



ROSETTA STONE PROFESSIONAL

ANGLÈS PER A ECONOMIA I EMPRESA

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A. FUNCIONS

1. *Comptabilitat i finances* – Accounting & Finance → 01:23

The Language Program *Accounting & Finance* will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Balance Sheet - 00:28

Lesson Objectives

- Understanding an Accounting & Finance document

Vocabulary Themes

- Management & accounting (equity, paid-in capital, retained earnings...)
- Professional documents

2. Consolidated Income Statement - 00:28

Lesson Objectives

- Understanding an Accounting & Finance document

Vocabulary Themes

- Management & accounting (accounting principle, cost of goods sold, net income...)

3. Credit Terms - 00:28

Lesson Objectives

- Understanding an Accounting & Finance document

Vocabulary Themes

- Banking (credit limit, guarantor, payable...)

2. *Recursos Humans* – Human Resources → 02:43

The Language Program Human Resources will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Personnel Requisition Form - 00:28

Lesson Objectives

- Understanding a Human Resources document

Vocabulary Themes

- Human resources (personnel request, position title, vacancy...)

2. Job Candidate Evaluation - 00:28

Lesson Objectives

- Understanding a Human Resources document

Vocabulary Themes

- Critical thinking (to assess, to eliminate, to evaluate...)
- Recruitment (candidate, hiring manager, work experience...)
- Description of a personality (critical thinking skills, leadership skills, writing skills...)

3. Job Offer Letter - 00:28

Lesson Objectives

- Understanding a Human Resources document

Vocabulary Themes

- Remuneration (401(k) plan, perks...)
- Human resources (job description, relocation expenses...)
- Professional documents (contract, letter of employment...)

4. Notice of Dismissal - 00:27

Lesson Objectives

- Understanding a Human Resources document

Vocabulary Themes

- Career stages (exit interview, probationary period, transfer...)
- Human resources (personnel record, work

5. Employee Handbook - 00:28

Lesson Objectives

- Understanding a Human Resources document

Vocabulary Themes

- Social security & insurance (contribution pool, medical insurance, State Disability Insurance...)

6. Fair Labor Standards Act - 00:27

Lesson Objectives

- Understanding a Human Resources document

Vocabulary Themes

- Labor law (collective bargaining agreement, Fair Labor Standards Act of 1938...)
- Remuneration (compensation, regular rate, talent fee...)
- Stock market (to exercise a stock option, fair market value...)

3. *Administració i secretariat* – Administrative & Secretarial → 1:22

The Language Program Administrative & Secretarial will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Letter Template - 00:28

Lesson Objectives

- Understanding an Administrative & Secretarial document

Vocabulary Themes

- Written correspondence (mailing address, recipient, signature...)
 - Standard opening & closing phrases (best regards, to whom it may concern, thank you in advance...)
 - Professional documents

2. Travel Itinerary - 00:27

Lesson Objectives

- Understanding an Administrative & Secretarial document

Vocabulary Themes

- Business trips (to board, connection, gate...)

3. Minutes - 00:28

Lesson Objectives

- Understanding an Administrative & Secretarial document

Vocabulary Themes

- Professional interaction (to follow up, to second...)
 - Meetings (agenda, new business, motion...)
 - Professional documents (minutes...)

4. *Comerç i màrqueting* – Sales & Marketing → 2:13

The Language Program Sales & Marketing will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Internal Memo - 00:28

Lesson Objectives

- Understanding a Sales & Marketing document

Vocabulary Themes

- Marketing & communication (to advertise, commercial, packaging...)

2. Cold Call Script - 00:24

Lesson Objectives - Understanding a Sales & Marketing document

Vocabulary Themes - Canvassing (client base, cold call, prospect...)

3. Sales Results Presentation - 00:27

Lesson Objectives - Understanding a Sales & Marketing document

Vocabulary Themes
 - Sales (brand awareness, market share, trend...)
 - Management & accounting (margin, net income, operating income...)

4. Case Study - 00:28

Lesson Objectives - Understanding a Sales & Marketing document

Vocabulary Themes - Marketing & communication (brand extension, cash cow, qualitative research...)

5. Marketing Strategy - 00:28

Lesson Objectives - Understanding a Sales & Marketing document

Vocabulary Themes
 - Marketing & communication (product positioning, teaser ad, early majority...)
 - Corporate strategy (concentrated strategy, individual marketing...)

**5. *Servei d'atenció al client i Servei postvenda* – After-Sales & Customer Service
 → 1:23**

The Language Program After-Sales & Customer Service will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Customer Survey Assessment - 00:28

Lesson Objectives - Understanding an After-Sales & Customer Service document

Vocabulary Themes
 - After-sales, maintenance, and warranties (customer feedback, customer satisfaction, customer survey,)
 - Surveys & questionnaires (average, median, underrepresented...)

2. Letter of Complaint - 00:28

Lesson Objectives

- Understanding an After-Sales & Customer Service document

Vocabulary Themes

- Buying & selling (client, rebate, retailer)
 - Delivery (delivery, shipment)
 - After-sales, maintenance, and warranties (to lodge a complaint, malfunction)

3. Warranty and Return Policy - 00:28

Lesson Objectives

- Understanding an After-Sales & Customer Service document

Vocabulary Themes

- After-sales, maintenance, and warranties (advanced replacement service, in-warranty return, warrantor)

6. Informàtica – IT → 1:20

The Language Program IT will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Installation Guide - 00:27

Lesson Objectives

- Understanding an IT document

Vocabulary Themes

- IT (administrator, troubleshooting...)
 - Computer components (jumper, motherboard...)
 - IT environment & system (default, prompt...)

2. Server Description - 00:27

Lesson Objectives

- Understanding an IT document

Vocabulary Themes

- Computer components (cell board, hard drive, rack...)
 - IT environment & system (clustering, partition, thread...)

3. Thread Safety Issues - 00:27

Lesson Objectives

- Understanding an IT document

Vocabulary Themes

- IT development & programming (base class, to compile, to patch...)

7. Dret – Legal → 1:49

The Language Program Legal will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Attorney's Letter - 00:27

Lesson Objectives

- Understanding a Legal document

Vocabulary Themes

- Law & justice (defendant, plaintiff...)
- Legal procedures (arbitration, counterclaim, to file...)
- Judicial & penitentiary infrastructures (court, district court...)

2. Corporate Bylaws - 00:27

Lesson Objectives

- Understanding a Legal document

Vocabulary Themes

- Corporate law (bylaws, preemptive right...)
- Hierarchy (board of directors, officer...)
- Stock market (dividend, funds...)

3. General Contract for Services - 00:29

Lesson Objectives

- Understanding a Legal document

Vocabulary Themes

- Law & justice (amendment, attorney...)
- Corporate law (copyright, warranty clause...)

4. Patent Law - 00:27

Lesson Objectives

- Understanding a Legal document

Vocabulary Themes

- Corporate law (notice of allowance, estoppel, patentee...)

B. SECTORS D'ACTIVITAT

1. *Segurs i serveis financers* –Insurance & Financial Services → 4:29

a) Video Lessons

The Language Program Video Lessons: Insurance & Financial Services will enable you to address subjects such as the market, banking, and the economy. You will be able to understand relatively short Associated Press videos using specialized yet accessible vocabulary related to insurance and financial services.

1. A Loan Modification Program

Lesson Objectives	Understanding the general sense of a short document about loans and credit
Vocabulary Themes	- Negotiation (to extend, to scramble, regulator, ...) - Banking (mortgage, foreclosure, interest, ...)
Grammar	- Reported speech

2. Pharmaceutical Buyout

Lesson Objectives	Understanding the general sense of a short document about the pharmaceutical industry
Vocabulary Themes	- Pharmaceutical industry (biopharmaceutical, patent, prescription, ...) - Finance (asset, revenue, investment, ...) - Description and characterization (counter to, promising, rival, ...)

3. Unemployment Rate Analysis

Lesson Objectives	Understanding the general sense of a short document about the financial services industry
Vocabulary Themes	- Quantities (to shrink, elevated, to slash, ...) - Economics (unemployment, recession, restructuring, ...) - Assessment of a situation (widespread, to alarm, feverish, ...)

4. Home Construction and the Housing Market

Lesson Objectives	Understanding the general sense of a short document about the building industry
Vocabulary Themes	- Housing (multifamily, housing, rental, ...) -

Construction industry (development, building permit, construction, ...) - Finance (to bottom out, overhang, to rebound, ...)

5. Federal Open Market Committee Report

Lesson Objectives	Understanding the general sense of a short document about the financial services industry
Vocabulary Themes	- Finance (security, output, inflation, ...) - Names of organizations & institutions (Federal Open Market Committee, Federal Reserve, Department of the Treasury, ...)
Grammar	- Making references - Comparing equals

6. Regulatory Reform Testimony

Lesson Objectives	Understanding the general sense of a short document about a legal matter
Vocabulary Themes	- Law & justice - Finance - Power - Description and characterization

b) Document Lessons

The Language Program Document Lessons: Insurance & Financial Services will enable you to become familiar with this field's standard documents and their corresponding formats. It will allow you to assimilate the standard structures and key terms needed to write and understand these kinds of documents.

1. Certificate of Insurance

Lesson Objectives	- Understanding a Banking & Insurance document
Vocabulary Themes	- Social security & insurance (insurance broker, endorsement, occurrence coverage...) - Accidents & disasters (bodily injury, property damage...)

2. Promissory Note

Lesson Objectives	- Understanding a Banking & Insurance document
Vocabulary Themes	- Finance (endorser, default, prepayment right...)

- Corporate law (acceleration clause, default clause...)

3. Travel Insurance

Lesson Objectives

- Understanding a Banking & Insurance document

Vocabulary Themes

- Social security & insurance (health plan, third party coverage, policyholder...)
- Accidents & disasters (evacuation, identity theft...)

2. *Dret i justícia* – Law and Justice → 2:50

The Language Program Video Lessons: Law & Justice will enable you to address subjects such as legal issues, practices, and procedures. You will be able to understand relatively short Associated Press videos using specialized yet accessible vocabulary related to the legal profession.

1. International Court Conviction

Overall Objective

- Understanding the general sense of a short document about a legal matter

Vocabulary Themes

- Legal procedures
- Criminal law
- Description and characterization

2. A Long Legal Battle

Overall Objective

- Understanding the general sense of a short document about a legal matter

Vocabulary Themes

- Legal procedures

3. An Alleged Conspiracy

Overall Objective

- Understanding the general sense of a short document about a legal matter

Vocabulary Themes

- Law & justice

4. Regulatory Reform Testimony

Overall Objective

- Understanding the general sense of a short document about a legal matter

Vocabulary Themes

- Law & justice
- Finance

- Power
- Description and characterization

5. Autism Ruling

Overall Objective

- Understanding the general sense of a short document about the pharmaceutical industry

Vocabulary Themes

- Health problems & diseases
- Logic & reasoning
- Legal procedures
- Pharmaceutical industry

6. Foreclosure Proceedings

Overall Objective

- Understanding the general sense of a short document about a legal matter

Vocabulary Themes

- Law & justice

7. Accusations in California

Overall Objective

- Understanding the general sense of a short document about industry

Vocabulary Themes

- Law & justice
- Public administration

3. *Màrqueting i publicitat* – Marketing & Advertising → 4:48

The Language Program Video Lessons: Marketing & Advertising will enable you to address subjects such as advertising strategies and challenges. You will be able to understand relatively short Associated Press videos using specialized yet accessible vocabulary related to marketing and the advertising industry.

1. Times Square's Newest Name

Lesson Objectives

Understanding the general sense of a short document about the advertising industry

Vocabulary Themes

- Marketing & communication (billboard, profile, to tap, ...)
- Finance (to hold, to buy into, to spend, ...)

Grammar

- The article and geographical names

2. Trade Show Marketing Strategies

Lesson Objectives Understanding the general sense of a short document about marketing

Vocabulary Themes - Marketing & communication (to exhibit, giveaway, pitch, ...) - Companies (founder, franchisee, professional, ...)

3. L.A.'s Signage Sprawl

Lesson Objectives Understanding the general sense of a short document about the advertising industry

Vocabulary Themes - Marketing & communication (signage, to promote, supergraphic, ...) - Laws & regulations (misdemeanor, charges, to ban, ...)

4. *Administració i sector públic* – Government & the Public Sector → 1:33

Video Lessons

The Language Program Video Lessons: Government & the Public Sector will enable you to address subjects such as sales political offices, elections, and interest groups. You will be able to understand relatively short Associated Press videos using specialized yet accessible vocabulary related to government administrations and the public sector.

