

Postgraduate Certificate

Telephone and Online English in the Workplace





Postgraduate Certificate 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/telephone-online-english-workplace

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01

Introduction

In today's world of work, knowing how to speak English is an added bonus on an employee's résumé. More and more international relationships are being established and companies can have customers from anywhere in the world. Therefore, being able to have simple conversations that favor communication between the company and the customer/user is essential. Thanks to this TECH program, the student will acquire the specific knowledge to resolve any type of incident or doubt over the phone or online, achieving a level of linguistic proficiency that is appropriate for his or her professional performance.





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Completing this program will help you to considerably improve your level of English, being able to engage in telephone or online conversations within your daily work environment”

Being able to hold conversations in English is what all students are looking for when they start learning the language, and even more if they need it to improve their professional development. In most cases is easier to improve other skills, such as reading comprehension, rather than oral expression and interaction. For this reason, many are looking for specific programs to improve this skill and achieve specific knowledge of the language that they can use in their daily practice. Taking into account the difficulties encountered by professionals when trying to hold conversations in English, especially when they are not conducted face-to-face and can rely on non-verbal language, TECH has devised this comprehensive academic program.

In this way, this Postgraduate Certificate in Telephone and Online English in the Workplace includes all the relevant aspects that a student should know in this area to improve their oral expression at work. Additionally, with the advantage of being developed by a team of native teachers and university professors with extensive experience who know perfectly the best way to learn a language and, to do so, they propose the implementation of multiple practical exercises and interactive lessons.

A program that understands the needs of the students and works the language through a practical approach, based on market needs and focusing on the best educational methodology. Moreover, is offered in a 100% online format, which gives students the opportunity to manage their study time themselves, being able to balance this task with the rest of their daily obligations.

This **Postgraduate Certificate in Telephone and Online English in the Workplace** contains the most complete and up-to-date educational program. Its most notable features are:

- ♦ Practical case studies presented by English teachers
- ♦ 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
- ♦ Access to content from any fixed or portable device with an Internet connection



Handling customer complaints is a fundamental task in many jobs. With this program you will be able to improve your level of English so that you can carry out these types of transactions over the phone or online"

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Thanks to this program, you will be able to develop specific skills that will allow you to hold simple conversations in English”

Its teaching staff includes native English teachers, who bring to this program the experience of their work, as well as recognized specialists from leading societies and prestigious universities.

Its multimedia content, developed with the latest educational technology, will provide professionals with situated and contextualized learning, that is, a simulated environment that will provide immersive study set up to train them in real-life situations.

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

Enroll in this Postgraduate Certificate and gain access to a multitude of theoretical and practical resources to improve your conversational English.

A team of native teachers will teach you the keys to successfully complete your business conversations in English.



02

Objectives

TECH has proposed, by creating this Postgraduate Certificate, to offer students a high quality program that meets their academic objectives, improving their skills when engaging in telephone or online conversations in English. For this purpose, it has prepared a syllabus with a simple vocabulary, but which will be essential to know the main grammatical and oral structures that must be followed when having a conversation in a formal environment such as at work.





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Learn the most appropriate idiomatic structures for telephone and online conversations in English"



General Objectives

- ♦ Solve basic and simple communicative tasks, in order to perform duties, both in a professional environment and in everyday situations
- ♦ Interact and express themselves in situations independently and appropriately, having a standard register in oral and written communication
- ♦ Define the most relevant social aspects of everyday life situations, and recognize the most common forms of social relationships
- ♦ Use the linguistic resources required to manage in workplace communication situations
- ♦ Develop resources and tools that enable them to assess and improve their own learning and use of the language
- ♦ Be able to understand the main points of clear, standard-language texts on familiar matters, whether in work, study or leisure situations
- ♦ Know how to cope in most of the situations that may arise in the workplace, where English is used as the lingua franca
- ♦ Be able to produce simple and coherent texts on topics that they are familiar with in the work or in which they have a personal interest
- ♦ Be able to describe work experiences, events, wishes and aspirations, as well as briefly justify their opinions or explain their work plans.





Specific Objectives

- ♦ Be able to interact formally in various work contexts both in direct contact and by telephone or social networks
- ♦ Be able to adapt to changes in the linguistic register.
- ♦ Have some basic linguistic resources that will allow you to react and manage complaints efficiently
- ♦ Use a series of basic connectors that allow you to establish coherent relationships between ideas
- ♦ Display good control of some idiomatic structures according to the communicative context

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When speaking on the telephone in English, it is essential to produce coherent speech that is easily understood. This Postgraduate Certificate will give you the keys to improve your skills in this field"

03

Structure and Content

Having a face-to-face conversation in another language is easier than over the phone, as non-verbal communication comes into play, which facilitates understanding. However, when it comes to a long-distance conversation, by telephone or online, it is essential to have a good command of the language. This TECH Postgraduate Certificate has been structured so that students learn to engage in simple conversations in English, using the main *phrasal verbs* and the appropriate register in each case.

