



Program: Accelerated Professional Program Modules
Language: English
Course: Basic/Advanced Business Correspondence
Level: Basic for GPP/APP Levels 2A-3A and Advanced for GPP/APP Levels 3B-5
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

The Business Correspondence module is designed for students who need to improve their ability to write effective business letters, faxes, or e-mails in English. You will learn the structures, expressions, and procedures commonly used in business writing, as well as how to communicate clearly and effectively through written documents. Sample themes include *claim letters*, *customer relations letters*, *requesting information*, *cover letters*, *collection letters*, and *providing information*. This module is available in both a basic and an advanced format.

Learner Outcomes

After completing Basic/Advanced Business Correspondence, students will be able to:

1. Write e-mails, faxes, and formal and informal letters.
 - Label correspondence for routing and circulation, open and close formal and informal messages, and refer to attachments and enclosures
2. Refer to a subject or previous contact and thank the sender.
 - Confirm business arrangements/discussions/travel arrangements/agreements, describe responsibilities and contingency plans, refer to oral agreements, and invite confirmation of agreement
3. Make and respond to inquiries.
 - Request information or assistance, respond to requests for information, offer assistance, make arrangements for future contact, reply to questions, and request confidentiality
4. Use the right tone and register in correspondence.
 - Draw attention to unsatisfactory circumstances, express concern and dissatisfaction, demand action, make apologies, express regret, describe reasons for problems, describe consequences, give assurances, express pleasure, and express thanks
5. Exert pressure and express authority.
 - Intensify language, refer to earlier correspondence/claims/accusations, highlight problems, give ultimatums, respond with disagreement, emphasize the terms of agreements, link and contrast to build arguments
6. Communicate clearly with appropriate construction and layout of messages.
 - Use abbreviations and abbreviated language, use bullets and headings, and create short and clear messages

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Business Writing
Level: GPP/APP Levels 3A-5
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

The Business Writing module is a writing program designed for international business executives who need to write a range of texts effectively in English. This course is based on real-world contexts and needs, and reflects the modern manager's need for a swift, clear, and strategic approach to business communication. Sample themes include e-mails, letters, memos, faxes, agendas, minutes, and reports.

Learner Outcomes

After completing Business Writing, students will be able to:

1. Write and send e-mails with effective use of format and style.
 - Write clear and effective e-mails, avoid common pitfalls such as ambiguous or inappropriate language, exchanges to request information, provide information, and make arrangements
2. Write formal and informal letters, memoranda, and faxes.
 - Use conventional formats, structures, and styles for letters, memoranda, and faxes as well as learn when it is appropriate to use each type
3. Write complex letters and memoranda to deal with complaints, disciplinary matters, and other difficult issues.
 - Can structure the letter or memorandum, use appropriate style, tone, and strategy, and use formal language that is direct and unambiguous
4. Write formal or neutral reports and proposals with effective use of format, structure, and style.
 - Use formal or neutral language as well as the passive voice and learn to be succinct and thorough
5. Prepare an agenda before a meeting and write the minutes afterwards.
 - Use appropriate formats for agendas and minutes, use reported speech in minutes, and understand different approaches to writing minutes
6. Effectively follow the writing process of planning, writing, and editing of texts and develop an individual writing style.
 - Understand the use of non-discriminatory language

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Finance
Level: GPP/APP Levels 3B-5
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

The Finance module is a business language program covering the key language needed by professionals in financial management, financial services, and investment. The course equips learners to deal with real business situations by introducing genuine and versatile language. The program is aimed at executives who are already conversant with the concepts of finance and who need to use their professional skills in an international, English-speaking environment. Sample themes include *financial services, loans and bank accounts, personal wealth, assets and liabilities, economic indicators, investment strategy, and market forecasting and fluctuations.*

Learner Outcomes

After completing Finance, students will be able to:

