

CURSO	INGLES EMPRESARIAL – BUSINESS ENGLISH
CODIGO	08

FECHAS	Martes 21 al viernes 31 de julio	HORARIO	16:00 a 20:00
DURACION	36 h	INSCRIPCION	Gratuito para trabajadores en activo *

CONTENIDOS FORMATIVOS:

1.- PERSON TO PERSON:

- Meeting and greeting people formally and informally.
- Skills and techniques for talking to people in business situations.
- being sensitive to people customs, culture and behaviour.
- Around the world / looking after foreign visitors

2.- PHONE CALLS:

- Skills and techniques for using the telephone in business context.
- Understanding numbers and details. Making notes.
- Taking and leaving messages.
- Different kinds of calls.
- Dealing with problems.

3.- WRITING BUSINESS

- Skills and techniques for business correspondence.
- Style in letters and faxes.
- Sending an receiving e-mail messages.
- Notes, memos, summaries and reports.
- Sorting out problems.

4.- WORKING WITH PEOPLE

- Place of work.
- Employment policy, organisations and history.
- Meetings. Kinds of meetings: one-to-one, large meetings.

5.- TRADING INTERNATIONALLY

- Ordering and supplying goods.
- Making enquiries and offers.
- Problems with orders: delays, non-payments.
- Methods of payment.
- Cash flow and invoicing.

6.- NEGOTIATING

- Face to face.
- On the phone.
- Styles of negotiation.
- Come to an agreement

IMPARTE:

(*) Curso gratuito dirigido para trabajadores en activo.

Documentación necesaria: vida laboral del alumn@, solicitada en la Seguridad Social