course"*

02

Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class center for intensive managerial skills education.



“

TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"

At TECH Global University



Innovation

The university offers an online learning model that balances the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"*Microsoft Europe Success Story*", for integrating the innovative, interactive multi-video system.



The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95% | of TECH students successfully complete their studies



Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

+100000

executives prepared each year

+200

different nationalities



Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

+500

collaborative agreements with leading companies



Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.



TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case analyses in academia"



Analysis

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



Academic Excellence

TECH offers students the best online learning methodology. The university combines the Relearning method (postgraduate learning methodology with the best international valuation) with the Case Study. Tradition and vanguard in a difficult balance, and in the context of the most demanding educational itinerary.



Economy of Scale

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a groundbreaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.

03

Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you education of the highest academic level”

This program will provide you with a multitude of professional and personal advantages, among which we highlight the following:

01

A Strong Boost to Your Career

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of students achieve positive career development in less than 2 years.

02

Develop a strategic and global vision of the company

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional fields.

Our global vision of companies will improve your strategic vision.

03

Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.

04

You will take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.

05

Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.

06

Thoroughly develop business projects.

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different fields in companies.

20% of our students develop their own business idea.

07

Improve *soft skills* and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.

08

You will be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified teachers from the most prestigious universities in the world: the TECH Global University community.

We give you the opportunity to study with a team of world-renowned teachers.

04 Objectives

The main objective of this Diploma in Advanced Telephone and Online English in the Workplace is to provide students with the necessary skills to speak advanced English applied to telephone and online communications in the business world. Thus, at the end of this degree, students will be able to function adequately in this environment, which requires a series of specific knowledge to ensure smooth and effective communication to be fluid and effective.



“

Achieve your goal on every English call you make. No one will resist you thanks to this degree”

TECH makes the goals of their students their own goals too.

Working together to achieve them.

This Postgraduate Certificate in Advanced Telephone and Online English in the Workplace enables students to:

01

Solve demanding communicative tasks and perform the complex functions of such tasks, both in the work environment and in everyday situations

04

Understand vocabulary related to skills useful for a job position

02

Interact and express yourself in these situations independently and appropriately, using standard spoken language

05

Use formal expressions in conversations with strangers in a work environment

03

Use the necessary linguistic resources to cope with complex communication situations in the workplace

06

React fluently to any type of difficult question that may be asked. difficult questions you may be asked

07

Handle a multicultural work environment with ease

10

Talk about more abstract concepts related to the world of work and express their opinion in an elaborated and coherent way

08

Understand and use appropriate formal expressions in contact with people from different cultural backgrounds. from different cultural backgrounds

11

Know how to use digital tools in a foreign language to enhance the development and success of the company

09

Be capacity to distinguish and adapt to changes in linguistic register

12

Produce complex and detailed oral texts taking into account differences in register

05

Structure and Content

This Diploma in Advanced Telephone and Online English in the Workplace consists of 1 module, divided into 10 topics, which will explain issues related to the identification and adaptation to different registers and register changes that can occur in an English conversation, and also related to the detailed telephone vocabulary, the use of Phrasal Verbs in this type of dialogue or immediate and fluent responses to different common questions in the business world.



“

These are the contents you are looking for. Don't wait any longer and enroll"

Syllabus

Over the last 20 years, the Internet and the digital environment have become increasingly popular and have become the most common form of communication in different environments such as the corporate and business environments. And through these channels, calls and video calls have become essential.

Being able to establish online conversations in managerial environments can be a complex task, since it is necessary to master certain registers specific to this field that can make things easier when it comes to making contacts or negotiations. And the matter becomes more complicated when it has to be done in advanced English, at the level of the large companies in each sector.

Therefore, this Diploma in Advanced Telephone and Online English in the Workplace provides students with all the necessary tools to be able to adequately manage telephone conversations and video calls in the business and work environment.

This program is developed over a period of 6 weeks and is composed of 1 module:

Module 1

Formality and forms of expression in person, on the phone and online



Where, When and How is it Taught?

TECH offers the possibility of developing this Postgraduate Certificate in Advanced Telephone and Online English in the Workplace completely online. Over the course of 6 weeks, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

Module 1. Formality and forms of expression in person, on the phone and online

| | | | |
|---|--|---|--|
| 1.1. Differences in Register and Tone in a Complex Direct Contact | 1.2. Differences in Register and Tone in an Extended Telephone Contact | 1.3. Detailed Vocabulary on the Telephone | 1.4. Phrasal Verbs on the Telephone |
| 1.5. Differences in Register and Tone in a Large Online Contact | 1.6. Vocabulary in Extensive Online Contact | 1.7. Phrasal verbs online | 1.8. Answering Complex and Detailed Complaints in Direct Contact |
| 1.9. Answering Complex and Detailed Complaints in Phone Contact | 1.10. Answering Complex Complaints in Online Contact | | |



Communicate orally in advanced English with managers and professionals through online channels"



06

Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.





“

Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"

TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“

At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world"



This program prepares you to face business challenges in uncertain environments and achieve business success.



A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.

“

You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

Our program prepares you to face new challenges in uncertain environments and achieve success in your career.

Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

Our Students' Profiles

Students of this Diploma in Advanced Telephone and Online English in the Workplaces seek to perfect their conversational English in order to be able to interact digitally with new clients and with other managers or professionals in the business world. To do so, they want to acquire advanced language skills, which in this channel of communication has certain complications that should be known and avoided. Thus, students of this degree need to improve their oral expression skills in English in order to be able to offer their companies new communication solutions.





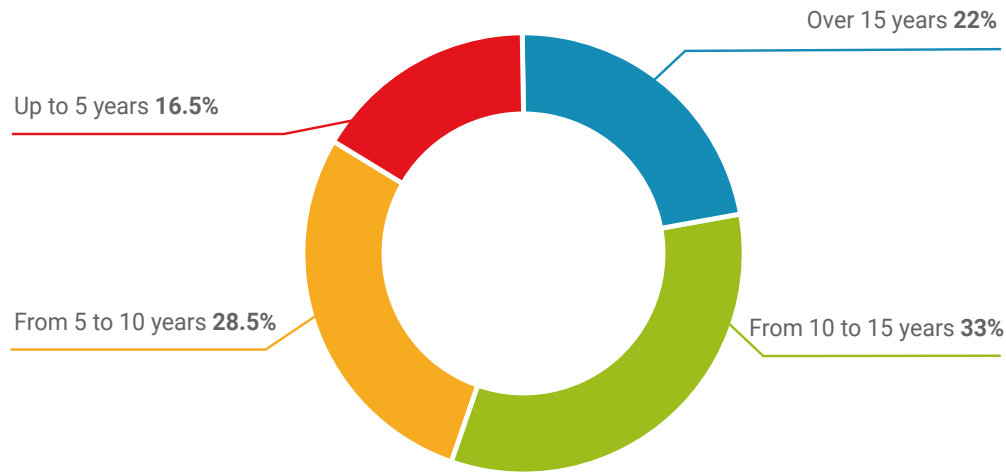
“

Become an expert in advanced English telephone conversations with this Postgraduate Certificate”

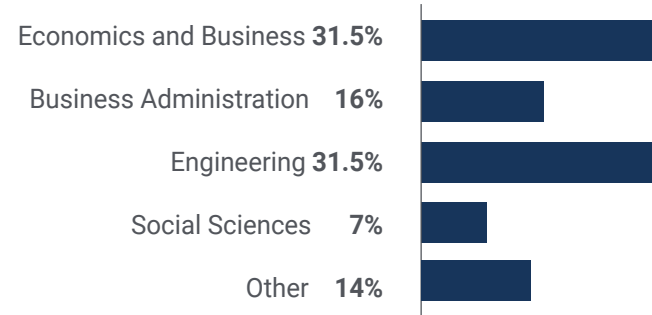
Average Age

Between **35** and **45** years old

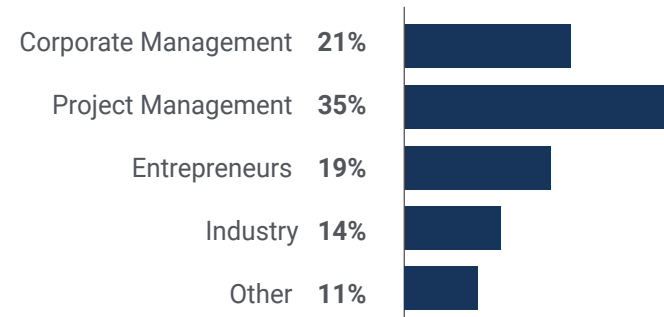
Years of Experience



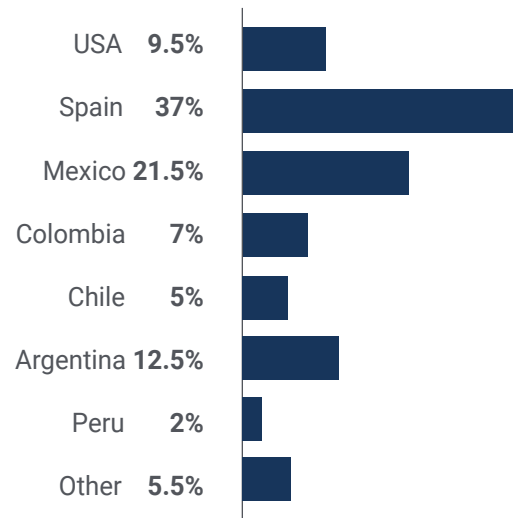
Training



Educational Profile



Geographical Distribution



Antonio Lozano

CEO

"It's only when you're talking on the phone that you realize if your level of English is adequate. When I took this course, I learned everything I needed to be able to handle business calls in English with ease. It opened doors to new contacts and customers"

08

Course Management

This academic program includes the most specialized teaching staff in the current educational market. They are specialists selected by TECH to develop the whole syllabus. In this way, starting from their own existence and the latest evidence, they have designed the most up-to-date content that provides a guarantee of quality in such a relevant subject.