1. Discuss personal finances with regard to banking services, loans, and investments.
 - Describe banking services, bank-account transactions, banking and borrowing requirements, aspects of a loan, and types of investment
2. Discuss corporate finances with regard to assets and liabilities, corporate debt, and equity.
 - Analyze balance sheets, discuss a company's financial position, analyze bonds, express views on share valuations, discuss company ownership and control, and discuss share issues and IPOs
3. Understand and discuss financial management terminology and concepts.
 - Discuss spending plans, compare budgeted and actual expenditures, discuss cash-flow issues and problems, discuss the commercial viability of ventures, talk about problems with debtors and creditors, and talk about insolvency issues
4. Understand and discuss financial reports.
 - Discuss income statements, tax issues, trends, cost and profit attribution, market and business-model characteristics, breakdowns and components, and company performance indicators
5. Understand, analyze, interpret, and talk about market forces.
 - Refer to key economic indicators, discuss economic risks, talk about the economic cycle and the mood of financial markets, compare results with expectations, and discuss mergers, acquisitions, and reasons behind business strategies
6. Understand and discuss investment strategies.
 - Describe stock market fluctuations and chart historic performance, discuss the likelihood of future scenarios and the relationship between events and price movements, and discuss aspects of technical analysis and functional aspects of financial derivatives

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Human Resources
Level: GPP/APP Levels 3B-5
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

The Human Resources module is a specialized English program for human resources professionals who need to apply their professional knowledge in an international, English-speaking environment. This course will enable students, already familiar with the Human Resources field, to function effectively in real business situations and substantially improve their job performance. Sample themes include *strategy and legal considerations, job analysis, recruitment and selection, and employee relations*.

Learner Outcomes

After completing Human Resources, students will be able to:

1. Understand the language and principles behind human resources strategy, employment law, and terms and conditions of employment.
 - Advise managers on legal matters, write policies and procedures, describe employment contracts, and discuss alignment of Human Resources to business goals
2. Describe the purpose and scope of responsibilities for a position, consider requirements for qualifications and experience, and analyze a person's competency for job positions.
 - Describe principal responsibilities and decision making authority, describe general/specialist skills and personal attributes, and understand essential versus desirable requirements
3. Conduct job evaluations, discuss performance, consider rewards and remuneration packages, and advertise vacant positions.
 - Discuss performance-related pay and fringe benefits and write advertisements for a job position
4. Recruit and select candidates for a position by learning the language skills appropriate for interviews, assessing candidates, and making job offers.
 - Shortlist candidates objectively, conduct biographical and competency-based interviews, make a verbal offer with written confirmation, and notify unsuccessful candidates
5. Handle employee development with induction programs, performance appraisals, and training and development.
 - Provide constructive feedback and discuss how training needs and development programs link into the business plan
6. Deal with employee representation (trade unions and employee representatives), harassment and bullying in the workplace, and disciplinary actions and grievances.

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Interview Skills
Level: GPP/APP Levels 3A-5
Length: 26+ units

Program Description

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Course Description

The Interview Skills module is a special purpose program aimed at helping professionals from different walks of life tackle job interviews successfully. The course is designed to hone your communication skills to a point where you are comfortable in any job interview situation, and are able to project a confident and positive image of yourself to the interviewer. Sample themes include *getting started*, *applications*, *the right image*, and *the last lap*.

Learner Outcomes

After completing Interview Skills, students will be able to:

1. Look at different advertisements for vacant positions, do research about the company and positions, and complete a personal SWOT analysis.
 - Can state objectives for the job position(s), describe a company, and prepare a list of questions to bring to the interview
2. Complete job applications, and prepare and customize a résumé and cover letter.
 - Can formulate and send a tailored application
3. Make a good first impression, handle greetings and introductions, and use appropriate body language during the interview.
 - Can use polite and indirect language, understand the stages of an interview, and follow appropriate interview etiquette
4. Present the right image during the interview.
 - Can talk about and provide personal information, highlight personal characteristics including strengths, and highlight professional strengths and work skills
5. Deal with difficult interview questions and use strategies to keep your cool.
 - Can answer awkward questions, deal with hostile questioning, and take aptitude tests
6. Effectively wrap up interviews and do follow-up.
 - Can ask for additional information during an interview, ask concluding questions and use concluding remarks, write thank-you notes

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Managing Successful Meetings
Level: GPP/APP Levels 3B-5
Length: 26+ units

Program Description

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Course Description

The Managing Successful Meetings module will provide learners with the language skills, vocabulary, and strategies needed to lead meetings as well as be an engaged participant during meetings conducted in English. This program is designed to complement the professional skills you already have with an in-depth focus on creating and following an agenda, managing and steering a meeting, and dealing with meeting protocol. Sample themes include *meeting goals and styles, moving the agenda forward, making a point, and dealing with the unexpected.*