1. Mayor's Election Victory Speech - 00:22

Lesson Objectives Understanding the general sense of a short document about politics and elections

Vocabulary Themes - Elections
- Resolution & handling of problems
- Politics

2. Federal Government Jobs - 00:23

Lesson Objectives Understanding the general sense of a short document about the public sector

Vocabulary Themes - Description of a person
- Human resources
- Measurements

3. New York Term Limits - 00:25

Lesson Objectives Understanding the general sense of a short document about politics and elections

Vocabulary Themes

- Politics

4. Canine Political Action Committee - 00:24

Lesson Objectives

Understanding the general sense of a short document about politics and elections

Vocabulary Themes

- Politics

C. FITXES DE VOCABULARI ESPECIALITZAT

1. *Màrqueting i publicitat* – Marketing & Advertising Industry → 0:30

The Language Program Marketing & the Advertising Industry will enable you to discover and develop specialized yet accessible vocabulary related to direct and indirect marketing methods.

Advertising and Marketing – 5 Vocabulary Files

Overall Objective	- Understanding specialized vocabulary related to advertising and marketing
Targeted Skills	- Reading
Lexical Groups	- Marketing & communication (competitor, display material, free sample, ...)

2. *Informàtica* – IT → 0:30

The Language Program IT will enable you to discover and develop specialized yet accessible vocabulary related to computer use and office technology.

IT – 5 Vocabulary Files

Overall Objective	- Understanding specialized vocabulary related to information technology
Targeted Skills	- Reading
Lexical Groups	- IT (mail merge, optical character recognition, removable medium, ...)

3. *Banca i finances* – Banking & Finance → 0:30

The Language Program Banking & Finance will enable you to discover and develop specialized yet accessible vocabulary related to topics such as banks, currency, and the stock exchange.

Banking and Finance – 5 Vocabulary Files

Overall Objective	- Understanding specialized vocabulary related to banking and finance
Targeted Skills	- Reading
Lexical Groups	- Finance (assets, bearer bond, bull market, ...)

4. *Estat i govern local* – State & Local Government → 1:54

The Language Program State & Local Government will enable you to discover and develop specialized yet accessible vocabulary related to public officials and institutions.

Local and Regional Authorities – 19 Vocabulary Files

Overall Objective	- Understanding specialized vocabulary related to state and local government
Targeted Skills	- Reading
Lexical Groups	- Urban areas (administrative, to allocate, appraisal, ...)

5. *Ètica empresarial* – Business Ethics → 0:54

a) Politics & the Economy – 0:18

The Language Program Business Ethics - Politics & the Economy will enable you to discover and develop specialized yet accessible vocabulary related to topics such as global politics and international economic relations.

1. Global Politics – 1 Vocabulary File

Overall Objective	- Understanding specialized vocabulary related to globalization
Targeted Skills	- Reading
Lexical Groups	- Politics (to denationalize, border, neoliberalism, ...)

2. Global Economics - 1 Vocabulary File

Overall Objective	- Understanding specialized vocabulary related to globalization
Targeted Skills	- Reading
Lexical Groups	- Economics (dumping, remittance, market failure, ...)

3. International Relations - 1 Vocabulary File

Overall Objective	- Understanding specialized vocabulary related to globalization
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Targeted Skills	- Reading
Lexical Groups	- Economics (debt relief, fair trade, tiered pricing, ...)

b) Society & the Environment – 0:12

The Language Program Business Ethics - Society & the Environment will enable you to discover and develop specialized yet accessible vocabulary related to topics such as global society, health, and environmental issues.

1. Global Society - 1 Vocabulary File	
Overall Objective	- Understanding specialized vocabulary related to globalization
Targeted Skills	- Reading
Lexical Groups	- Civilization (acculturation, civil society, humanitarian, ...) - Medicine (epidemic, genetic engineering, health expenditure, ...)

2. Environment: Global Issues - 1 Vocabulary File	
Overall Objective	- Understanding specialized vocabulary related to globalization
Targeted Skills	- Reading
Lexical Groups	- Environment & ecology (agribusiness, biodiversity, climate change, ...)

c) Ethics & Fair Trade – 0:24

The Language Program Business Ethics - Ethics & Fair Trade will enable you to discover and develop specialized yet accessible vocabulary related to practices of fair trade and corporate responsibility.

Ethics and Fair Trade – 6 Vocabulary Files	
Overall Objective	- Understanding specialized vocabulary related to fair trade
Targeted Skills	- Reading
Lexical Groups	- Character and values (accountability, business ethics, conflict of interest, ...)

D. LLIÇONS EN VÍDEO (ANGLÈS BRITÀNIC)

1. *Cultura i societat* – Culture and Society → 10:25

The Language Program Video Lessons: Culture and Society will enable you to address social and cultural topics. You will be able to understand relatively short, authentic audiovisual aids about subjects such as cultural identity or the evolution of social behaviors using specialized yet accessible vocabulary.

1. Energy Under Control - 00:23

Lesson Objectives	Understanding the general sense of a short document on a social issue
Vocabulary Themes	- Intellect (aim, behaviour, to influence, ...) - Information & inquiries (consumption, real-time, to monitor, ...)
Grammar	- Phrasal verb particles

2. Wetlands Survey - 00:23

Lesson Objectives	Understanding the general sense of a short document on a political issue
Vocabulary Themes	- Quantities (abundant, countless, pretty, ...) - Relief & landscapes (delta, wetland, plain, ...) - Communication (compromise, interface, network, ...) - Politics (agenda, power struggle, non-governmental organisation, ...)
Grammar	- Compound adjectives

3. A Place for Lessons on Europe in Schools? - 00:24

Lesson Objectives	Understanding the main points in a short document about a political issue
Vocabulary Themes	- Advantages and disadvantages (on the one hand, on the other hand, however, ...) - Advice and recommendations (should, to need to, to be necessary, ...)
Grammar	- 'Should' and 'ought to': advice

4. European Parliament Reviews Deadly Fine Particles - 00:23

Lesson Objectives Understanding the main points in a short document about a political issue

Vocabulary Themes

- Traffic (car sharing, toll, car pool, ...)
- Public administration (environmental managers, traffic planners, citizens, ...)
- Instructions and directives (to take action, to run a campaign, to make the effort, ...)

Grammar - Construction of the passive

5. Art Batters Barriers in Cyprus - 00:21

Lesson Objectives Understanding the main points in a short document about culture

Vocabulary Themes

- Literature & theatre (playwright, to mount, troop, ...)
- Problem explanation (barrier, obstacle, difficulty, ...)
- Resolution & handling of problems (effort, to overcome, to take on, ...)

6. EU Invests 14 Million Euros in Fight Against Fat - 00:25

Lesson Objectives Understanding the main points in a short document about science

Vocabulary Themes

- Movement (movement, to sit, to run, ...)
- Sport (cycling, to run a marathon, active, ...)

Grammar - May - Might

7. Market Driving Europeans out of House and Home - 00:27

Lesson Objectives Understanding the main points in a short document about the economy

Vocabulary Themes

- Property (property, tenant, rent, ...)
- Household equipment (balcony, carpet, cabinet, ...)

Grammar - Prepositions of place - Use of the passive

8. Researchers Aim to Reduce Excessive Urban Noise - 00:26

Lesson Objectives Understanding the main points in a short document about technology

Vocabulary Themes	- Infrastructures for road transport (motorway, interchange, junction, ...) - Road vehicle parts (tyre, engine, transmission, ...)
Grammar	- Regular superlatives - Irregular superlatives

9. Playing the Game and Learning the Lesson - 00:25	
Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Students (schoolkid, student, child, ...) - Ergonomics & convenience (multidisciplinary, personalised, unique, ...)
Grammar	- Construction of the present conditional

10. Morocco Works to Integrate Its Disabled Citizens - 00:24	
Lesson Objectives	Understanding the main points in a short document about a political issue
Vocabulary Themes	- Politics (reform, commitment, framework, ...) - Behaviour & human relations (to take into account, to shake up, to escape, ...) - Law & justice (prejudice, right, voice, ...)

11. Europe's Struggle Against Pesticides - 00:22	
Lesson Objectives	Understanding the main points in a short document about a political issue
Vocabulary Themes	- How the human body works (genetic, reproductive, immune, ...) - Problems & inconveniences (contaminated, poisonous, dangerous, ...)
Grammar	- The present continuous

12. A Hamburger? No Thanks, Pass the Focaccia - 00:23	
Lesson Objectives	Understanding the main points in a short document about culture
Vocabulary Themes	- Food & drink (ingredient, food, product, ...) - Food (tomato, mushroom, pastry, ...) - Careers in hotels & restaurants (baker, artisan, critic, ...)

Grammar - Irregular comparatives

13. Literary Types Want EU Support - 00:23

Lesson Objectives Understanding the main points in a short document about culture

Vocabulary Themes - Remuneration (fee, reward, pay, ...) - Careers (job, opportunity, career, ...) - Careers in the book & publishing industry (translator, interpreter, publisher, ...)

Grammar - The simple present and the present continuous

14. Living on the Edge - 00:26

Lesson Objectives Understanding the main points in a short document about the environment

Vocabulary Themes - Relief & landscapes (cliff, coast, edge, ...)

Grammar - Use of the present perfect - Irregular verbs

15. Research into the Effects of Pesticides - 00:22

Lesson Objectives Understanding the main points in a short document about a political issue

Vocabulary Themes - Health problems & diseases (hyperactivity, disability, symptom, ...) - Chemical elements & compounds (solvent, pesticide, substance, ...) - Laws and regulations (legislation, policy, report, ...)

16. Promoting Scottish Identity Through Music - 00:28

Lesson Objectives Understanding the main points in a short document about culture

Vocabulary Themes - Music (label, album, hit parade, ...) - Development and growth (to thrive, to promote, to contribute, ...) - Situation assessment (at an all time high, as a whole, at stake, ...)

Grammar - Expressions followed by the gerund - Too - Too much

17. Europe's Struggle to Reduce Pollution - 00:25

Lesson Objectives Understanding the main points in a short document about the environment

Vocabulary Themes - Environment & ecology (emission, pollutant, acid rain, ...) - Instruments & units of measurement (control station, reading, register, ...)

Grammar - Construction of the past tense

18. French Middle Class Purchasing Power Blues - 00:26

Lesson Objectives Understanding the main points in a short document about the economy

Vocabulary Themes - Finance (purchasing power, disposable income, to feel the pinch, ...) - Housing (subsidised housing, property prices, practice, ...) - Everyday life (saving grace, battle cry, upwardly mobile, ...) - Description of results (to shrink, to spread, to soar, ...)

Grammar - Use of the present perfect continuous

19. Improving Food Allergy Diagnosis - 00:23

Lesson Objectives Understanding the general sense of a short document about health

Vocabulary Themes - Health problems & diseases (allergen, swelling, redness, ...) - Description - qualification (harmless, adverse, fatal, ...) - Exact & applied science (to break down, to react to, to vary from, ...) - Crimes & misdemeanors (threat, trace, culprit, ...)

20. Teaching Good Habits for Clean Water - 00:25

Lesson Objectives Understanding the main points in a short document about the environment

Vocabulary Themes - Environment & ecology (to recycle, on tap, waste, ...) - Problems & inconveniences (scarce, to pollute, to destroy, ...)

Grammar - The impersonal structure

21. Translation Woes - 00:25

Lesson Objectives	Understanding the main points in a short document about culture
Vocabulary Themes	- Remuneration (gross, compensation, commission, ...) - Training & knowledge (to encourage, to flourish, to nurture, ...) - Information & enquiries (from the horse's mouth, to stress, to insist, ...)
Grammar	- Construction of the passive

22. Virtual Assistance for Music Teachers - 00:23

Lesson Objectives	Understanding the main points in a short document about culture
Vocabulary Themes	- Music (composer, score, to perform, ...) - Education (to evaluate, e-learning, classroom, ...)
Grammar	- Compound adjectives

23. Stockholm: Model of Climate-Friendly Innovation - 00:22

Lesson Objectives	Understanding the main points in a short document about the environment
Vocabulary Themes	- Environment & ecology (fossil fuels, treatment centre, toilet waste, ...) - Project management (pilot project, conviction, scale, ...) - Everyday life (to release, to dump, to power, ...) - Definition and characterisation (sustainable, self-sufficient, hefty, ...)