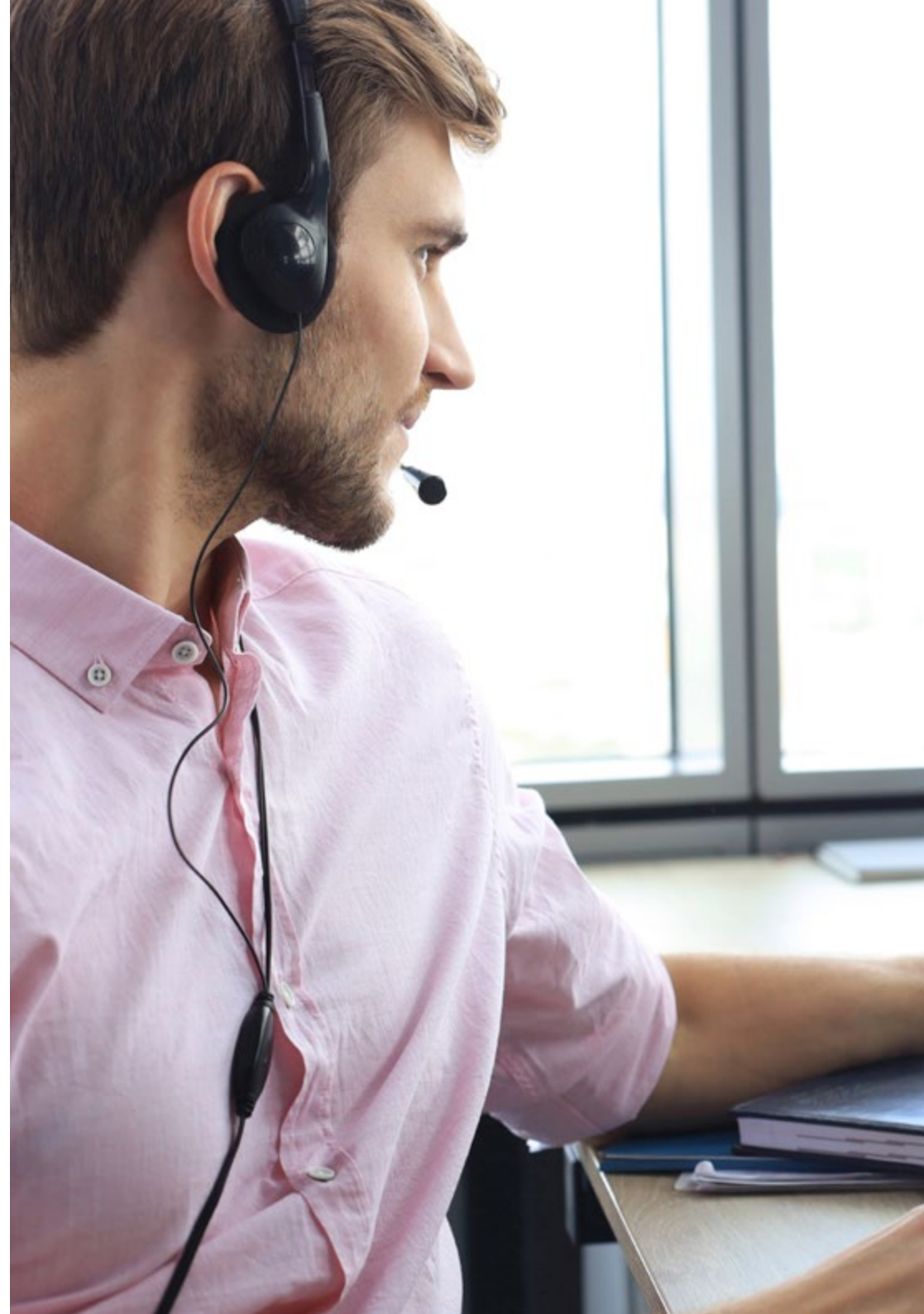


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The best syllabus on the current academic scene to learn how to create understandable messages adapted to your job"

Module 1. Formality and Forms of Expression in Person, on the Phone and Online

- 1.1. Differences in Register in a Simple Direct Interaction
- 1.2. Differences in Register in a Telephone Interaction
- 1.3. Simple Telephone Vocabulary
- 1.4. *Phrasal Verbs* on the Telephone
- 1.5. Differences in Register in a Simple Online Interaction
- 1.6. Vocabulary in a Simple Online Interaction
- 1.7. *Phrasal Verbs* Online
- 1.8. Answering Straightforward Complaints in a Direct Interaction
- 1.9. Answering Straightforward Complaints in a Telephone Interaction
- 1.10. Answering Straightforward Complaints in an Online Interaction