Learner Outcomes

After completing Managing Successful Meetings, students will be able to:

1. Use language appropriate for and deal with different meeting types, styles, and formats as well as understand the corresponding role of the leader and appropriate degrees of participant interaction.
 - Discuss meeting objectives and levels of formality, understand strategies for leading meetings effectively and how to handle questions and answers, and learn to use parliamentary procedure
2. Engage in casual conversation that frequently occurs in professional settings and before meetings begin.
 - Ask names and make introductions, describe job positions and functions, ask about and discuss recent events, learn to distinguish between safe and dangerous small talk and strategies for avoiding sensitive subjects
3. Set the agenda and steer the meeting so that it stays on track.
 - Learn how to establish meeting goals, prioritize issues, confirm details, take control of the discussion, ask for and thank others for their input, move the agenda forward, and table an issue
4. Discuss and review information, data, and statistics during meetings and use the language skills necessary for reviewing, summarizing, and synthesizing information as well as formulating and articulating conclusions.
 - Can present information, report results, request additional details, express confusion and uncertainty, clarify points, and identify key points and main ideas
5. Use language effectively to persuade others when presenting, defending, or opposing an action plan and express degrees of disagreement, dissatisfaction, and annoyance.
 - Can make a proposal, explain details and fine points, disagree and handle disagreement, justify criticism of a proposal, accept criticism, build consensus, and reach a compromise to get through an impasse
6. Successfully handle interruptions, emergencies, and other unexpected or uncomfortable events that may take place during meetings.
 - Learn about social conventions, non-verbal communication, and etiquette that are expected from individuals when participating in meetings conducted in English

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Basic/Advanced Meetings
Level: Basic for GPP/APP Levels 2B-3A and Advanced for GPP/APP Levels 3B-5
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

The Meetings module program will provide learners with the language skills necessary to create, manage, and participate in business meetings conducted in English. Logistical areas such as opening a meeting and following an agenda will be combined with special techniques for answering questions and guiding discussions in order to help you make meetings a success. Sample themes include *initial formalities, opening and closing items, controlling the discussion, clarifying and summarizing, agreeing and disagreeing, and minutes of the meeting*. This module is available in both a basic and an advanced format.

Learner Outcomes

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

1. Organize, prepare an agenda for, and open a business or informal meeting.
 - Can greet and introduce people, describe responsibilities, speak on behalf of others, deliver an opening and welcome people, describe objectives and a sequence of items, and give reasons and justifications
2. Structure a meeting by being able to follow the agenda and control the discussion.
 - Open, close, and refer to agenda items, move on to new subjects, invite participants to present items, state whether items are relevant, signal points for later discussion, request action from volunteers, specify actions to be taken, and arrange for future contact and reporting
3. Get the message across during a meeting.
 - Make and invite suggestions and recommendations, give opinions, express degrees of agreement and disagreement, simplify/clarify/rephrase information, ask for clarification, and sum up ideas
4. Engage in active debate during meeting discussions.
 - Ask to enter the discussion, invite participants to enter the discussion, give an update, call a discussion to order, refer to earlier comments, expand on specific points, and how to interrupt appropriately and when to resist interrupting
5. Close a meeting and complete the minutes.
 - Invite participants to vote on items, report the results of a vote, focus on outstanding issues, agree on arrangements for a meeting, and make written descriptions of action and attributing responsibility in meeting minutes
6. Improve individual business and meeting skills to make the most of meetings and deal with various meeting formats such as virtual and international.

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Basic/Advanced Negotiating
Level: Basic for GPP/APP Level 2B-3A and Advanced for GPP/APP Levels 3B-5
Length: 26+ units

Program Description

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Course Description

The Negotiating module focuses on key strategies used in business communication, enabling learners to apply their pre-existing professional skills when speaking English. You will learn, practice, and master key phrases and structures used when discussing negotiations and participating in actual negotiating sessions. Sample themes include *agreeing on goals and procedures, proposing solutions, summarizing progress, exerting pressure, preparation and strategy, and interpreting signals and body language*. This module is available in both a basic and an advanced format.