24. A Bright Future for Stained Glass - 00:21

Lesson Objectives	Understanding the main points in a short document about culture
Vocabulary Themes	- Composition of an object (structure, thickness, corrosion, ...) - Art (conservation, technique, stained glass, ...) - Resolution & handling of problems (to investigate, to unveil, to consolidate, ...)
Grammar	- For - Since - Ago

25. Humans and Machines Working on Road Safety - 00:27

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Computer equipment (virtual world, simulator, software, ...) - Mathematics (to analyse, to go over, to assess, ...) - Mechanics (specific, sophisticated, tailored, ...)
Grammar	- Dependent clauses with 'that' - When 'that' may be left out

26. New Frontiers in Imaging the Human Body - 00:25

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Medicine (ventricle, valve, chronic, ...) - Resolution & handling of problems (to tackle, to proceed, to prevent, ...)
Grammar	- Means with 'by' - Use of the passive

2. *Espai* - Space → 12:16

The Language Program Video Lessons: Space will enable you to address topics related to space. You will be able to understand relatively short, authentic audiovisual aids about subjects such as space research, satellites, or planets using specialized yet accessible vocabulary.

1. Space Medicine on Earth - 00:24

Lesson Objectives	Understanding the general sense of a short document about health
Vocabulary Themes	- Scientific research (faculty, mechanism, diagnosis, ...) - Work tools & machines (miniaturisation, robotics, imagery, ...) - The nervous system (otolith, neurosensory, regulation, ...)

2. Science and Science Fiction - 00:21

Lesson Objectives	Understanding the general sense of a short document about aerospace
Vocabulary Themes	- Intellect (to extrapolate, to overlook, to assume, ...) - Probability and potential (plausible, fictional,

	realistic, ...)
Lesson Objectives	Understanding the general sense of a short document about aerospace

3. The Rosetta Odyssey - 00:24	
Lesson Objectives	Understanding the general sense of a short document about aerospace
Vocabulary Themes	- Speed ((to accelerate, to sling, velocity, ...) - Composition of an object ((composition, density, to form, ...)
Grammar	- For - Since - Ago - Expressions with the present perfect

4. Saturnian Secrets - 00:24	
Lesson Objectives	Understanding the general sense of a short document about aerospace
Vocabulary Themes	- Chemistry (methane, ammonia, vapour, ...) - Description - qualification (intense, complex, fascinating, ...) - Information & inquiries (ultimately, to find out, implication, ...)
Grammar	- Phrasal verb particles

5. Searching for Exoplanets - 00:23	
Lesson Objectives	Understanding the general sense of a short document about aerospace
Vocabulary Themes	- Intellect (preoccupied, suspected, compared, ...) - Astronomy (exoplanet, galaxy, constellation, ...)
Grammar	- For - Since - Ago

6. Successful Launches Are a Team Effort - 00:20	
Lesson Objectives	Understanding the general sense of a short document about aerospace
Vocabulary Themes	- Work tools & machines (stage, launcher, components, ...) - Risks (reliability, defect, quality control, ...) - Project brainstorming (to coordinate, to

put together, to orchestrate, ...)

7. Searching for the Origins - 00:22

Lesson Objectives

Understanding the general sense of a short document about aerospace

Vocabulary Themes

- Astronomy (clusters, filaments, network, ...) - Progression (evolution, formation, fossil, ...)

8. Unveiling the Universe - 00:23

Lesson Objectives

Understanding the general sense of a short document about aerospace

Vocabulary Themes

- Physics (infrared , radiation, wavelength, ...) - Value judgment (marvel, faint, nuisance, ...)

Grammar

- Phrasal verb particles

9. Smaller Countries Compete in Space - 00:25

Lesson Objectives

Understanding the main points in a short document about space

Vocabulary Themes

- IT (software, hardware, system, ...) - Secondary sector (Space industry, aeronautics industry, telecommunications, ...)

Grammar

- Adjectives ending in -ing - Comparing equals

10. Hubble: Looking for Answers - 00:25

Lesson Objectives

Understanding the main points in a short document about space

Vocabulary Themes

- Situation in time (since, from that moment, first, ...) - Astronomy equipment (telescope, instrument, mirror, ...) - Value judgement (productive, complex, crucial, ...)

Grammar

- Prepositions of time - Past perfect

11. The Importance of Good Food While Living in Space - 00:27

Lesson Objectives

Understanding the main points in a short document about space

Vocabulary Themes

- Description of an object (tasty, scrambled, freeze-

	dried, ...) - Resolution & handling of problems (to work on, to work out, to fit in, ...)
Grammar	- Use of the past participle as an adjective - Infinitive clause

12. Back to the Moon and Plans to Travel to Mars - 00:23	
Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Social sciences (society, industry, private sector, ...) - Reflection and plans (endeavour, to accomplish, challenge, ...) - Development and growth (cornerstone, development, large scale, ...)
Grammar	- Also - As well - Too

13. ISS Deliveries Soon to be Automatic - 00:27	
Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Toiletries & hair products (toiletries, comb, brush, ...) - Tertiary sector (supply, to restock, cargo, ...)
Grammar	- Different meanings of 'all' - Also - As well - Too

14. Sputnik: the Satellite That Started the Space Race - 00:25	
Lesson Objectives	Understanding the main points in a short document about Space
Vocabulary Themes	- Aerospace industry (rocket, blast-off, satellite, ...) - Feelings (stress, fear, joy, ...)
Grammar	- Irregular verbs

15. Preparing the Way for a Mission to Mars - 00:23	
Lesson Objectives	- Understanding the main points in a short document about Space
Vocabulary Themes	- Distance (short, to cover, distance, ...) - Description of time (to spend, delay, year, ...) - Problems & inconveniences (boredom, tension, problem, ...)

Grammar - Construction of the passive

16. Helping Space Students Reach for the Stars - 00:23

Lesson Objectives - Understanding the main points in a short document about Space

Vocabulary Themes - Instruments & units of measurement (year, kilo, centimetre, ...) - Aerospace industry (satellite, astronaut, star, ...) - Environment & ecology (environment, atmosphere, ozone layer, ...)

Grammar - The prepositions 'in' and 'at'

17. The Tale of the Man -made Debris Circling the Earth - 00:25

Lesson Objectives Understanding the main points in a short document about space

Vocabulary Themes - Description of an object (mass, velocity, diameter, ...) - Appearance of an object (solid, sphere, block, ...) - Cause & effect (If you do this, then this tiny object here will cause such a crater., ...)

Grammar - Compound adjectives

18. Did Comets Start Life on Earth? - 00:23

Lesson Objectives Understanding the main points in a short document about space

Vocabulary Themes - Chemical elements & compounds (nitrogen, hydrogen, oxygen, ...) - Solar system (asteroid, comet, crater, ...)

Grammar - The future

19. GPS Systems Uncover Mysteries of Time and Light - 00:24

Lesson Objectives Understanding the main points in a short document about space

Vocabulary Themes - Mathematical operations (to calculate, to quantify, to correct, ...)

Grammar - Also - As well - Too

20. SMOS - the Satellite for Water and Salt - 00:23

Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- The solar system (planet, globe, Earth, ...) - Meteorology (climate, weather, precipitation, ...) - Rivers, seas, & oceans (ocean, sea, current, ...)
Grammar	- Relative pronouns and adverbs

21. ESA Head of Science sets out Cosmic Vision Goals - 00:26

Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- The business world (goal, purpose, proposal, ...) - Project management (to involve, to tackle, to rely on, ...) - Everyday life (to make the cut, to come up with, to split into, ...)

22. Project Mars: ESA's Role in Space Exploration - 00:26

Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Corporate life (to assert, to retain, to address, ...) - Everyday life (to be on an equal footing, to foot the bill, to set foot on, ...) - Reflection and plans (underway, worthwhile, potential, ...)
Grammar	- Construction of the passive

23. All Aboard the Mars Express - 00:28

Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Description of an object (fascinating, mysterious, harsh, ...) - Value judgement (fundamental, average, obvious, ...)
Grammar	- Use of the present perfect continuous

24. Studying the Sea from Space - 00:23

Lesson Objectives	Understanding the main points in a short document about science
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Vocabulary Themes

- Rivers, seas & oceans (salinity, circulation, current, ...)
 - Meteorology (forecast, phenomenon, drought, ...)
 - Health problems & diseases (ailing, heal, to suffer, ...)

25. One Hundred Days of Solitude - 00:24

Lesson Objectives

Understanding the general sense of a short document about health

Vocabulary Themes

- Scientific research (surveillance, findings, feedback, ...)
 - A person's physical & mental state (solitude, readiness, monotonous, ...)
 - Social life (volunteer, crew, to man, ...)

Grammar

- Which - What

26. A Pocket-sized Ecosystem - 00:23

Lesson Objectives

Understanding the main points in a short document about space

Vocabulary Themes

- Careers in the aerospace industry (astronaut, crew, scientist, ...)
 - Biology (ecosystem, provisions, metabolism, ...)

Grammar

- Construction of the present perfect continuous

27. Space, Defence and Security - 00:22

Lesson Objectives

Understanding the main points in a short document about technology

Vocabulary Themes

- Security & defence (vigilant, to scan, detection, ...) -
 Reflection and plans (outset, to conceive, to join forces, ...) -
 Risks (hazard, risky, harmful, ...)

28. Methane on Mars - 00:23

Lesson Objectives

Understanding the main points in a short document about space

Vocabulary Themes

- Chemistry (methane, organic, composition, ...) -
 Situation of something in space (internal, in situ, atmosphere, ...) -
 Probability & potential (feasibility, capability, activity, ...)

Grammar - Also - As well - Too

29. Destination Moon, 1969 to Today - 00:25

Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Evolution (impact, to form, to head, ...) - Audiovisual & radio broadcasting (to copy, glued to, black and white, ...)

30. The Making of an Astronaut - 00:23

Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Value judgement (breathtaking, terrifying, sharp, ...) - Description of a person (willing, aware, vulnerable, ...) - Character & values (audacity, determination, stability, ...)

31. Mars-500: The Ultimate Challenge - 00:24

Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Scientific research (stimuli, depression, deprivation, ...)
Grammar	- Construction of the present perfect continuous

3. *Política i economia* – Politics and the Economy → 8:52

The Language Program Video Lessons: Politics and the Economy will enable you to address political and socioeconomic topics. You will be able to understand relatively short, authentic audiovisual aids about subjects such as political and economic issues and globalization using specialized yet accessible vocabulary.

1. Monaco: Small Country, Big Image - 00:23

Lesson Objectives	Understanding the general sense of a short document on the economy
Vocabulary Themes	- Value judgment (testimony, legacy, tribute, ...) - Political regimes and parties (aristocrat, principality, throne, ...) - Finance (to generate, revenue, to thrive, ...)

Grammar - Means with 'by'

2. Shareholding in a Globalised Economy 1 - 00:25

Lesson Objectives Understanding the main points in a short document about the economy

Vocabulary Themes - Finance (to save, to earn, income, ...) - Problem explanation (to go wrong, mismanagement, to collapse, ...)

Grammar - Can - Could - Be able to - Relative pronouns and adverbs

3. Fishermen Call on EU to Safeguard Their Future - 00:26

Lesson Objectives Understanding the main points in a short document about the economy

Vocabulary Themes - Finance (income, financial, funds, ...) - Situation assessment (threatened, shocking, unimaginable, ...) - Problem explanation (useless, waste, hurdle, ...)

Grammar - Expressions with the present perfect - Use of the passive

4. Shareholding in a Globalised Economy 2 - 00:24

Lesson Objectives Understanding the main points in a short document about the economy

Vocabulary Themes - Value judgement (problematic, successful, key, ...) - Stock exchange (exchange rate, volatility, currency, ...) - Trade (consumer, goods, globalisation, ...)

5. Nuclear Energy Back on UK's Political Agenda - 00:25

Lesson Objectives Understanding the main points in a short document about the economy

Vocabulary Themes - Forms of energy (nuclear reactor, natural gas, oil, ...) - Finance (taxpayer, cost, estimate, ...)

Grammar - Must - Have (got) to

6. How the European Parliament Came to Be - 00:27

Lesson Objectives	Understanding the main points in a short document about a political issue
Vocabulary Themes	- Problems & inconveniences (conflict, trigger, tension, ...) - Resolution & handling of problems (solution, negotiation, treaty, ...)
Grammar	- Definite article with geographical names - Relative pronouns and adverbs

7. Nuclear Energy: Friend or Foe to the Environment? - 00:23

Lesson Objectives	Understanding the main points in a debate on a political issue
Vocabulary Themes	- Primary sector (gas, petrol, radioactive, ...) - Environment & ecology (climate, global warming, ecology, ...) - Description of an object (clean, dirty, dangerous, ...)
Grammar	- Similarity: 'like' and 'as'

8. Europe Ponders Growth Versus Climate Change - 00:24

Lesson Objectives	Understanding the main points in a short document about a political issue
Vocabulary Themes	- Means of transport (bicycle, limousine, aviation, ...) - Public administration (policy, deputy, European Commission, ...) - Forms of energy (coal, energy, fuel, ...) - Development and growth (flourish, prosper, improve, ...)
Grammar	- Irregular comparatives

9. From Seagull Road to EU Integrated Maritime Policy - 00:23

Lesson Objectives	Understanding the main points in a short document about the economy
Vocabulary Themes	- Prices & payments (funds, price tag, money, ...) - Industry (to build, to downsize, to develop, ...)

