

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 Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

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

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01

Introduction

With this high-level program, the professional will learn to develop formally in various work contexts, both in direct and telephone contact, as well as through social networks. Throughout these weeks of intensive study, students will learn to distinguish and adapt to changes in linguistic register; they will delve into intermediate-advanced linguistic resources that will allow them to react and manage complaints efficiently; and they will learn to use a series of connectors and other cohesive elements at an intermediate-advanced level that allow them to establish coherent relationships between ideas. A unique opportunity to specialize in work-oriented English, taught by native teachers with years of experience in university teaching.





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Thanks to this training you will show a strong control of idiomatic structures in line with the communicative context"

In this intensive program, students with an intermediate level of English will be able to consolidate their knowledge and reinforce their English language skills, preparing them for a world of work without communication barriers. With this complete training, the professional will be able to express him/herself in an assertive, direct and clear way, with a demanding and varied approach and language, even in areas of certain complexity that require an advanced command of the language.

Starting from a B1 level of English of the Common European Framework of Reference for Languages (CEFR), throughout the Postgraduate Certificate the student will acquire the appropriate knowledge and skills of a B2/C1 level. Its main objective is to help students acquire the necessary communication skills to be able to successfully manage in the labor market.

This 100% online program is a unique opportunity for those who want or need an advanced command of English in their profession. It will provide the student with the ease of being able to study it comfortably, wherever and whenever they want. All you need is a device with internet access to take your career one step further. A modality in line with current times and with all the guarantees for improving communication skills of attending professionals.

This **Postgraduate Certificate in Advanced Telephone and Online English in the Workplace** contains the most complete and up-to-date educational program. The most important features of the program include:

- Practical case studies presented by experts
- The graphic, schematic, and practical contents with which they are created provide scientific and practical information on the disciplines that are essential for professional practice
- Practical exercises where the self-assessment process can be carried out to improve learning
- Special emphasis on innovative methodologies for teaching languages
- Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- Content that is accessible from any fixed or portable device with an Internet connection



You will learn to use the linguistic resources necessary to manage complex communication situations in the workplace”

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Thanks to this intensive program you will be able to use vocabulary and expressions that are common in the professional field”

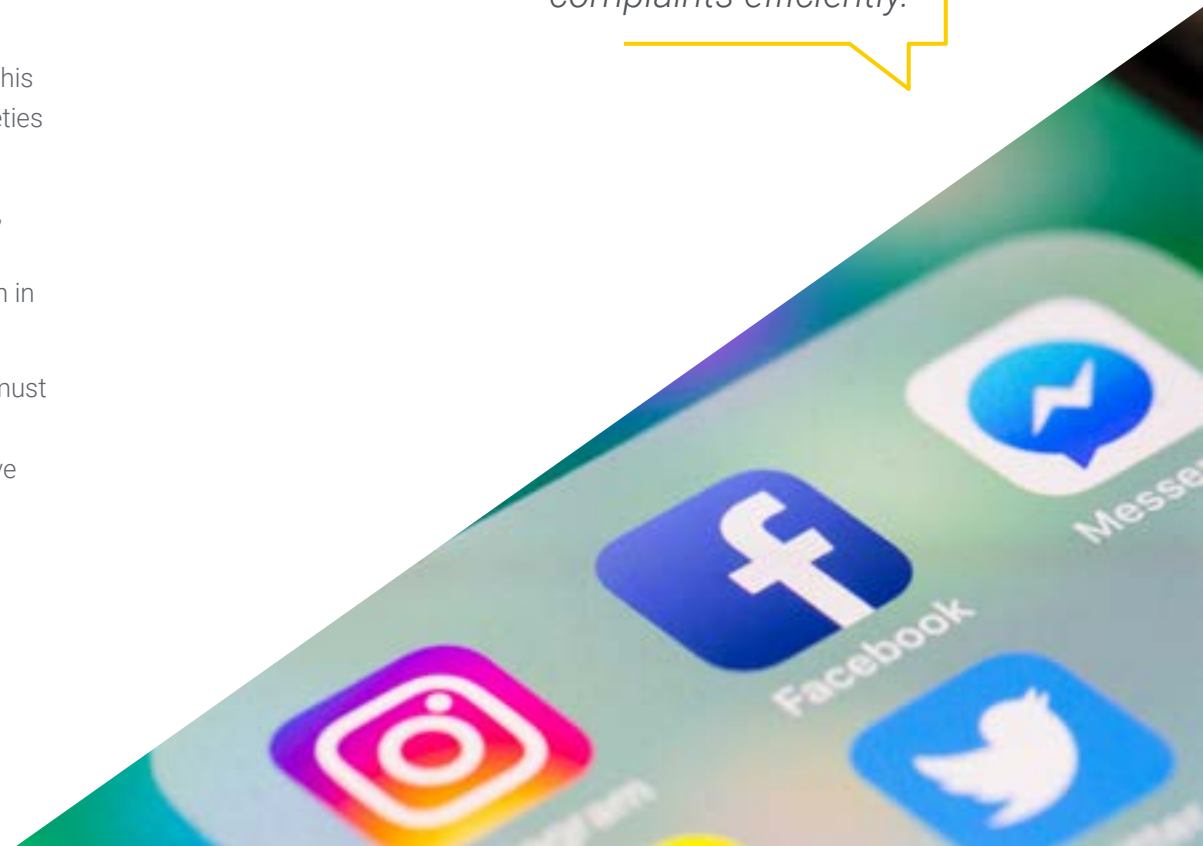
Its teaching staff includes professionals who bring the experience of their work to this program, as well as recognized specialists belonging to prestigious reference societies and universities.