Learner Outcomes

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

1. Set the scene for beginning a negotiation.
 - Greet people, welcome visitors, introduce people, describe responsibilities, describe team roles, describe personal views and approaches, express agreement with views, describe the agenda for a negotiation, and clarify and emphasize important points
2. Initiate a negotiation.
 - Refer to subjects, ask about and describe needs, rephrase/simplify to check comprehension, refer to points already discussed, signal the end of a discussion, arrange to draw up a proposal, set deadlines, and arrange future contact
3. Enter the bargaining phase after a negotiation has been initiated.
 - Inviting and making proposals, specifying price terms, making and reacting to conditional offers, and accepting and rejecting proposals
4. Manage the agenda of a difficult negotiation where you need to focus on overcoming obstacles, propose solutions, and exert pressure.
 - Focus on specific issues, describe action required to reach agreement, give reasons for disagreement, describe negotiating problems, suggest changes to the agenda, propose alternative approaches, suggest compromises, signal ultimatums, and clarify and emphasize negotiating positions
5. Clinch the deal and confirm an agreement in writing.
 - Summarize points agreed on, identify outstanding issues and describe action to be taken, check on agreement and refer to conditional acceptance, close a deal and make arrangements for written agreements, and describe contractual responsibilities in writing
6. Prepare for negotiations and improve negotiating skills with strategy guides, effective negotiating techniques, and interpretation of body language and signals.

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Basic/Advanced Presentations
Level: Basic for GPP/APP Levels 2B-3A and Advanced for GPP/APP Levels 3B-5
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

The Presentations module will give students the skills needed to prepare and deliver professional presentations in English. In addition, the course will present practical techniques for effective body language and pronunciation will be sharpened. Your progress will be measured by your in-class presentations, which will also serve to build your public speaking confidence. Sample themes include *making a presentation flow, using visual aids, managing interruptions and objections, involving the audience, getting the message across, and explaining results and consequences*. This module is available in both a basic and an advanced format.

Learner Outcomes

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

1. Start presentations by giving opening remarks, making introductions, and giving an overview of the items to be covered.
 - Can welcome and thank the audience, introduce yourself and other speakers, describe responsibilities, describe objectives, explain provisions for questions, and describe audiovisual aids
2. Structure and sequence information in order to deliver flowing presentations.
 - Open and close subjects, signal points to be covered later, refer back to previous points, return to prior subjects, handle digressions, sum up key points, signal the end of a talk, and signal concluding remarks
3. Use effective language to manage impact during presentations.
 - Compare and contrast information, expand arguments, highlight and emphasize important ideas, rephrase and reiterate information, and reformulate and simplify important points
4. Present facts and figures with the use of dynamic language and visual aids.
 - Describe trends and degrees of change, refer to charts, draw conclusions from charts, explain results, describe causes and consequences
5. Manage interruptions and objections from audience members and learn to involve the audience in productive ways.
 - Explain time constraints, ask the audience questions, invite questions from the audience, invite the audience to participate and vote, rephrase participants' questions to check comprehension, check that questions have been answered satisfactorily, and sympathize with audience members' points of view
6. Prepare for presentations and improve communication skills in order to handle various presentation formats
 - Learn to set goals, make an outline, rehearse the presentation, prepare for room conditions and time constraints, and create dynamic audiovisual aids

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Real Estate
Level: GPP/APP Levels 3B-5
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

The Real Estate module has been prepared for real estate agents and other professionals who need to improve their English in order to work with English-speaking clients and colleagues. This program has been designed for practical use and offers a range of topics that are of interest to those working in residential real estate. Sample themes include *properties and characteristics*, *visits*, *negotiations and offers*, and *finance and signing*.

Learner Outcomes

After completing Real Estate, students will be able to:

1. Use appropriate language and real estate terminology to market properties, describe properties using real estate terminology for both residential and commercial property, and discuss clients' needs by asking relevant questions and responding to queries.
2. Propose relevant properties by narrowing down possibilities and answering specific questions related to property details, arrange visits by providing detailed instructions, directions and scheduling, and describe location on-site, local amenities, and land details.
3. Describe an inventory of fixture and fittings for both commercial and residential property, describe architectural features including work that needs to be carried out, and discuss current market conditions that place property within a local context.
4. Explore options and possibilities with the client after visits, juggle figures and propose possible offers, negotiate and facilitate mediation between buyer and seller, act as an intermediary, and arrive at the purchase price.
5. Discuss structural issues and environmental/natural risks, organize engineer's reports, discuss and establish contract clauses, specify immediate action(s) needed, and establish the framework/schedule of the sale.
6. Explore clients' financial means, discuss the issues leading to completion of the sale, manage the property and its grounds, and explore rental and key holding factors.