10. CARS 21 Reports on the Future of European Cars - 00:24

Lesson Objectives	Understanding the main points in a short
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	document about the economy
Vocabulary Themes	- Companies (sacking, concession, competition, ...) - Value judgement (unrealistic, broad, powerful, ...) - Corporate strategy (to be at stake, to lack, to adapt, ...) - Reflection and plans (to keep abreast of, to report (on), to aim (at), ...)

11. China in Africa – What Does the EU Think? - 00:24	
Lesson Objectives	Understanding the main points in a debate on a political issue
Vocabulary Themes	- Geography (continent, world, country, ...) - Politics (presence, monopoly, security, ...)
Grammar	- Nouns and adjectives of nationality

12. Spain: Housing Boom, or Bust? - 00:24	
Lesson Objectives	Understanding the main points in a short document about the economy
Vocabulary Themes	- Banking (mortgage, rent, loan, ...) - Prices & payments (to afford, to earn, to cover, ...) - Description - qualification (overjoyed, stuck, brisk, ...)
Grammar	- Construction of compound nouns

13. Mobile Phone Charges Across Europe - 00:23	
Lesson Objectives	Understanding the main points in a short document about the economy
Vocabulary Themes	- Companies (revenue, charge, service, ...) - Prices & payments (bill, cost, price, ...) - Economic situations (gain, lose out, raise, ...)
Grammar	- Use of the present conditional

14. Bittersweet Take on Belgian ID Crisis - 00:22	
Lesson Objectives	Understanding the main points in a short document about a political issue
Vocabulary Themes	- Literature & theatre (stage name, comedian,

character, ...)

15. The Success Story of North-East Italy's SMEs - 00:26

Lesson Objectives

Understanding the main points in a short document about the economy

Vocabulary Themes

- Problem explanation (to fold like cards, to wipe out, to emerge, ...) - Advantages and disadvantages (strength, wealth, success, ...) - Resolution & handling of problems (to reverse, to define, to realise, ...)

Grammar

- Emphatic 'do'

16. European Common Agricultural Policy Re-examined - 00:23

Lesson Objectives

Understanding the main points in a short document about the environment

Vocabulary Themes

- Politics (ally, subsidy, blame, ...) - Habits & tendencies (to follow in sb's footsteps, to waste, to decline, ...) - Resolution & handling of problems (to combat, to halt, to ensure, ...)

17. Fishing for Tomorrow - 00:28

Lesson Objectives

Understanding the main points in a short document about the environment

Vocabulary Themes

- Description of time (age -old, mature, immature, ...) - Exact & applied science (extent, outcome, sample, ...) - Scientific research (to estimate, to weigh, to claim, ...) - Agriculture, fishing and livestock farming (to land a catch, to lay eggs, to bring ashore, ...)

Grammar

- The expression 'used to' - The place of 'enough'

18. Construction Workers Close to Blows - 00:27

Lesson Objectives

Understanding the general sense of a short document on a social issue

Vocabulary Themes

- Construction industry (building site, labourers,

	<ul style="list-style-type: none"> vanload, ...) - The business world (social benefits, unemployment, unions, ...) - Situation assessment (to flourish, to top, to be close to blows, ...)
Grammar	- The past continuous

19. The Space Business - 00:22	
Lesson Objectives	Understanding the main points in a short document about the economy
Vocabulary Themes	<ul style="list-style-type: none"> - Economics (sector, public, ownership, ...) - Negotiation (to cooperate, partnership, to share, ...) - Definition and characterisation (justifiable, strategic, strong, ...) - Development and growth (constant, flat, to lag behind, ...)

20. Brazilians in Portugal - 00:24	
Lesson Objectives	- Understanding the main points in a short document about immigration/emigration processes
Vocabulary Themes	<ul style="list-style-type: none"> - Public administration (immigrant, authorities, red tape, ...) - Economics (manpower, labour, sector, ...) - Countries (rural, inland, municipality, ...)
Grammar	- Uncountable nouns which may take 'a'

21. The Textile Industry in Greece - 00:23	
Lesson Objectives	Understanding the main points in a short document about the economy
Vocabulary Themes	<ul style="list-style-type: none"> - Reasoning (mindset, to rely on, to support, ...) - The business world (jobless, to employ, pension, ...) - Finance (prospect, to invest, to globalise, ...)

22. Air Passengers' Rights - 00:23	
Lesson Objectives	Understanding the main points in a short

Vocabulary Themes	document about a legal issue
Grammar	<ul style="list-style-type: none"> - Air traffic (airline, flight, passenger, ...) - Commitment & responsibility (to wriggle out of, to pass off, compensation, ...) - Situation assessment (wrecked, high and dry, enormous, ...)
Grammar	- Different meanings of 'since'

4. *Ciència* - Science → 19:27

The Language Program Video Lessons: Science will enable you to address topics related to scientific advances. You will be able to understand relatively short, authentic audiovisual aids about subjects such as the day -to -day use of new technologies and computers using specialized yet accessible vocabulary.

1. Tuna Farms - 00:21	
Lesson Objectives	Understanding the general sense of a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Agriculture, fishing, & livestock farming (captivity, harvesting, farming, ...) - Animal life (to reproduce, egg, larva, ...) - Resolution & handling of problems (hurdle, challenge, to achieve, ...)

2. Heart Modelling - 00:23	
Lesson Objectives	Understanding the general sense of a short document about health
Vocabulary Themes	<ul style="list-style-type: none"> - Art (to model, blueprint, simulation, ...) - Project brainstorming (mechanism, prognostic, trial and error, ...) - Assessment of a situation (complex, complicated, substantially, ...)
Grammar	- Construction of the passive

3. Mechatronic Shoes – 00:21	
Lesson Objectives	Understanding the general sense of a short document about technology
Vocabulary Themes	<ul style="list-style-type: none"> - Development & expansion (to elaborate, to customise, to carry out, ...) - Project brainstorming (strategies, given, obstacles, ...)

4. In Touch with Robots - 00:24

Lesson Objectives	Understanding the general sense of a short document about technology
Vocabulary Themes	- Behavior & human relations (to grasp, to take hold of, to crush, ...) - Social life (companion, consortium, to interact, ...) - Intellect (cognitive, therapeutic, to get a grip, ...)
Grammar	- Compound adjectives

5. The Decline of European Eels - 00:25

Lesson Objectives	Understanding the general sense of a short document on the environment
Vocabulary Themes	- Progression (in waves, peak, to thin out, ...) - Assessment of a situation (eerie, mysterious, alarming, ...)
Grammar	- Definite article with geographical names

6. Navigation by Satellite - 00:24

Lesson Objectives	Understanding the general sense of a short document about technology
Vocabulary Themes	- Description of a position (altitude, terrestrial, navigation, ...) - Criteria to measure the quality of a service (precision, integrity, sensitive, ...)
Grammar	- Use of the passive

7. MUSIC Software - 00:20

Lesson Objectives	Understanding the general sense of a short document about technology
Vocabulary Themes	- Description of space (surroundings, ubiquitous, geopositioning, ...) - Computer equipment (smartphone, server, platform, ...)

8. The Photovoltaic Oasis - 00:26

Lesson Objectives	Understanding the general sense of a short document on the environment
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Vocabulary Themes	- Types of energy (current, to recharge, to power, ...) - Natural resources (to desalinate, to irrigate, oasis, ...)
Grammar	- Construction of the present perfect - Use of the present perfect

9. Research to Protect Deep-Sea Corals - 00:31	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Biology (biological, to reproduce, clonality, ...) - Scientific research (research, laboratory, genetic analysis, ...) - Definition and characterisation (vital, threatening, dangerous, ...)
Grammar	- Use of the present perfect - The present continuous - Construction of the passive - The future

10. Women in the World of Science 1 - 00:27	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Careers in natural sciences (to explore, to experiment, to regenerate, ...) - Cause & effect (in order to, in order that, so that, ...)
Grammar	- Verbs introducing a second action - Verbs expressing a wish to act

11. When Nanotechnology Invades, but by Invitation - 00:27	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Scientific research (to exploit, to detect, to develop, ...) - Medicine (molecule, antibody, cell, ...)
Grammar	- Means with 'by' - Regular comparatives

12. The Next Generation of Compatible Software - 00:27

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	<ul style="list-style-type: none"> - Mechanics (weld, crane, sensor, ...) - Resolution & handling of problems (to malfunction, glitch, to challenge, ...)
Grammar	- Construction of the passive - Adverbs of time

13. Textiles of the Future in Futuris - 00:23

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Description of an object (resistant, absorbent, impermeable, ...) - Human body (perspiration, heartbeat, breathing, ...) - Definition and characterisation (to enable, to allow, to be conceived for, ...)
Grammar	- The verb 'to have (got)'

14. Volcanic Mounds on the Ocean Bed - 00:30

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - The business world (scientist, geophysicist, colleague, ...) - Geology (mud, fluid, sediment, ...) - Scientific research (to discover, research, observation, ...)
Grammar	<ul style="list-style-type: none"> - The simple present and the present continuous - Regular comparatives

15. Women in the World of Science 2 - 00:29

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - The business world (career, managerial, responsibility, ...) - Family & entourage (partner, to raise, youngster, ...)

Grammar	- The simple present and the present continuous - Construction of the present perfect - Use of the present perfect
16. Rehabilitation Robots - 00:23	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Human body (neural network, cerebral signal, brain, ...) - Scientific research (helmet, gel, electrode, ...) - Thought (to tap into, to interpret, to develop, ...)
Grammar	- Relative pronouns and adverbs

17. Planck - The Time Machine - 00:27	
Lesson Objectives	Understanding the main points in a short document about space
Vocabulary Themes	- Physics (radiation, heat, wavelength, ...) - Astronomy (universe, celestial body, satellite, ...)
Grammar	- Contraction of 'to be' - For - Since - Ago

18. The Robots Which Walk and Think for Themselves - 00:24	
Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Mechanics (robot, prototype, machine, ...) - Human body (head, leg, foot, ...)
Grammar	- Prepositions of place

19. Research to Make Forecasts More Accurate - 00:24	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Meteorology (forecast, storm, weather, ...) - Scientific research (researcher, simulation, data, ...) - Definition and characterisation (severe, different, dramatic, ...)
Grammar	- Past perfect

20. Arctic Research Looks for Clues to Global Warming - 00:25

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Animal habitats (habitat, environment, Arctic, ...) - Relief & landscapes (glacier, coastline, fjord, ...) - Animal life (to live, to feed, to give birth, ...) - Resolution & handling of problems (to adapt, to change, to manage, ...)
Grammar	- The present continuous

21. Understanding Evolution by Cruising the Volga - 00:25

Lesson Objectives	- Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Species (fish, parasite, mollusc, ...) - Divisions of time (year, decade, century, ...)
Grammar	- Construction of the present perfect continuous

22. Conversing with Computers - 00:27

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	<ul style="list-style-type: none"> - Value judgement (cheap, expensive, reasonably priced, ...) - Speaking (react, talk, interact, ...)
Grammar	- Demonstratives - Interrogative words

23. Sea Ice - Satellites Monitor Change - 00:24

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Sport (to drive back, to beat sb to sth, to battle (against), ...) - Key figures in history (adventurer, hero, victim, ...) - Meteorology (to melt, frozen, to be fuelled by, ...)
Grammar	- Sequence of tenses with 'if'

24. Saving Cultural Heritage from Mother Nature - 00:23

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	<ul style="list-style-type: none"> - Material (wood, iron, lead, ...) - Musical material (keyboard, pipe, belly, ...) - Music (piece, instrument, music, ...)
Grammar	- For - Since - Ago

25. European Digital Library to Contain All Knowledge - 00:27

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	<ul style="list-style-type: none"> - Book & publishing industry (binding, page, book, ...) - Divisions of time (day, minute, week, ...)
Grammar	- The possessive - Prepositions of place

26. RFID and Healthcare: the Revolutionary Friendship - 00:23

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Medicine (cell, tumour, specimen, ...) - Treatment, care & medical procedures (patient, therapy, treatment, ...)

