

Postgraduate Diploma  
Networking and Advanced  
Intercultural Communication  
in English



## Postgraduate Diploma Networking and Advanced Intercultural Communication in English

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 18 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtitute.com/us/school-of-languages/postgraduate-diploma/postgraduate-diploma-networking-advanced-intercultural-communication-english](http://www.techtitute.com/us/school-of-languages/postgraduate-diploma/postgraduate-diploma-networking-advanced-intercultural-communication-english)

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# 01

# Introduction

This highly academic course is designed for all professionals seeking greater fluency in English language communication in a professional environment. Throughout these weeks of study, the student will learn to use extensive discursive resources to overcome possible communication barriers, as well as foreign-language digital tools to enhance the development and success of the company. They will also be able to easily understand the linguistic differences between speakers of various nationalities, without impeding communication and will realize the importance of building a strong corporate culture, especially in multicultural environments.





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*You will learn to recognize how cultural differences can affect communication between people of different nationalities”*

Nowadays, advanced knowledge of the English language is essential for professional development, regardless of the sector to which a person belongs. A good command of the language will enable the professional to function naturally in complex environments, allowing them to advance in their careers and venture into the international world.

Throughout this intensive program, students will learn how to formally interact in various work contexts, whether in direct contact, by telephone or through social networks and will delve into intermediate/advanced linguistic resources that will allow them to react and manage complaints efficiently. They will also learn to use a series of connectors and other advanced cohesive elements that will allow them to establish coherent relationships between ideas.

This program perfectly combines autonomous work, classes with highly qualified native speakers and top quality educational material, all adapted to 21st century work requirements. Starting from a B1 level of English of the Common European Framework of Reference for Languages (CEFR), throughout the Postgraduate Diploma the student will acquire the appropriate knowledge and skills for B2/C1 level. The main objective is to help students acquire the communication skills required to be successful in the job market.

With a 100% online program, students will be able to study comfortably, wherever and whenever they want. All they need is a device with internet access to take their career one step further. A cutting-edge way of working which guarantees to improve the communication skills of professionals who study this course. This is undoubtedly a unique opportunity for those who want, or need, an advanced command of English for their profession.

This **Postgraduate Diploma in Networking and Advanced Intercultural Communication in English** contains the most complete and up-to-date educational program on the market. 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 self-assessment can be used 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



*Thanks to this intensive specialization, you will understand and use appropriate formal expressions when communicating with people from different cultural backgrounds”*

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

The program’s teaching staff includes professionals who contribute their work experience to this program, as well as renowned specialists from leading societies and prestigious universities.

Thanks to its multimedia content developed with the latest educational technology, they will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive experience to learn 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.

*You will be provided with the latest resources and tools that will allow you to evaluate and improve your own learning and language use*

*You will learn to interact and express yourself in work situations independently and using the language appropriately*



# 02

# Objectives

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







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



## General Objectives

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- ♦ Solve demanding communicative tasks and perform the complex functions of such tasks both in the work environment and in everyday situations
- ♦ Interact and express yourself in these situations in an elementary but adequate way, using a 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

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### Module 1. Job Description and Work Environment

- ♦ Handle a multicultural work environment with ease
- ♦ Understand and use appropriate formal expressions when in contact with people from different cultural backgrounds
- ♦ Describe in detail the tasks associated with a new job
- ♦ Demonstrate a good command of the use of modal verbs and expressions of modality
- ♦ Use vocabulary related to personal and work characteristics of co-workers

### Module 2. Formality and Forms of Expression in Person, on the Phone and Online

- ♦ 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
- ♦ Have 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

### Module 3. Networking, Social Networks and Intercultural Communication

- ♦ Recognize how cultural differences can affect communication between people of different nationalities
- Understand the importance of building a strong corporate culture, especially in multicultural environments
- Be able to use extensive discursive resources to overcome possible communication barriers
- Be able to use digital tools in a foreign language to enhance the development and success of the company
- Easily understand linguistic differences between speakers of different nationalities without hindering communication



*You will learn to communicate effectively in a multicultural work environment”*

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

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- ♦ 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 strong command of new technologies applied to teaching make up the teaching team of this intensive program.







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*Reach your professional goals with a quality program designed to propel you to excellence”*

### Module 1. Description of Job and Working Environment

- 1.1. Starting in a New Job: Cross-Cultural Onboarding
- 1.2. Formal Greetings and Farewells
- 1.3. Complex Tasks in a New Job
- 1.4. Probation and Training Period
- 1.5. Complex and Detailed Descriptions of Duties and Obligations at Work
- 1.6. Describe your Job and Co-Workers in Detail
- 1.7. How to Paraphrase Complex Ideas
- 1.8. Complexity of the Working Environment and Socio-Environmental Factors
- 1.9. Complex Collaboration Strategies and Teamwork
- 1.10. Error Management and Frustration Tolerance

### Module 2. Formality and Forms of Expression in Person, on the Phone and Online.

- 2.1. Differences in Register and Tone in a Complex Direct Contact
- 2.2. Differences in Register and Tone in an Extended Telephone Contact
- 2.3. Detailed Vocabulary on the Telephone
- 2.4. Phrasal Verbs on the Telephone
- 2.5. Differences in Register and Tone in a Large Online Contact
- 2.6. Vocabulary in Extensive Online Contact
- 2.7. Phrasal Verbs Online
- 2.8. Answering Complex and Detailed Complaints in Direct Contact
- 2.9. Answering Complex and Detailed Complaints in Phone Contact
- 2.10. Answering Complex Complaints in Online Contact





### Module 3. Networking, Social Networks, and Intercultural Communication

- 3.1. Companionship and Out-of-Hours Contact
- 3.2. Challenging and Complex Work in Multicultural Teams
- 3.3. Complex and Challenging Communicative Differences According to Linguistic Regions
- 3.4. Complex Corporate Advertising Campaigns on Social Networks
- 3.5. Analysis of Detailed Business Publications on Social Networks
- 3.6. Complex and Challenging Cross-Cultural Communication Barriers
- 3.7. Using Social Networking Sites to Promote Goods and Services
- 3.8. Advantages of a Good Working Atmosphere
- 3.9. Description and Analysis of the Disadvantages of a Bad Working Environment
- 3.10. Restrictions and Detailed Business Rules with Regard to Interpersonal Issues

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*You will study using a methodology created for professionals, with the aim of achieving the greatest impact in the shortest possible time”*

05

# Methodology

This 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 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.



### 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, you can watch them as many times as you 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 multimedia content presentation training Exclusive system 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 your 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

The Postgraduate Diploma in Networking and Advanced Intercultural Communication in English guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Global University.



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*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 Diploma in Networking and Advanced Intercultural Communication in English** 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 Diploma in Networking and Advanced Intercultural Communication in English**

Modality: **online**

Duration: **6 months**

Accreditation: **18 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.

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community commitment

**tech** global  
university

personalized service innovation

knowledge present  
online teaching  
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virtual classroom

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