Thanks to its multimedia content developed with the latest educational technology, they will allow the professional a situated and contextual learning, that is to say, a simulated environment that will provide an immersive learning programmed to train in real situations.

This program is designed around Problem-Based Learning, whereby the educator must try to solve the different professional practice situations that arise throughout the program. For this purpose, professionals will be assisted by an innovative interactive video system created by renowned and experienced experts.

Reach your professional improvement goals with the quality of a Postgraduate Certificate designed to propel you towards excellence.

Obtain linguistic resources at an intermediate-advanced level that allow you to react and manage complaints efficiently.



02 Objectives

TECH offers the most complete specialization course taught by leading experts in the field. The design of the program will allow students to acquire the necessary communicative skills to update and improve their command of the English language while carrying out their daily work. To this end, TECH establishes a series of general and specific objectives to fulfill future graduates' expectations.



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You will develop the communication skills that will enable you to hold formal conversations in English”



General Objectives

- ♦ Solve demanding communicative tasks and perform the complex functions of such tasks both in the work environment and in everyday situations.
- ♦ Interact and express in these situations independently and appropriately using standard spoken language
- ♦ Define the most relevant social aspects of everyday life situations and recognize the most common forms of social relationships
- ♦ Use the necessary linguistic resources to handle complex communication situations in the work environment
- ♦ Develop resources and tools that enable them to assess and improve their own learning and use of the language





Specific Objectives

- ♦ Be able to interact formally in various work contexts, whether in direct contact, on the phone, or through Social Networks
- ♦ Be able to distinguish and adapt to changes in linguistic register
- ♦ Obtain linguistic resources at an intermediate-advanced level that allow you to react and manage complaints efficiently
- ♦ Use a range of connectors and other cohesive elements at an intermediate-advanced level that allow you to establish coherent relationships between ideas
- ♦ Show good control of linguistic structures according to the communicative context

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You will improve your communication skills quickly and effectively with native teachers with years of experience in university teaching”

03

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.



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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

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

04

Structure and Content

TECH guarantees students quality content that meets their expectations, giving them the opportunity to excel in their field. Top-level professionals within the educational panorama, with extensive experience and recognized prestige in the profession, have designed the structure and content of this prestigious specialization. Native teachers with years of experience in the sector and a wide command of new technologies applied to teaching will form this intensive program's teaching team.





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You will learn to interact with native speakers with an advanced level of fluency and naturalness”

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





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You will study using a methodology created for professionals in order to achieve the greatest impact in the shortest possible time"

05

Methodology

This training program offers 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.





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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”

At TECH Education School we use the Case Method

In a given situation, what should a professional do? Throughout the program students will be presented with multiple simulated cases based on real situations, where they will have to investigate, establish hypotheses and, finally, resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method.

With TECH, educators can experience a learning methodology that is shaking the foundations of traditional universities around the world.



It is a technique that develops critical skills and prepares educators to make decisions, defend their arguments, and contrast opinions.

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Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”

The effectiveness of the method is justified by four fundamental achievements:

1. Educators who follow this method not only grasp concepts, but also develop their mental capacity, by evaluating real situations and applying their knowledge.
2. The learning process is solidly focused on practical skills that allow educators to better integrate the knowledge into daily practice.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life teaching.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

Our University is the first in the world to combine case studies with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which represent a real revolution with respect to simply studying and analyzing cases.



Educators will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.

At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology we have trained more than 85,000 educators with unprecedented success in all specialties. 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.

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.

The overall score obtained by our learning system is 8.01, according to the highest international standards.



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



Study Material

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

These contents are then adapted in 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.



Educational Techniques and Procedures on Video

TECH introduces students to the latest techniques, with the latest educational advances, and to the forefront of Education. All this, first-hand, with the maximum rigor, explained and detailed for your assimilation and understanding. And best of all, students can watch them as many times as they want.