27. Unveiling the Mysteries of Sleep - 00:24

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Thought (record, discover, analyse, ...) - Divisions of time (night, day, hour, ...) - Scientific research (volunteer, lab, experiment, ...)
Grammar	- Construction of the passive

28. Number of Alzheimer's Patients Set to Increase - 00:24

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	<ul style="list-style-type: none"> - Intellect (mind, memory, brain, ...) - Health problems & diseases (disease, condition, atrophy, ...)

	...)
Grammar	- Reflexive pronouns

29. Getting to the Bottom of Africa's Carbon Figures - 00:23	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Trees & shrubs (root, foliage, bark, ...) - Exact & applied science (to measure, to weigh, to absorb, ...) - Scientific research (sample, element, researcher, ...) - Chemistry (polluter, organic matter, carbon, ...)

30. Designing Europe's Train of the Future - 00:24	
Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Description of an object (spacious, tactile, the other way round, ...) - Vehicle parts (accelerator, brake, button, ...) - Description of a person (passenger, wheelchair user, driver, ...) - Behaviour & human relations (to cope, to start from scratch, to manoeuvre, ...)

31. European Initiative Spearheads Medical Advances - 00:24	
Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Medical equipment (implant, electrode, monitor, ...)
Grammar	- Construction of the passive

32. Crusts, Crumbs and Chromatography - 00:24	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Scientific research (experiment, guinea pig, researcher, ...)
Grammar	- Irregular comparatives

33. Preserving Europe's Bells - 00:25

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Sound (sound wave, diapason, tone, ...) - Architecture (preserve, restore, heritage, ...)
Grammar	- Relative pronouns and adverbs

34. Snow Scientists Research Falling Mercury - 00:24

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Evolution (change, transform, become, ...) - Environment & ecology (food chain, predator, bioaccumulable, ...)
Grammar	- The more . . . the more

35. Development in the Research of Rare Diseases - 00:26

Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Medical fields (patient care, pre-clinical study, public awareness, ...) - Medicine (health authorities, support groups, drug companies, ...) - Treatment, care & medical procedures (diagnosis, treatment, cure, ...) - Description of an object (encouraging, inherited, faulty, ...)
Grammar	- Means with 'by'

36. Europe Grooms Its New Generation of Scientists - 00:24

Lesson Objectives	Understanding the main points in a short document about the environment
Vocabulary Themes	- Environment & ecology (wastewater, resource, field trip, ...) - Natural sciences (harmful, polluted, hands-on, ...) - Chemistry (to preserve, to treat, to filter, ...) - Plant kingdom (roots, pond, willow, ...)

37. Technology That Will Soon Be Ready-To-Wear - 00:24

Lesson Objectives	Understanding the main points in a short
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	document about technology
Vocabulary Themes	- Human body (sweat, physio, saltiness, ...) - How the human body works (to age, to excrete, to exercise, ...) - Information & enquiries (to complement, to track, to reveal, ...) - Definition and characterisation (wireless, wearable, faint, ...)

38. Exploring Deep Water Corals - 00:23	
Lesson Objectives	Understanding the main points in a short document about science
Vocabulary Themes	- Rivers, seas & oceans (gulf, stream, to flow, ...) - Movement (to draw, to cover, to shoot, ...)
Grammar	- Definite article with geographical names

39. Energy from the Sea - 00:24	
Lesson Objectives	Understanding the main points in a short document about the environment
Vocabulary Themes	- Geography (conservation, footprint, turbine , ...)

40. Dust Chasers Study Aral Sea Dust Storms - 00:25	
Lesson Objectives	Understanding the main points in a short document about the environment
Vocabulary Themes	- Composition of an object (make -up, particle, compound, ...) - Thought (scrutiny, consequence, hypothesis, ...)
Grammar	- Definite article with geographical names

41. High-tech Textiles for a Material World - 00:23	
Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Material (material, fibre, cable, ...) - Scientific research (to detect, to monitor, to assess, ...) - Risks (load, severe, damage, ...)
Grammar	- Compound adjectives

42. Listening to the Deep - 00:25

Lesson Objectives	Understanding the main points in a short document about the environment
Vocabulary Themes	- Animal habitats (ecosystem, surroundings, equilibrium, ...) - Problem explanation (to incapacitate, to determine, condition, ...) - Warnings (threat, to prevent, to contaminate, ...)
Grammar	- Use of the past participle as an adjective

43. Climate Change - 00:25

Lesson Objectives	Understanding the main points in a short document about the environment
Vocabulary Themes	- Environment & ecology (climate change, greenhouse gas, to warm up, ...)
Grammar	- Verbs expressing a wish to act

44. Virtual Reality - 00:23

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Mathematics (random, scale, sequence, ...) - IT (icon, interface, virtual, ...) - Forms of energy (current, device, electrode, ...)
Grammar	- Expressing percentages

45. Advancing on Hydrogen - 00:25

Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	- Technical aspects (fuel cell, canister, wheelchair, ...) - Value judgement (futuristic, innovative, conventional, ...) - Reflection and plans (prototype, framework, viability, ...)
Grammar	- Use and omission of 'the'

46. Multiple Hopes for Multiple Sclerosis - 00:22

Lesson Objectives	Understanding the general sense of a short
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Vocabulary Themes	<p>document about health</p> <ul style="list-style-type: none"> - Health problems & diseases (multiple sclerosis, disability, disease, ...) - Biology (nerve, spinal cord, lesion, ...) - Cause & effect (to affect, to result, to spark, ...)
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47. Biofuels: The Cellulose Barrier - 00:22	
Lesson Objectives	Understanding the main points in a short document about the environment
Vocabulary Themes	<ul style="list-style-type: none"> - Chemical elements & compounds (enzyme, ethanol, mineral, ...) - Chemical reactions (to yield, to concentrate, fermentation, ...) - Biology (poplar, biomass, greenhouse, ...) - Environment & ecology (congested, polluted, widespread, ...)

48. Cultural Heritage: A New Dimension - 00:25	
Lesson Objectives	Understanding the main points in a short document about technology
Vocabulary Themes	<ul style="list-style-type: none"> - Art (artefact, workshop, detail, ...) - Scientific research (to classify, to compare, to restore, ...) - IT (to digitalise, to capture, to photograph, ...)
Grammar	- Phrasal verb particles

E. SITUACIONES PROFESSIONALS

1.1. BEGINNER/INTERMEDIATE – A1/A2

a. Client and Business Partner Relations I → 06:04

The Language Program Client and Business Partner Relations will enable you to engage in simple interactions, over the phone, in person, and in writing. You will be able to carry out routine tasks such as welcoming unfamiliar visitors, asking for information about events, and writing basic emails. You will be capable of handling brief, structured situations as long as topics are familiar and others speak with a familiar accent.

1. Welcoming a Visitor - 00:58

Lesson Objectives

- Welcoming an unfamiliar visitor

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Offering to help someone
- Understanding personal introductions
- Asking for further details
- Giving information about a person's availability

Lexical Groups

- Meetings (meeting, appointment, ...)
- A person's physical & mental state (busy, available, free, ...)
- Present situation (now, right now, today, ...)

Grammar

- Questions without interrogative words
- The negative form
- The present continuous
- The simple present and the "present continuous"

Phonetics

- (about)
- (September)
- (Wednesday)

Language & Culture

- Forms of address

2. Virtual Conversation: Talk about Family - 00:10

Lesson Objectives

- Talking briefly about family

3. Visitor Information - 00:30

Lesson Objectives	- Asking an unfamiliar visitor to wait and providing him with information
Targeted Skills	- Listening - Speaking
Language Functions	- Asking someone to wait - Giving directions - Offering a beverage
Lexical Groups	- Company premises (office, corridor, meeting room, ...) - Beverages (coffee, tea, water, ...)
Grammar	- The affirmative imperative - Prepositions of place - 'Would like': expressing wishes

4. Phone Introductions - 00:52

Lesson Objectives	- Understanding someone's professional details (company, position title, service/department) - Giving professional details about yourself (company, position title, service/department)
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Understanding personal introductions - Asking to have something spelled out - the source of a telephone call - Identifying someone's profession - Introducing yourself - Giving information - Introducing yourself in a professional context
Lexical Groups	- Hierarchy (director, manager, assistant, ...) - Services (department, division, branch, ...)
Grammar	- The alphabet
Phonetics	- (please) - (sixteen) - (eighteen)

5. Customer Service Questions - 00:30

Lesson Objectives	- Understanding a request for information
Targeted Skills	- Listening
Language Functions	- Identifying the reason for a request
Lexical Groups	- Means of communication (to fax, to mail, to call, ...) - Information & inquiries (to ask, contact information, to help, ...)
Grammar	- Questions without interrogative words
Phonetics	- Intonation and stress

6. Virtual Conversation: Answer Questions - 00:10

Lesson Objectives	- Answering personal questions (age, marital status, etc.)
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7. The Conference - 01:03

Lesson Objectives	- Asking for practical details about an event
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Asking to speak with someone - Specifying the reason for your call - Expressing intention
Lexical Groups	- Meetings (conference, convention center, to attend, ...) - Description and characterization (concerning, regarding, about, ...)
Grammar	- Questions without interrogative words - The present continuous - 'Will' - 'To be going to'
Phonetics	- (seven) - (about)

Language & Culture - Telephone calls

8. The Rescheduling - 00:53

Lesson Objectives	- Canceling or rescheduling a meeting
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Canceling a meeting - Giving information about a person's availability - Understanding an offer
Lexical Groups	- Meetings (to cancel a meeting, appointment, to reschedule, ...) - Polite expressions (sorry, unfortunately, ...)
Grammar	- 'Need to' - 'Must' - 'Have to' - Modal auxiliaries
Phonetics	- (but) - (Monday)

9. Emails - 00:33

Lesson Objectives	- Communicating a basic message by email
Targeted Skills	- Reading - Writing
Language Functions	- Understanding the name of a field to fill out - Informing someone of something
Lexical Groups	- Email (subject, attachments, attach file, ...)
Vocabulary	- Email writing

10. The Bill - 00:26

Lesson Objectives	- Understanding a basic bill
Targeted Skills	- Reading
Language Functions	- Identifying information in a standard document

Lexical Groups

- Prices & payments (cost, bill, to pay, ...)

b. Presentations and Meetings I → 06:40

The Language Program Presentations and Meetings will enable you to have simple interactions with others in formal and informal situations, as well as give short, basic presentations. You will be able to express yourself with reasonable ease when talking about familiar, routine topics such as your job or projects you are involved in. You will also be able to write documents, such as basic memos. You will be capable of handling brief, routine exchanges as long as standard speech is used and accents are familiar.

1. Job Presentation - 01:16

Lesson Objectives

- Describing your work: tasks & responsibilities

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Introducing yourself in a professional context
- Talking about your work
- Describing your daily activities

Lexical Groups

- Professions (Product Manager, Personal Assistant, Project Manager, ...)
- Hierarchy (manager, boss, assistant, ...)
- Management (responsibility, team, to manage, ...)

