

ESPAÑOL DE NEGOCIOS 1 - MODULE 1: “ Oral Communication in business environments”

Description of the module: Oral communication is time saving, promotes friendly and cordial relationships and provides instantaneous feedback. Therefore, on our first module we created two skill sections for students to contact people orally, first on the phone and then in conference calls with video. These two means of communication are probably the most used in the business environment today.

Objectives of the module:

Skill 1 “Talking on the phone”.- By the end of the module, students will be able to:

- Make a phone call to contact with a colleague or with a person from another firm
- Leave a message either to a person or in an answering machine
- Ask for a better time to contact a person.
- Answer the phone and take message for someone

Skill 2 “Teleconferences”.- By the end of the module, students will be able to:

- Greet, start a conference call and give some instructions and advices for the organization of the meeting.
- Mention the topics that will be developed in the call and end the conference call in a polite way.

Procedure and materials of the module:

Skill 1: On the phone

Pre-task activities:

1. Students listen carefully to the instructions audio and read the transcription if necessary:

Instructions Audio:

https://drive.google.com/file/d/1xV1Ua7_uz6QFMP-1_TnFcXWsCowWX_4r/view?usp=sharing

Instruction audio transcription:

<https://drive.google.com/file/d/1rU0BhL0hfWMTI162IoX45fQ6JbbKSOpK/view?usp=sharing>

2. Students listen carefully to three models and read the transcriptions

Model 1: Asking for someone

https://drive.google.com/file/d/1hT-sy8QZwdai2bebHpuZYG_poaKDPQe7/view?usp=sharing

Transcription 1

<https://docs.google.com/document/d/1AcX1Nc2TO7Gv1yuj4Czd1OMg6fNPzqiIV705zqimGEo/edit?usp=sharing>

Model 2: Leaving a message

<https://drive.google.com/file/d/1tQf31FYBQY3DISDYlckBleiZYPN1g6E1/view?usp=sharing>

Transcription 2

<https://docs.google.com/document/d/1denzhUg3R8vDUCEKq9QaIPsXH-oUVvHmuqacZq5iKZU/edit?usp=sharing>

Model 3: Wrong number

https://drive.google.com/file/d/1Yjo_BO_e0rCLpFTFBovaly-S0HlaLAr7/view?usp=sharing

Transcription 3

<https://docs.google.com/document/d/1m2PkhTdGoiG3E3yNsoVfHtBq6sl0THaPWnYveiNa1OM/edit?usp=sharing>

3. Students read the presentation on cultural facts:

https://drive.google.com/file/d/1umy7Ni1-OVib0fcKUozJfDJ_Fn6EFmO7/view?usp=sharing

4. Students read the presentation on vocabulary:

https://drive.google.com/file/d/1WdyUTCNL3b7Czlawl_R2ZhyI464JMMqx/view?usp=sharing

5. Students review the grammar of the three models from the following presentation:

<https://drive.google.com/file/d/18mGnathprtt54Ssv3j-1dVIHPZTWY2a/view?usp=sharing>

6. Students record a voice message based on the following information:

<https://drive.google.com/file/d/1LzRTPktfJtCD1O5JUslRA5ZKkuMUG4Mz/view?usp=sharing>

Task:

COMMUNICATIVE MODE: INTERPERSONAL SPEAKING

GENRE: TELEPHONE COMMUNICATION - RECEPTION AND PRODUCTION OF INFORMATION

Students listen to the instructions and read the audio transcription if necessary to perform the task.

Task description and material: After making an appointment on google calendar, students call the instructor to make a simulation exercise. They will try to contact María Sánchez, whose personal card is provided in the link below. They are asked to introduce themselves, explain why they are calling and finally leave a message, since María Sánchez won't be at the office.

<https://drive.google.com/file/d/1DHDMXXa4gWz-AveJhCP1AWnYjiBQxQhw/view?usp=sharing>

Task instructions audio:

<https://drive.google.com/file/d/1Q2PIYwzoB4csBxDjyUdMU0Adq5E-yomod/view?usp=sharing>

Task instructions audio transcription:

<https://drive.google.com/file/d/1yAQoAQ8PcAs3MMa1Krn6IRPCkeiQ2A7/view?usp=sharing>

Language Focus: The teacher and the student review new words, chunks of language, and any grammar that comes up during the online meeting as well as any cultural facts. Finally, the teacher may provide other materials for further practice on grammar.

If students want more practice on the grammar topics, they can visit the following webpages:

Theory:

<https://www.youtube.com/watch?v=oXmgxPV-S9g>

<https://blog.lengua-e.com/2015/imperfecto-de-cortesia/>

Exercises:

http://www.ver-taal.com/ej_imperfecto2.htm

Rationale:

Contacting a person on the phone, either a colleague, customer or provider is an everyday situation in working environments. This first skill presents vocabulary and grammar in real conversations, which allows students to analyze the language and learn how to use it. It also creates room for students to put that language in practice in simulated calls interacting with the tutor.

Skill 2: Teleconferences

Pre-task activity:

Students listen carefully to the instructions audio and read the transcription if necessary:

Instructions Audio:

https://drive.google.com/file/d/13frvoBulf4zQIUsw38vDP1_oLV_Mp-a6/view?usp=sharing

Instruction audio transcription

<https://drive.google.com/file/d/1dLetR6jsUvGDQI88M5w2BeleLy6cCLkX/view?usp=sharing>

Students listen carefully to the two models:

Model 1: <https://youtu.be/snoXpPBIMQQ>

Model 1 Transcription: how to start and greet in a business conference call

<https://docs.google.com/document/d/1sQaS6YMHnBg2qI-ISCBGJvGySEiqUTWt8JBeCX6nbul/edit?usp=sharing>

Model 2:

<https://youtu.be/D7pm5-FVJDA>

Model 2 Transcription: how to end and say good-bye in a business conference call.

<https://docs.google.com/document/d/1VV5MqjBRJe5bN6CqtSM1m7g23hqpGRc-pYzd9y1sYHI/edit?usp=sharing>

Students read the presentation on vocabulary:

https://drive.google.com/file/d/1_mXTI-9KgZlQDtLMXaaT0KxGOeyPiJIm/view?usp=sharing

Task:

COMMUNICATIVE MODE: INTERPERSONAL SPEAKING

GENRE: TELECONFERENCE CALL

Students listen to the instructions and read the audio transcription if necessary.

Task description and material:.

<https://drive.google.com/file/d/184iEonOD1ER7XLmnHrHDI0TsiM3Qq8Jw/view?usp=sharing>

https://drive.google.com/file/d/1zRj-AOOUW8AGmCE9i_IT0JrzJ6705dZT/view?usp=sharing

Task instructions audio:

https://drive.google.com/file/d/14-6QfEfPBECcZDh-3L99B0SmqW0_GOIG/view?usp=sharing

Task instructions audio transcription:

https://drive.google.com/file/d/1OdHS99aI84Hb0-3cwVL27E_-VPiXNRKE/view?usp=sharing

Language Focus: The teacher and the student review new words, chunks of language, and any grammar that comes up during the online meeting as well as any cultural facts.

Rationale

Teleconferences or audio conferencing is a live exchange of information, extensively used for most firms to get communicated colleagues, customers and providers that may be in different cities or even countries. Teleconferences may be with or without video and there may be more than two people exchanging information, which demands from students the ability to understand and produce meaning with more than one interlocutor at a time.