

**Course Title: Spanish for the Workplace**  
**Credit Hours: 2 credits**

Course Description: This course provides a study of workplace Spanish for non-Spanish-speaking employers and employees who need to enhance communication in the workplace, with both colleagues and customers. The curriculum utilizes phonetic encoding to address Spanish commands, questions, and phrases critical in the workplace.

Students who successfully complete this course will be able to:

1. Use job specific Spanish for workplace communication in the United States.
2. Interact more effectively with members of the Spanish-speaking population while on the job, in the general public, and at the workplace.
3. Use job-specific Spanish language skills to control communication by targeting questions to elicit responses they can understand.

### **COURSE COMPETENCIES**

Students will be able to use Spanish language skills to:

1. Identify, minimize and/or eliminate barriers to communication and understanding between Spanish-speakers and non-Spanish-speakers in the workplace
2. Demonstrate commands and statements designed to control potential responses ensuring comprehension.
3. Discuss directions and information using one-way communication techniques.
4. Develop a vocabulary of practical Spanish expressions.
5. Pronounce Spanish properly.
6. Construct simple Spanish sentences.
7. Verbalize information with a Spanish-speaking client.
8. Analyze the basic needs of Spanish-speaking clients or patrons in order to share important information.

### **COURSE OUTLINE (Suggested)**

- A. Goals, Objectives and Methods of Learning
- B. Spanish Pronunciation
- C. Key Words and Phrases for Job Specific Situations and Activities
- D. Additional Phrases and Questions for Job Specific Situations
- E. Spanish Nicknames and Slang Words
- F. Spanish Surname System
- G. Cross Cultural Components