Grammar

- Contraction of 'to be'
- Construction of compound nouns
- Use of compound nouns
- Adverbs of time
- Possessive adjectives
- Time

Phonetics

- (fifty)
- (October)
- (black)

2. Work Review - 01:04

Lesson Objectives

- Talking about the status of your work with a superior

Targeted Skills

	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Describing something in a positive way - Expressing satisfaction - Conveying that you like or appreciate something or someone
Lexical Groups	<ul style="list-style-type: none"> - Value judgment (interesting, good, well, ...) - A person's physical & mental state (pleased, glad, happy, ...) - Character and values (friendly, kind, nice, ...) - Value judgment (interesting, enjoyable, fun, ...)
Vocabulary	<ul style="list-style-type: none"> - 'Everybody' - 'Nobody'
Grammar	<ul style="list-style-type: none"> - Construction of compound nouns - Use of compound nouns - The present continuous
Phonetics	<ul style="list-style-type: none"> - (November) - (Saturday) - (good)

3. The Presentation Opening - 00:37

Lesson Objectives	<ul style="list-style-type: none"> - Introducing your own presentation (to an unfamiliar audience)
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking
Language Functions	<ul style="list-style-type: none"> - Greeting an unfamiliar audience - Thanking an audience - Introducing yourself in a professional context - Communicating the topic of a speech
Lexical Groups	<ul style="list-style-type: none"> - Greetings & introductions - Professions (to head up, to manage, to work, ...) - Speaking (to talk about, to tell, presentation, ...)
Grammar	<ul style="list-style-type: none"> - Infinitive clauses - Contraction of 'to be' - 'Will' - 'To be going to' - The future

4. The Memo - 00:48

Lesson Objectives	- Writing a memorandum
Targeted Skills	- Reading - Writing
Language Functions	- Informing someone of something
Grammar	- Dates

5. A Project Meeting - 01:03

Lesson Objectives	- Discussing a new project in broad terms
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Identifying the steps in a project - Asking for confirmation - Expressing difficulty - Expressing a need
Lexical Groups	- Situation in the past (before, ...) - Future situation (next, after, ...) - Project management (to sign a contract, to be in stores, to launch, ...) - Value judgment (difficult, complicated, tight, ...)
Grammar	- Confirmation requests - Adjective + infinitive - Regular comparatives
Phonetics	- (yellow) - (fifty) - (hello)

6. Virtual Conversation: What's for Lunch? - 00:10

Lesson Objectives	- Talking about your food preferences
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7. The Schedule - 00:54

Lesson Objectives	- Presenting the overview of an annual schedule
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Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking
Language Functions	<ul style="list-style-type: none"> - Identifying the stages of a process - Identifying the people involved in a process - Expressing necessity - Outlining the stages of a process - Informing the people involved in a process
Lexical Groups	<ul style="list-style-type: none"> - Progression (to begin, to finish, to complete, ...) - Future situation (next, after, following, ...) - Duration (to take X month(s), length of time, duration, ...) - The business world (task, project, job, ...) - Hierarchy (director, manager, boss, ...) - Services (team, department, division, ...)
Grammar	<ul style="list-style-type: none"> - Prepositions of time - Ordinal numbers - The possessive - Construction of compound nouns - Use of compound nouns - 'Must' - 'Have to' - 'Need to' - Dates

8. Deadlines - 00:39	
Lesson Objectives	<ul style="list-style-type: none"> - Identifying dates & deadlines mentioned during a meeting
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking
Language Functions	<ul style="list-style-type: none"> - Identifying a date - Identifying a deadline
Lexical Groups	<ul style="list-style-type: none"> - Future situation (next, following, then, ...) - Progression (to extend, ready, to finish, ...)
Vocabulary	<ul style="list-style-type: none"> - 'Next' - 'The next' - 'For how long' - 'Since when'
Grammar	<ul style="list-style-type: none"> - Dates - Ordinal numbers - 'Till' - 'Until' - Prepositions of time

9. Virtual Conversation: Make an Appointment - 00:10

Lesson Objectives - Making an appointment (time, date, etc.)

c. Organization I → 03:57

The Language Program Organization will enable you to carry out basic tasks such as making and taking reservations, and understanding simple documents such as forms. You will be capable of having direct, short interactions on familiar topics when others use standard vocabulary and speak with a familiar accent.

1. Reservation Call - 00:51

Lesson Objectives	- Taking a reservation
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Asking for further details - Understanding a need - Offering to help someone
Lexical Groups	- Business trips (air conditioning, bath, conference room, ...)
Vocabulary	- 'Kind of' followed by a noun
Grammar	- Interrogative words - 'Will' - 'To be going to' - Questions without interrogative words
Phonetics	- (March) - (eighteen) - (fifty)

2. Virtual Conversation: Reserve a Table - 00:10

Lesson Objectives - Reserving a table at a restaurant

3. Vacation Request - 00:22

Lesson Objectives - Understanding a vacation request form

Targeted Skills - Reading

Language Functions	- Understanding instructions
Lexical Groups	- Hierarchy (employee, manager, department manager, ...) - Professional documents (holiday request form, vacation request form (US), to fill in, ...) - The business world (position, post, ...) - Corporate life (to take x days' vacation (US), to take x days' holiday, annual leave, ...)

4. Tickets to Boston - 01:06

Lesson Objectives	- Reserving a plane ticket
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Expressing a wish - Situating something in time - Situating something in space
Lexical Groups	- Travel (to arrive, to stay, to return, ...) - Business trips (to reserve, business-class, ticket, ...)
Vocabulary	- Describing motion
Grammar	- 'Would like': expressing wishes - Time - Dates - Prepositions of place
Phonetics	- (fifteen) - (pen)

5. Hotel Reservation - 01:29

Lesson Objectives	- Reserving a hotel room
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Giving details about something - Understanding a request for precise information

Lexical Groups	- Business trips (available, to book, to cancel, ...)
Grammar	- 'How long' - 'How much' - 'How many'
Phonetics	- (day) - (June)

1.2. To complete my training

a. Client relations → 05:16

The learning program Client relations aims at enabling you to do the following tasks:

- have a simple conversation with a supplier;
- contact a company;
- answer a receptionist's requests for information: spelling your name and giving your job title;
- get information from a client;
- or, playing the role of a client, express yourself in practical situations such as when renting a car or reserving a stand for a trade fair.

1. Days & Hours - 01:48

Lesson Objectives	Meeting with a supplier, discuss the number of products you require. Arrange a date and time for the delivery of your order.
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Possibility and probability - Desires and wishes <p>Economy and Trade</p> <ul style="list-style-type: none"> - Delivery - Buying, selling - People and professions <p>Making Contact</p> <ul style="list-style-type: none"> - Written correspondence
Grammar	<p>Object pronouns</p> <p>Time</p> <p>Prepositions of time</p> <p>Dates</p>

2. A Delivery - 01:33

Lesson Objectives	Discuss the purchase of a large quantity of computers with a sales representative. Compare the different
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	<p>models before deciding on one and agreeing on the quantity required. Negotiate the price and a discount.</p>
<p>Vocabulary Themes</p>	<p>Communication and Intellect - Oral communication</p> <p>Economy and Trade - Cost, payment</p> <p>Science and Industry - Computer science</p> <p>Finance and Insurance - Currency</p> <p>Measurements and Quantities - Quantity</p>
<p>Grammar</p>	<p>Demonstratives Placing the adjective “Too” - “Too much” Use of the pronoun “one”</p>

<p>3. Renting a Car - 01:48</p>	
<p>Lesson Objectives</p>	<p>Learn how to rent a car. Answer the questions of the car rental representative concerning the duration of your rental, insurance, the distance you intend to drive, the price of the rental, and the means of payment.</p>
<p>Vocabulary Themes</p>	<p>On the Road - Traveling by vehicle or on foot - Driving</p> <p>Economy and Trade - Cost, payment - Products, merchandise - Micro- and macroeconomics</p> <p>Finance and Insurance - Banking - Insurance - Currency</p> <p>Vacations and Traveling - Accessories</p>

Grammar	Prepositions of time American money Dates
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4. Cultural Exercises - 00:07

Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.
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b. Welcoming clients → 03:29

The learning program Welcoming clients aims at teaching you how:

- to exchange information with a receptionist;
- to welcome a client;
- to understand or give directions to a specific place.

1. At Reception - 01:44

Lesson Objectives	Give information to a receptionist concerning your meeting with the company chairman. Follow directions on how to find the chairman's office.
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Suggestion, proposal, advice - Oral communication - Greetings, being polite <p>Defining Space</p> <ul style="list-style-type: none"> - Indicating a place <p>Work Environment</p> <ul style="list-style-type: none"> - Office space and supplies <p>Time</p> <ul style="list-style-type: none"> - Schedule - The present - Sequence of events
Grammar	The negative form The present continuous "Would like:" expressing wishes "Can:" ability and likelihood

2. Welcoming Clients - 01:45

Lesson Objectives	Learn how to welcome a visitor to your company. Ask questions concerning the visitor's business with your
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	<p>company and ask them to wait. Give directions to the vice-chairman's office.</p>
<p>Vocabulary Themes</p>	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Possibility and probability - Oral communication - Greetings, being polite <p>Work Environment</p> <ul style="list-style-type: none"> - Meetings - Professions and hierarchy <p>Politics and Society</p> <ul style="list-style-type: none"> - People and professions <p>Time</p> <ul style="list-style-type: none"> - Schedule - The present <p>Defining Space</p> <ul style="list-style-type: none"> - Volume
<p>Grammar</p>	<p>"The simple present and the "present continuous The verb "to have" The plural Questions without interrogative pronouns</p>

c. Business calls → 11:30

The learning program Business calls will allow you to be able to:

- contact a company by telephone and introduce yourself;
- set up or cancel an appointment;
- master the principal expressions for getting practical information by telephone;
- answer practical questions by telephone.

You will be able to have a simple telephone conversation, requesting and providing information.

1. On the Phone - 01:46

<p>Lesson Objectives</p>	<p>Ask to speak to the company accountant on the telephone. Answer the receptionist's questions: spell your name and say which position you hold in your company.</p>
<p>Vocabulary Themes</p>	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Oral communication - Common expressions

	<ul style="list-style-type: none"> - Greetings, polite expressions <p>Work Environment</p> <ul style="list-style-type: none"> - Managing and organizing <p>Making Contact</p> <ul style="list-style-type: none"> - The telephone - Written correspondence <p>Time</p> <ul style="list-style-type: none"> - Schedule
Grammar	<p>The alphabet</p> <p>Interrogative pronouns, adjectives and adverbs</p>

2. Appointments - 01:50	
Lesson Objectives	Learn how to rearrange a meeting. Agree on a date and time to meet.
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Oral communication - Suggestion, proposal, advice <p>Time</p> <ul style="list-style-type: none"> - Schedule - Times of day <p>Work Environment</p> <ul style="list-style-type: none"> - Professions and hierarchy - Meetings
Grammar	<p>“Must” - “Have to”</p> <p>Tags - Short answers</p> <p>Verb + infinitive clause</p> <p>Placement of “enough”</p>

3. Reserving a Flight - 01:40	
Lesson Objectives	Learn how to reserve a plane ticket. Give the date of your departure and say how long you will be staying. Ask about car rental and airport shuttle services at your destination, as well as the duration of the flight. Say how you will pay.

Vocabulary Themes

Air and Rail Transportation
 - Places
 - Traveling by train or plane
 - Departure and arrival

Cities and Towns
 - Public places

Vacations and Traveling
 - Hotels

Transportation Terms
 - Stages of a journey
 - Public transportation

On the Road
 - Traveling by vehicle or on foot

Grammar

Prepositions of place
 "How long"

4. Reserving a Room - 01:23

Lesson Objectives

Reserve a hotel room by phone. Tell the receptionist when you will arrive. Specify the type of room you would like and say how many nights you will stay. Ask about the hotel facilities and its location.

Vocabulary Themes

Housing
 - Household appliances
 - Living spaces
 - Types of accommodation

Measurements and Quantities
 - Quantity

Cities and Towns
 - Places and buildings

Vacations and Traveling
 - Hotels

Time
 - Times of day

Grammar

"Will" - "To be going to"
 "There is" - "There are"

5. Conference Plans - 01:33

Lesson Objectives

Contact a company which is organizing a management conference in New York. Tell the receptionist what your call concerns. Speak to the human resources director and answer his questions: say how many employees would like to attend and whether or not they were at the previous year's conference. Tell him when your delegation will be arriving.

Vocabulary Themes

Communication and Intellect

- Obtaining information

Work Environment

- Meetings

- Office space and supplies

- Professions and hierarchy

- Managing and organizing

Making Contact

- The telephone

Grammar

The future

“To be” and “to have:” past tense

Past interrogatives

6. Information by Phone - 01:31

Lesson Objectives

Learn how to obtain information over the phone. Ask a supplier for information about deliveries. Request a catalog and inquire about the whereabouts of their nearest branch.

Vocabulary Themes

Work Environment

- Office space and supplies

Economy and Trade

- Delivery

- Products, merchandise

- Accessories

Communication and Intellect

- Obtaining information

Making Contact

- Written correspondence

	- The telephone
Grammar	“Some” - “Any” “May” - “Might”

7. Reserving a Stand - 01:47	
Lesson Objectives	Reserve a stand for your company at a trade fair in Dallas. Ask about the different seminars which will take place, as well as the dates and times of the event.
Vocabulary Themes	<p>Economy and Trade</p> <ul style="list-style-type: none"> - Negotiation - Cost, payment - Buying, selling <p>Communication and Intellect</p> <ul style="list-style-type: none"> - Oral communication <p>Making Contact</p> <ul style="list-style-type: none"> - Written correspondence <p>Time</p> <ul style="list-style-type: none"> - Schedule <p>Work Environment</p> <ul style="list-style-type: none"> - Meetings
Grammar	“There is” - “There are” Time

d. Introducing yourself and your company → 09:15

The learning program Introducing yourself and your company aims at teaching you how:

- to greet people, introduce yourself and get to know new colleagues;
- to present your career history simply and in detail;
- to answer questions about your company;
- to speak about your company’s products;
- to talk about your new job;
- to describe a typical day at work, your day-to-day tasks and current projects.