Interactive Summaries

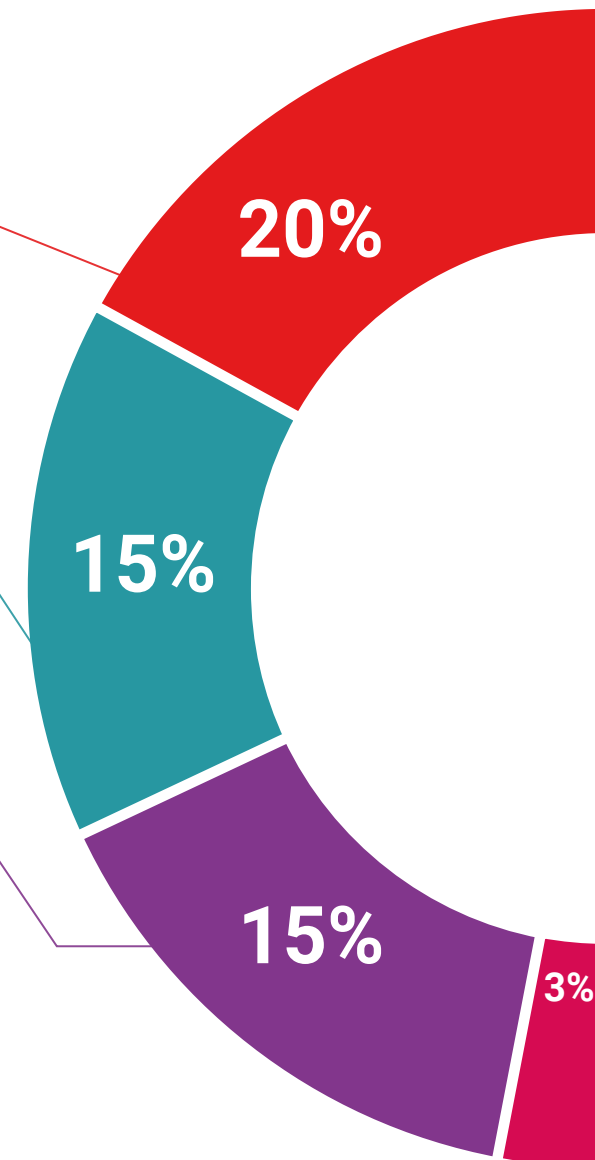
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

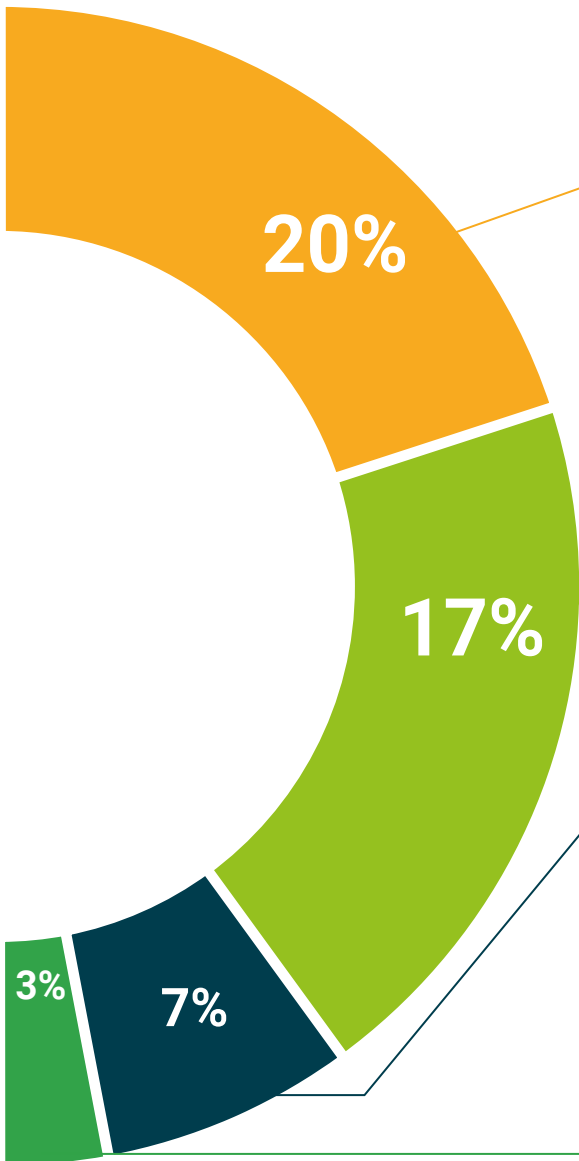
This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



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.





Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



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.



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.



Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.



06

Certificate

This 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 Technological University.





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

This **Postgraduate Certificate in Advanced Telephone and Online English in the Workplace** includes the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery*.

The diploma issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

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

Official N° of hours: **150 h.**



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

future
health confidence people
education information tutors
guarantee accreditation teaching
institutions technology learning
community commitment
personalized service innovation
knowledge present
development language
virtual classroom



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