



TALLER #1

1. Basic skills and techniques for talking to people in business situations.
2. Basic skills and techniques for business correspondence.
3. Basic skills and techniques for using the telephone in business.
4. Basic skills and techniques for writing reports , making notes, summarizing and taking notes of conversations in business.
5. Talking about where you work, employment policy, a company´s activities, organization and history.

TALLER #2

6. Ordering and supplying goods or services; answering and making enquiries, making offers, placing and acknowledging orders.
7. Methods of payment, cash flow, invoicing, dealing with non-payment problems.
8. Complaining and apologizing, delivery and after-sales problems.
9. Looking after foreign visitors and travelling on business; hotels, restaurants, small talk, telling stories.
10. Marketing a product, market research, promotion and advertising.

TALLER #3

11. Taking part in formal and informal meetings, one-to-one meetings and larger group meetings.
12. Explaining and describing operations, giving instructions.
13. Applying for jobs and seeking promotion, participating in interviews.
14. Selling and buying products, negotiating face-to-face and on the phone.
15. A simulation, revising many of the skills and situations in the course.