1. First Meeting - 01:15	
Lesson Objectives	A first meeting with the manager. Learn to greet

<p>Vocabulary Themes</p>	<p>people and present yourself: say your name, what you do and where you come from. Say goodbye.</p> <p>Communication and Intellect - Common expressions - Greetings, polite expressions</p> <p>Personality and Feelings - Personality</p> <p>Judgment and Opinion - Appraisal - True, false</p> <p>Family, Identity, Social Life - Identity</p> <p>Time - Expressions</p>
<p>Grammar</p>	<p>Subject pronouns The verb “to be” Definite and indefinite articles Names of countries: capital letters</p>

<p>2. Cultural Exercises - 00:07</p>	
<p>Lesson Objectives</p>	<p>Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.</p>

<p>3. Meeting People - 00:56</p>	
<p>Lesson Objectives</p>	<p>A meeting with a company executive in New York. Learn to greet people. Give your name and say what your job is. Talk about where you work and where you come from.</p>
<p>Vocabulary Themes</p>	<p>Communication and Intellect - Greetings, polite expressions</p> <p>Family, Identity, Social Life - Identity</p> <p>Judgment and Opinion - Agreement, disagreement</p>

Grammar	<p>Defining Space - Movements, moving</p> <p>Nature and Geography - Countries, nationalities, languages</p>
	<p>The simple present Contraction of “to be” The difference between “a” and “an” Nationalities: capital letters</p>

4. Numbers & Money - 01:19	
Lesson Objectives	While at a trade fair, answer questions about your company. Describe the departments and number of employees. Discuss the price of your products. Say where your head office is and give your telephone number.
Vocabulary Themes	<p>Communication and Intellect - Oral communication</p> <p>Work Environment - Managing and organizing - Professions and hierarchy</p> <p>Economy and Trade - Business and commerce - Cost, payment - Products, merchandise</p> <p>Making Contact - The telephone</p> <p>Judgment and Opinion - Agreement, disagreement</p>
Grammar	<p>Possessive adjectives “How much” - “How many” “Some” - “Any”</p>

5. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

6. An Interview - 02:04

Lesson Objectives

An interview for a management position. Describe your academic studies, your professional experience and skills. Discuss your starting date and salary.

Vocabulary Themes

Work Environment

- Meetings
- Corporate life
- Professions and hierarchy

Personality and Feelings

- Feelings

Economy and Trade

- Marketing
- Cost, payment

Judgment and Opinion

- Necessity, ability and difficulty

Education

- Learning and knowledge
- Places

Grammar

Construction of the past tense
 "To be" and "to have:" past tense
 "'Can:" ability and likelihood

7. First Day at Work - 01:16

Lesson Objectives

You begin a new job. Ask and answer questions during a short tour of the company given by your superior. Greet a new colleague and ask about internal company rules.

Vocabulary Themes

Finance and Insurance

- Accounting
- The stock market

Work Environment

- Managing and organizing
- Corporate life
- Professions and hierarchy
- Office space and supplies

Housing

- Furniture

	- Parts of a building
	Time
	- Times of day
Grammar	The possessive Prepositions of place

8. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

9. Meeting the Boss - 01:27	
Lesson Objectives	You meet your boss after three months on the job. Talk about settling in and describe your relations with your colleagues. Discuss the results and progress of an on-going project.
Vocabulary Themes	Work Environment - Professions and hierarchy Personality and Feelings - Personality - Feelings Progress and Change Judgment and Opinion - Appraisal Science and Industry - Computer science
Grammar	"The simple present and the "present continuous "Would like:" expressing wishes

10. Presenting your Job - 01:37	
Lesson Objectives	Present your position and responsibilities to a new employee. Describe a typical working day, your daily tasks and on-going projects.
Vocabulary Themes	Work Environment - Professions and hierarchy - Managing and organizing

	<p>Time</p> <ul style="list-style-type: none"> - The present <p>Communication and Intellect</p> <ul style="list-style-type: none"> - Obtaining information <p>Economy and Trade</p> <ul style="list-style-type: none"> - Marketing
Grammar	<p>Adverbs of time</p> <p>Possessive pronouns</p>

e. Meetings and speeches → 08:08

The learning program Meetings and speeches aims at greater ease in conducting the following tasks:

- discussing questions and answers with your manager;
- understanding company rules and how the firm works;
- participating in a meeting and suggesting new ideas.

1. A New Project - 01:35

Lesson Objectives

In a meeting, you and your colleagues discuss the details of a new project: the project's start date, the signing of the contract, recruitment, and the available budget.

Vocabulary Themes

Judgment and Opinion

- Agreement, disagreement
- General terms and impartiality
- Necessity, ability and difficulty

Time

- Sequence of events
- Schedule

Finance and Insurance

- Accounting

Work Environment

- Corporate life
- Office space and supplies
- Professions and hierarchy
- Managing and organizing

Communication and Intellect

- Thinking, debating, explaining

2. Giving your Opinion - 01:43

Lesson Objectives

Exchange opinions with a colleague concerning the new project. Make suggestions on how the product could be improved. Discuss the budget, workload and give your opinion on how best to proceed.

Vocabulary Themes

Communication and Intellect
 - Suggestion, proposal, advice
 - Thinking, debating, explaining
 - Possibility and probability

Finance and Insurance
 - Currency

Personality and Feelings
 - Feelings

Judgment and Opinion
 - General terms and impartiality

Work Environment
 - Corporate life

Grammar

“Should” and “ought to:” advice
 Verbs: reactions and preferences

3. Discussions - 01:40

Lesson Objectives

Ask a colleague to summarize the latest meeting. Discuss the design of the product and the marketing strategy the company has planned for it.

Vocabulary Themes

Economy and Trade
 - Marketing
 - Buying, selling

The Arts
 - Creativity and artistic trends
 - Fine arts

Work Environment
 - Managing and organizing

Communication and Intellect

	- Suggestion, proposal, advice
	Judgment and Opinion
	- Necessity, ability and difficulty
Grammar	Interrogative pronouns, adjectives and adverbs Direct and indirect questions

4. An Urgent Problem - 01:37	
Lesson Objectives	Discuss with colleagues how to solve the problem of a delay in the project's development, taking into account the budget and other limitations.
Vocabulary Themes	<p>Time</p> <ul style="list-style-type: none"> - Schedule <p>Communication and Intellect</p> <ul style="list-style-type: none"> - Oral communication - Thinking, debating, explaining - Desires and wishes <p>Judgment and Opinion</p> <ul style="list-style-type: none"> - Necessity, ability and difficulty <p>Personality and Feelings</p> <ul style="list-style-type: none"> - Personality
Grammar	"Also" - "As well" - "Too" "Must" - "Have to"

5. Solving the Problem - 01:33	
Lesson Objectives	During a meeting, report back to your boss on the compromise reached between your company and your partners.
Vocabulary Themes	<p>Science and Industry</p> <ul style="list-style-type: none"> - Aeronautics <p>Economy and Trade</p> <ul style="list-style-type: none"> - Marketing - People and professions <p>Work Environment</p> <ul style="list-style-type: none"> - Meetings

	Making Contact - Written correspondence
Grammar	“Will” - “To be going to” Questions without interrogative pronouns

f. On a business trip → 04:16

The learning program On a business trip will enable you:

- to present your career history simply;
- to discover the principal courteous forms of address.

1. Introductions - 01:43	
Lesson Objectives	Greet someone, introduce yourself, ask someone their name, inquire about their profession, and their family life.
Vocabulary Themes	Communication and Intellect - Common expressions - Greetings, polite expressions Family, Identity, Social Life - Identity - Social life Judgment and Opinion - Agreement, disagreement - Appraisal Work Environment - Corporate life
Grammar	Definite and indefinite articles The difference between “a” and “an” The verb “to be” The verb “to have”

2. A City Tour - 02:33	
Lesson Objectives	Learn vocabulary dealing with urban settings. Ask for prices and order a drink.
Vocabulary Themes	Economy and Trade - Buying, selling - Cost, payment Defining Space - Indicating a place Games, Leisure and Entertainment - Places

Grammar	Shopping - Stores Cities and Towns - Places and buildings - Public places
	Interrogative words Demonstratives Prepositions of place "Here" - "There"

g. All topics → 10:27

With the learning program All topics, you will discover and learn the basic words and structures needed to communicate effectively in a professional environment.

The following situations will enable you to put into practice your vocabulary and communication skills:

- presentation of your professional background;
- presentation of your company.

1. Numbers & Money - 01:31

Lesson Objectives

While at a trade fair, answer questions about your company. Describe the departments and number of employees. Discuss the price of your products. Say where your head office is and give your telephone number.

Vocabulary Themes

Communication and Intellect
- Oral communication

Work Environment
- Managing and organizing
- Professions and hierarchy

Economy and Trade
- Business and commerce
- Cost, payment
- Products, merchandise

Making Contact
- The telephone

Judgment and Opinion
- Agreement, disagreement

Grammar

Possessive adjectives
"How much" - "How many"
"Some" - "Any"

2. Cultural Exercises - 00:07

Lesson Objectives

Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

3. First Meeting - 01:15

Lesson Objectives

A first meeting with the manager. Learn to greet people and present yourself: say your name, what you do and where you come from. Say goodbye.

Vocabulary Themes

Communication and Intellect

- Common expressions
- Greetings, being polite

Personality and Feelings

- Personality

Judgment and Opinion

- Appraisal
- True, false

Family, Identity, Social Life

- Identity

Time

- Expressions

Grammar

Subject pronouns

The verb "to be"

Definite and indefinite articles

Names of countries: capital letters

4. Cultural Exercises - 00:07

Lesson Objectives

Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

5. Meeting People - 00:56

Lesson Objectives

A meeting with a company executive in New York. Learn to greet people. Give your name and say what your job is. Talk about where you work and where you come from.

Vocabulary Themes	<p>Communication and Intellect - Greetings, being polite</p> <p>Family, Identity, Social Life - Identity</p> <p>Judgment and Opinion - Agreement, disagreement</p> <p>Defining Space - Movements, moving</p> <p>Nature and Geography - Countries, nationalities, languages</p>
Grammar	<p>The simple present Contraction of “to be” The difference between “a” and “an” Nationalities: capital letters</p>

6. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

7. An Interview - 02:04	
Lesson Objectives	An interview for a management position. Describe your academic studies, your professional experience and skills. Discuss your starting date and salary.
Vocabulary Themes	<p>Work Environment - Meetings - Corporate life - Professions and hierarchy</p> <p>Personality and Feelings - Feelings</p> <p>Economy and Trade - Marketing - Cost, payment</p> <p>Judgment and Opinion - Necessity, ability and difficulty</p>

	<p>Education</p> <ul style="list-style-type: none"> - Learning and knowledge - Places
Grammar	<p>Construction of the past tense</p> <p>“To be” and “to have:” past tense</p> <p>“Can:” ability and likelihood</p>

8. First Day at Work - 01:16	
Lesson Objectives	<p>You begin a new job. Ask and answer questions during a short tour of the company given by your superior. Greet a new colleague and ask about internal company rules.</p>
Vocabulary Themes	<p>Finance and Insurance</p> <ul style="list-style-type: none"> - Accounting - The stock market <p>Work Environment</p> <ul style="list-style-type: none"> - Managing and organizing - Corporate life - Professions and hierarchy - Office space and supplies <p>Housing</p> <ul style="list-style-type: none"> - Furniture - Parts of a building <p>Time</p> <ul style="list-style-type: none"> - Times of day
Grammar	<p>The possessive</p> <p>Prepositions of place</p>

9. Meeting the Boss - 01:27	
Lesson Objectives	<p>You meet your boss after three months in the job. Say how you have settled in and describe your relations with your colleagues. Discuss the results and progress of an on-going project.</p>
Vocabulary Themes	<p>Work Environment</p> <ul style="list-style-type: none"> - Professions and hierarchy <p>Personality and Feelings</p>

	<ul style="list-style-type: none"> - Personality - Feelings <p>Progress and Change Judgment and Opinion</p> <ul style="list-style-type: none"> - Appraisal <p>Science and Industry</p> <ul style="list-style-type: none"> - Computer science
Grammar	<p>“The simple present and the “present continuous “Would like:” expressing wishes</p>

10. Presenting your Job - 01:37	
Lesson Objectives	Present your position and responsibilities to a new employee. Describe a typical working day, your daily tasks and on-going projects.
Vocabulary Themes	<p>Work Environment</p> <ul style="list-style-type: none"> - Professions and hierarchy - Managing and organizing <p>Time</p> <ul style="list-style-type: none"> - The present <p>Communication and Intellect</p> <ul style="list-style-type: none"> - Obtaining information <p>Economy and Trade</p> <ul style="list-style-type: none"> - Marketing
Grammar	<p>Adverbs of time Possessive pronouns</p>

2.1. PROFICIENT – B1

a. Client and Business Partner Relations II → 09:33

The Language Program Client and Business Partner Relations will enable you to carry out clear-cut tasks with reasonable fluency, such as welcoming visitors, making suggestions and scheduling meetings over the phone, making a sale, or giving instructions by email. You will be able to understand and interact with others who speak clearly and articulately with a familiar accent.

