

OCCUPATIONAL LANGUAGE & BUSINESS COMMUNICATIONS

Delivering
SOLUTIONS today
for the workforce of tomorrow



Eliminating barriers to doing business is essential. Nothing should stand between your organization, your employees or the customers it serves. Whether corresponding with international business associates or communicating safety guidelines to non-native English speakers, workplace language and communication barriers can be a significant roadblock to 'business as usual' and maintaining safe, efficient, day-to-day operations.

The Center for Workforce Solutions at Anne Arundel Community College offers occupational language and business communication training to minimize barriers and provide the tools your employees need to communicate better with coworkers, customers and clients.

Our solutions include, but are not limited to:

Business Communications

- Interpersonal Communication Skills
- Business Writing
- Telephone and E-mail Etiquette
- Communication Strategies
- Business Etiquette
- Cultural Adaptation Skills
- Cultural Sensitivity and Diversity
- Intergenerational Awareness

Workplace English as a Second Language (ESL)

- Individualized Assessment
- Customized Instruction

Occupational Spanish Training

- Command Spanish® provides specific, occupational language to address communication problems that arise in a variety of workplace settings. The objective of our courses is to provide a learner-friendly language experience that requires NO PRIOR

KNOWLEDGE OF SPANISH. Occupational specific phrases and communication strategies for real world practitioners are emphasized.

Occupational areas include, but are not limited to:

- Spanish for Nursing
- Spanish for the Physician's Office
- Spanish for Requesting Personal Information and Data
- Survival Spanish for Law Enforcement Officers
- Survival Spanish for Firefighters, Paramedics and EMTs
- Spanish for Industry, Manufacturing and Warehousing
- Supervising Spanish-Speaking Employees
- Spanish for Construction Sites

Language and Communication Solutions

- Customized Language Training Design and Implementation
- Instructional Material Translation
- Strategies for Working with Non-Native English Speakers
- Onsite Language Tutoring
- One-on-One Coaching
- Interpersonal and Behavioral Assessments