“

TECH offers the most specialized teaching staff in the field of study. Enroll now and enjoy the quality you deserve”

International Guest Director

Shubha Shridharan is an internationally recognized leader in the field of **HR** transformation, with a successful track record in conceptualizing and executing organizational strategies that drive **business** growth and **success**. In this regard, her focus has been on creating **exceptional talent experiences**, using cutting-edge **HR** solutions, and managing teams in diverse regions to foster **inclusion**, continuous **learning and leadership** development. As such, she has demonstrated a strong commitment to improving employee morale and creating stimulating and respectful work environments.

In this way, she has held important positions, for example, as **Global Head of Talent at The Adecco Group**, one of the world's largest **talent** and **technology** companies. In this position, she has led the creation of internal strategies to enhance the development of its global team, implementing innovative **talent** practices and ensuring that diversity, equity and inclusion are at the core of the **organizational culture**. In addition, she has been **Director of Human Resources** at the same company, where she has overseen more than 100,000 organizations and 3.5 million people, focusing on adapting and improving **talent strategies** and **organizational models** in highly diverse markets.

Notably, Shubha Shridharan has worked as **Head of Learning and Development** at Signify, formerly Philips Lighting, where she has played a key role in the transformation of the **lighting industry**, contributing to the evolution of the company, to become a leader in **IoT solutions** and **efficient energy**. She has also held the position **Director of Organizational Development**, leading strategic **workforce** planning initiatives globally, supporting the growth of critical capabilities in more than **65 countries**.



Ms. Shridharan, Shubha

- ♦ Global Head of Talent and Chief Human Resources Officer at The Adecco Group, Singapore, Zurich
- ♦ Director of Learning and Development at Signify
- ♦ Director of Organizational Development at Philips Lighting
- ♦ Function Leader and Executive Performance Management at ING
- ♦ Global Training & Change Management Manager at Philips
- ♦ MBA in Business Administration and General Management at Harvard Business School
- ♦ MBA in Human Resources and General Management from the International Business and Media School
- ♦ B.Sc. in Electronics from University of Pune

“

Thanks to TECH, you will be able to learn with the best professionals in the world”

08

Impact on Your Career

The possibility of being able to speak naturally with anyone in the world in English is a great motivation, especially when it comes to business, where any contact can be a great opportunity. Thus, learning this language in an advanced way applied to digital and telephone conversations can be a significant career advancement for students, as it can open numerous doors in the international business world.



“

Looking for a change, but don't know what you need? Improve your conversational English and get your career off the ground"

**Are you ready to take the leap?
Excellent professional development awaits you**

TECH Global University Diploma in Advanced Telephone and Online English for the Workplace is an intensive and comprehensive program that prepares students to conduct all kinds of telephone and digital conversations. The main objective is to promote personal and professional growth. Helping students achieve success.

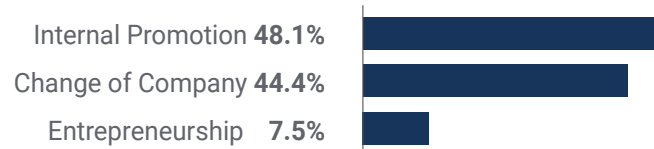
Mastering telephone English is not easy. This Postgraduate Certificate will help you achieve it.

Where do you see yourself in 5 years? Isn't it time you started getting closer to your dreams? Enroll now!.

Time of Change



Type of change



Salary increase

This program represents a salary increase of more than **22.86%** for our students.



09

Benefits for Your Company

Companies that are in communication with international stakeholders such as shareholders, entrepreneurs or customers will benefit from these skills. Being able to establish contact with any of them in fluent, business-focused English is a competitive advantage that companies should not miss out on. Thousands of opportunities can arise and you have to know how to take advantage of them. For that reason, every company will want someone with these skills who will expand its reach in different geographic regions. who will expand their reach in different geographic regions.





“

Your customers and partners will be delighted to be able to communicate with your company so directly and seamlessly”

Developing and retaining talent in companies is the best long-term investment.

01

Growth of talent and intellectual capital

The professional will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.

02

Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the professional and opens new avenues for professional growth within the company.

03

Building agents of change

You will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.

04

Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets in the world economy.



05

Project Development

The professional can work on a real project or develop new projects in the field of R & D or business development of your company.

06

Increased competitiveness

This program will equip students with the skills to take on new challenges and drive the organization forward.

10 Certificate

The Postgraduate Certificate in Advanced Telephone and Online English in the Workplace guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Global University.



“

*Successfully complete this program
and receive your university qualification
without having to travel or fill out
laborious paperwork”*

This program will allow you to obtain your **Postgraduate Certificate in Advanced Telephone and Online English in the Workplace** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Certificate in Advanced Telephone and Online English in the Workplace**

Modality: **online**

Duration: **6 weeks**

Accreditation: **6 ECTS**



*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.



Postgraduate Certificate

Advanced Telephone
and Online English
in the Workplace

- » Modality: **online**
- » Duration: **6 weeks**
- » Certificate: **TECH Global University**
- » Credits: **6 ECTS**
- » Schedule: **at your own pace**
- » Exams: **online**

Postgraduate Certificate

Advanced Telephone and Online
English in the Workplace