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A first-rate academic journey to improve your oral communication skills in English"

04

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

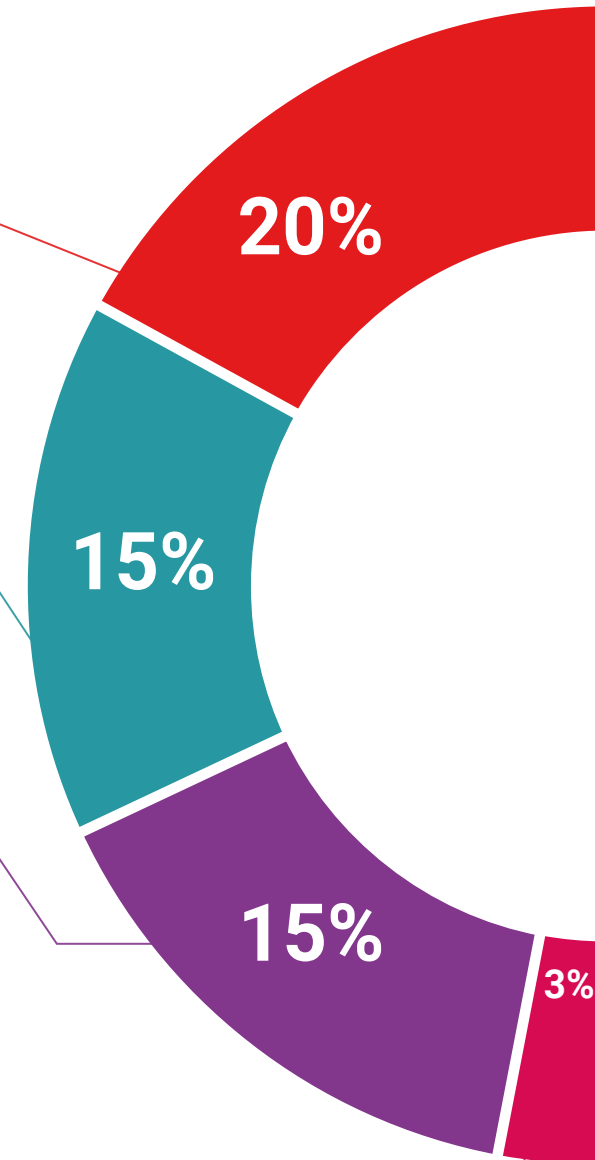
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

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.



05

Certificate

This Postgraduate Certificate in 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”

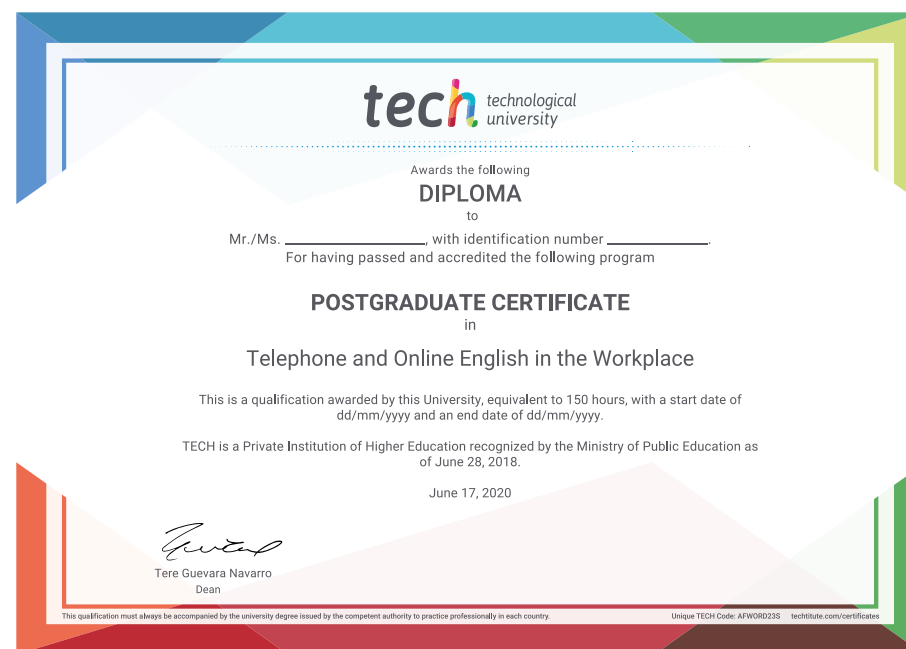
This **Postgraduate Certificate in Telephone and Online English in the Workplace** includes the most complete and up-to-date program on the market.

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 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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