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Basic/Advanced Socializing Across Cultures
Level: Basic for GPP/APP Level 2B and Advanced for GPP/APP Levels 3A-5
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

The Socializing Across Cultures module covers the language skills necessary to communicate effectively and successfully across borders. It will be helpful to people who often travel on business trips or who frequently receive visitors from abroad. The language presented in this course is directly linked to key strategies used in social contact with business acquaintances. The course also deals with techniques for enhancing communication between non-native speakers. Sample themes include *greetings and introductions*, *offering and receiving hospitality*, *making arrangements to meet*, *discussing leisure and interests*, and *using public transportation*. This module is available in both a basic and an advanced format.

Learner Outcomes

After completing Basic/Advanced Socializing Across Cultures, students will be able to:

1. Greet, introduce, and part ways with new people and acquaintances by using appropriate formal or informal language
 - Greet and introduce yourself to new contacts, describe responsibilities, apologize for being late, inquire about well-being, thank a guest for coming, thank a host for his/her hospitality, refer to future contact, wish someone a pleasant trip, and pass on regards for others
2. Receive visitors and understand cultural norms for offering and receiving hospitality
 - Handle accommodation arrangements, apologize and respond to problems with sympathy, help a guest to settle in, offer refreshments and other assistance, make polite requests, accept and decline offers, and ways to express and react to thanks
3. Provide visitors assistance with the use of public transportation and taxis and how to get around town
 - Describe a town and give a guided tour, give and ask for directions, and offer and request personal advice
4. Discuss entertainment options and things to do in the area.
 - Make suggestions, evaluate suggestions, extend invitations, respond to invitations, and arrange to meet
5. Discuss cultural differences and customs relating to dining in a positive way.
 - Discuss types of food and drink and the courses of a meal, describe how food is cooked, discuss characteristics of food, propose a toast, and polite language at the table and in a restaurant
6. Describe biographical details relating to your home county's culture and environment, personal history and family life, and leisure interests in order to socialize with people from various backgrounds.

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.



Program: Accelerated Professional Program Modules
Language: English
Course: Basic/Advanced Telephoning
Level: Basic for GPP/APP Level 2B and Advanced for GPP/APP Levels 3A-5
Length: 26+ units

Program Description

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Course Description

Telephoning is one of the most difficult tasks for many non-native English speakers since they cannot rely on body language and facial expressions to aid comprehension. The Telephoning 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 can 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 Telephoning, 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 end the conversation 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 and 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 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.



Program: Accelerated Professional Program Modules
Language: English
Course: Travel and Tourism
Level: GPP/APP Levels 2B-5
Length: 26+ units

Program Description

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Course Description

The Travel and Tourism module is for professionals who work in the industry and need to effectively interact with foreign travelers. You will be guided through a range of situations in which you are required to interact spontaneously with travelers in English. You will learn to provide information, answer questions, organize meetings, deal with medical problems, and use diplomatic vocabulary. Sample themes include *arrivals*, *curious travelers*, *event organizing*, *getting it right*, and *service with a smile*.

Learner Outcomes

After completing Travel and Tourism, students will be able to:

1. Welcome new arrivals and help them find their accommodation.
 - Can collect people from the airport/bus/train station, explain timetables, give directions, answer inquiries, help travelers with transportation and getting settled in
2. Provide information to travelers about local culture and customs, places of interest and things to do, and organized excursions and events.
 - Can give recommendations and provide information about rules, cultural requirements, formalities, obligations, and cautionary measures
3. Organize business events for small or large groups and write e-mails, letters, and faxes.
 - Can handle accommodation inquiries and bookings over the phone regarding location, conference/business facilities, and room service
4. Provide travelers with information about using public transportation and navigating the area and details about local dining options.
 - Can give recommendations, deal with specific dietary requirements, and fulfill catering needs for meetings and conferences
5. Deal with customer requests and handle unexpected situations and emergencies.
 - Can make small talk, deal with customer requests in a variety of situations, help travelers put their papers in order (visa, passport, insurance, etc.), and identify medical symptoms and suggest a course of action
6. Use diplomatic and polite vocabulary when providing customer service to resolve problems.
 - Can identify needs or problems with accommodation and facilities and offer appropriate solutions, help travelers locate lost belongings, and handle check outs

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.