



Program: Accelerated Professional Program Modules  
Language: Spanish  
Course: Basic/Advanced Telephone Communication  
Level: Basic for GPP/APP Level 2 and Advanced for GPP/APP Level 3  
Length: 26+ units

### **Program Description**

The Accelerated Professional Program can be enhanced by classes from any of our APP Business Modules. APP Modules are specialized, individually-tailored, non-intensive language courses of typically short duration for students at an intermediate or advanced level who wish to improve specific communication skills with business-oriented language training. We will assess each student's current capabilities, goals, and language learning style in order to develop a course that best meets his or her needs. APP Modules can be taken individually or as a supplement to other inlingua language courses.

### **Course Description**

Telephone communication is one of the most difficult tasks for many non-native Spanish speakers since they cannot rely on body language and facial expressions to aid comprehension. The Telephone Communication module will teach students the vocabulary, structures, and idiomatic expressions commonly used in telephone conversations. You will practice the listening skills necessary for telephone conversations while learning to speak clearly so that others may understand you while on the phone. Sample themes include beginning and ending calls, repetition and clarification, expressing feelings and reactions, calling new contacts, overcoming barriers, and taking part in conference calls. This module is available in both a basic and an advanced format.

### **Learner Outcomes**

After completing Basic/Advanced Telephone Communication, students will be able to:

1. Begin and end telephone calls.
  - Answer the telephone, greet acquaintances, give and inquire about identity, exchange contact details, direct calls and put calls on hold, refer to the subject of calls, ask for repetition and clarification, rephrase information, and close politely
2. Deal with taking and leaving messages.
  - Ask and offer to leave a message, leave a message, pass on a request, promise to pass on a message, report a message/conversation, express opinions about a message/conversation, and return a call
3. Make arrangements.
  - Volunteer to take action, request follow-up action, describe follow-up action, arrange future contact, discuss availability, suggest dates and times for meetings, make/finalize/change arrangements, describe responsibilities, check for mutual understanding, and request confirmation
4. Emphasize and reinforce ideas and feelings to get the message across.
  - Check that assumptions, express surprise and disbelief, react neutrally, react to good and bad news, express degrees of agreement and disagreement, express support, question opinions and decisions, and make and invite suggestions and recommendations
5. Handle the challenges of calling new contacts, taking part in conference calls, and maintaining longer calls.
  - Make formal introductions, describe the purpose of a call, outline a call agenda, enter discussions, and make and deal with interruptions.
6. Prepare for calls, overcome language barriers, and follow-up calls in writing.

### **Informal Assessment**

The instructor will informally assess your progress throughout the duration of the course to ensure that you are meeting the course objectives. Additionally, the instructor will provide feedback regarding your performance and progress on any oral or written components completed during the course.