1. The Welcome Desk - 01:44

Lesson Objectives	- Welcoming various visitors using appropriate polite expression
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Greeting a visitor - Asking someone to wait - Offering something politely - Notifying someone about someone else's availability - Putting yourself at someone's disposal
Lexical Groups	- Future situation (right away, in no time, shortly, ...) - Professional first contacts (to be willing to, to care, to get someone something, ...) - A person's availability (busy, available, to be tied up, ...)
Grammar	- Modal auxiliaries - The future
Phonetics	- Shortened pronunciation - (Wednesday) - (September)
Language & Culture	- Forms of address - 'Shall'

2. Appointment Setup - 01:33

Lesson Objectives	- Arranging a meeting with someone whose availability is limited
Targeted Skills	- Listening

	<ul style="list-style-type: none"> - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Asking someone to wait - Giving information about a person's availability - Suggesting that someone do something - Confirming a meeting
Lexical Groups	<ul style="list-style-type: none"> - Polite expressions (to be afraid, to regret, you're welcome, ...) - A person's availability (busy, absent, to miss someone, ...)
Grammar	<ul style="list-style-type: none"> - Possessive adjective - Object pronouns
Phonetics	<ul style="list-style-type: none"> - (about) - (December) - (Sunday)
Language & Culture	<ul style="list-style-type: none"> - Telephone calls - 'Shall'

3. Itinerary Organization - 01:15

Lesson Objectives	<ul style="list-style-type: none"> - Making suggestions to clients concerning their needs
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Advising - Warning someone about something - Stating conditions
Lexical Groups	<ul style="list-style-type: none"> - Advice and recommendations (reliable, to be wise to, to recommend, ...)
Grammar	<ul style="list-style-type: none"> - The past subjunctive - Construction of the present conditional - The future - Modal auxiliaries - Expressions of condition
Phonetics	<ul style="list-style-type: none"> - (book)

- (September)

4. Before the Visit - 01:23

Lesson Objectives	- Giving precise instructions to an unfamiliar group of visitors
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Guiding a group - Giving instructions - Warning someone about something - Granting permission or expressing an absence of obligation
Lexical Groups	- Quantities (all, one by one, each, ...) - Advice and recommendations (to be careful, to make sure, to be aware, ...)
Vocabulary	- Ways to address groups
Grammar	- The negative imperative - Modal auxiliaries
Phonetics	- Intonation and stress - (Sunday) - (Saturday) - (about)

5. Security Rules - 00:43

Lesson Objectives	- Communicating instructions by email
Targeted Skills	- Reading - Writing
Language Functions	- Giving instructions - Listening - Speaking - Reading - Writing
Lexical Groups	- Instructions and orders
Vocabulary	- Email writing

Grammar	<ul style="list-style-type: none"> - The affirmative imperative - The negative imperative
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6. Sales Contact - 01:07

Lesson Objectives	- Establishing a contact in order to facilitate professional collaboration
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Expressing your interest in something - Establishing a contact - Introducing yourself in a professional context
Lexical Groups	<ul style="list-style-type: none"> - Marketing & communication (brochure, catalog, demonstration, ...) - Professional documents (business card, ...) - Communication (to get in touch, to hear from somebody, to network, ...)
Grammar	<ul style="list-style-type: none"> - 'Should' and 'ought to': advice - 'May' - 'Might' - 'To look forward to'
Phonetics	<ul style="list-style-type: none"> - (Sunday) - (hello) - (March)

7. Prospective Customer - 01:02

Lesson Objectives	- Discussing a detailed request for information about a product
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Praising someone or something - Making an offer
Lexical Groups	<ul style="list-style-type: none"> - Value judgment (best-seller, popular, ...) - Description of an object (feature, characteristic, detail, ...)

	- Prices & payments (free, for free, extra, ...)
Grammar	- Expressions of emphasis - Sequence of tenses with 'if'
Phonetics	- (pen) - (day) - (seventy)

8. Contract Settlements - 00:31	
Lesson Objectives	- Understanding the conditions specified in a contract
Targeted Skills	- Listening - Speaking
Language Functions	- Understanding a condition - Clarifying an ambiguous point
Lexical Groups	- Prices & payments (monthly payment, quarterly payments, payment by semester, ...) - Negotiation (terms, order, distribution contract, ...)
Vocabulary	- 'Within' - 'Within . . . of'
Grammar	- Sequence of tenses with 'if'

9. Virtual Conversation: Return a Product - 00:15	
Lesson Objectives	- Expressing dissatisfaction and arguing for a refund

b. Professional Interaction II → 05:57

The Language Program Professional Interaction will enable you to express yourself reasonably fluently, as well as understand others when discussing opinions, interests, or objectives within your company. You will be capable of identifying the important points in clear, factual documents such as professional letters. You will be able to understand others as long as they speak clearly and articulately with a familiar accent and the subjects discussed are familiar to you.

1. Company History - 01:10	
Lesson Objectives	- Speaking about your company in general terms with an outside party
Targeted Skills	- Listening - Speaking

	<ul style="list-style-type: none"> - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Giving information about a company's history - Giving information about a company's projects - Evaluating performance
Lexical Groups	<ul style="list-style-type: none"> - Corporate strategy (to set up, to found, to establish, ...) - Development & expansion (to grow by X%, to increase by X%, to expand, ...)
Grammar	<ul style="list-style-type: none"> - Irregular verbs - Construction of the past tense - Use of the past tense - The future
Phonetics	<ul style="list-style-type: none"> - (five) - (black) - (eighteen)

2. Job Application - 00:25	
Lesson Objectives	- Understanding a basic résumé
Targeted Skills	- Reading
Language Functions	<ul style="list-style-type: none"> - Identifying information in a standard document - Identifying a candidate's skills in a document
Lexical Groups	<ul style="list-style-type: none"> - Training & knowledge (Business Studies, Modern Languages, Marketing, ...) - Assessment & qualifications (BA [Bachelor of Arts], BSc [Bachelor of Science], BEng [Bachelor of Engineering], ...)

3. Letter of Recommendation - 00:33	
Lesson Objectives	- Understanding a basic letter of recommendation
Targeted Skills	- Reading
Language Functions	<ul style="list-style-type: none"> - Identifying a candidate's qualities in a document - Identifying a candidate's skills in a document
Lexical Groups	- Character and values (motivated, dedicated, ambitious , ...)

- Professions (implementation, creation, to manage, ...)

4. Job Interview - 00:48

Lesson Objectives

- Taking part in a job interview

Targeted Skills

- Listening
- Speaking

Language Functions

- Talking about your experience
- Expressing your interest in something
- Expressing a wish
- Establishing limitations

Lexical Groups

- Career stages (interview, experience, promotion, ...)
- Value judgment (To appreciate, Impressive, To be interested in, ...)

Grammar

- Construction of the present perfect
- Use of the present perfect
- Use of the past participle as an adjective
- Relative pronouns and adverbs
- 'Would like': expressing wishes
- Verb + infinitive clause
- Expression of preference
- Verbs: reactions and preferences

5. Letter to Human Resources - 00:29

Lesson Objectives

- Understanding a basic cover letter

Targeted Skills

- Reading

Language Functions

- Identifying a candidate's motivation in a document
- Identifying a candidate's qualities in a document
- Identifying a candidate's skills in a document

Lexical Groups

- Character and values (enthusiasm, strength, professionalism, ...)
- Description of a person (problem-solving skills, leadership skills, organisational skills, ...)

6. About the Project - 01:12

Lesson Objectives

- Asking a colleague for general information about a project

Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Asking for information - Asking for someone's advice - Giving your opinion
Lexical Groups	<ul style="list-style-type: none"> - Project management (to launch, launch date, to finish, ...) - Value judgment (excellent, great, good point, ...)
Vocabulary	<ul style="list-style-type: none"> - „Not bad“
Grammar	<ul style="list-style-type: none"> - Direct and indirect questions - Interrogative words - 'That' and dependent clauses - The sequence of tenses
Phonetics	<ul style="list-style-type: none"> - (sixteen) - (please)

7. Company Presentation - 01:07

Lesson Objectives	<ul style="list-style-type: none"> - Speaking about current developments within your company with an outside party
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Describing a company - Talking about objectives
Lexical Groups	<ul style="list-style-type: none"> - Company structure (multinational company, headquarters, global, ...) - Corporate strategy (to employ, to distribute, competition, ...)
Grammar	<ul style="list-style-type: none"> - Approximation
Phonetics	<ul style="list-style-type: none"> - (Monday) - (January)

8. Virtual Conversation: Join a Company Team - 00:15

Lesson Objectives - Talking about pastimes

c. Professional Telephone Communication II → 06:37

The Language Program Professional Telephone Communication will enable you to carry out straightforward tasks over the phone, such as asking for directions or information, and understanding or expressing needs. You will be able to write standard documents, such as surveys, that can be used while on the phone. You will be able to have conversations with others who speak at a moderate pace and without any significant accent.

1. Directions - 01:20

Lesson Objectives

- Understanding a complex itinerary that is clearly explained

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Asking for directions
- Asking for confirmation
- Asking for further details
- Understanding an itinerary

Lexical Groups

- Travel (to turn, to follow, to pass, ...)
- Situation of something in space (right-hand side, left-hand side, in front of, ...)
- Situation in time (next, before, soon, ...)

Vocabulary

- 'Here' - 'There'

Grammar

- Infinitive clauses
- Question tags
- Interrogative words
- 'Should' and 'ought to': advice

Phonetics

- (they)
- (Wednesday)
- (sixteen)

2. Registration - 01:04

Lesson Objectives - Asking clients about their needs

Targeted Skills	<ul style="list-style-type: none"> - Arranging for participation at a trade fair - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Asking for further details - Showing that you understand - Understanding a need - Asking someone to repeat something - Committing to doing something - Expressing a need
Lexical Groups	<ul style="list-style-type: none"> - Results of reflection (in mind, second thoughts, preference, ...) - Information & inquiries (to specify, breakdown, to request, ...)
Grammar	<ul style="list-style-type: none"> - 'Which' - 'What'
Phonetics	<ul style="list-style-type: none"> - (pen) - (nine)

3. Fair Registration - 01:14

Lesson Objectives	<ul style="list-style-type: none"> - Answering practical questions concerning participation in a trade fair or other event
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Getting in contact with the right person - Expressing quantity - Understanding pricing - Situating something in time - Expressing intention
Lexical Groups	<ul style="list-style-type: none"> - Management (chair, to put together, event planner, ...) - Prices & payments (discount, additional, charge, ...)
Vocabulary	<ul style="list-style-type: none"> - Expressions of quantity
Grammar	<ul style="list-style-type: none"> - 'There is' - 'There are' - Goal and consequence

Phonetics	<ul style="list-style-type: none"> - (nothing) - (small) - (Saturday)
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4. Virtual Conversation: Organize a Trip - 00:15

Lesson Objectives	- Organizing a trip abroad
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5. A Special Offer - 01:08

Lesson Objectives	<ul style="list-style-type: none"> - Offering your services to a prospect - Responding to an offer of service
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Addressing a topic - Praising someone or something - Making an offer - Responding to an objection - Responding to someone over the telephone in an appropriate way - Asking for further details - Stating objections - Expressing wishes
Lexical Groups	<ul style="list-style-type: none"> - Value judgment (bargain, deal, one-of-a-kind, ...) - Prices & payments (fee, free of charge, rate, ...)
Vocabulary	- A use of the comparative
Grammar	<ul style="list-style-type: none"> - Regular comparatives - Irregular comparatives - Possessive pronouns
Phonetics	<ul style="list-style-type: none"> - (fifteen) - (October)

6. A Telephone Survey - 01:01

Lesson Objectives	- Conducting short telephone interviews as part of market research
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Targeted Skills	- Listening
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	<ul style="list-style-type: none"> - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Asking to speak with someone - Specifying the reason for your call - Obtaining information about the consumption of something
Lexical Groups	<ul style="list-style-type: none"> - Management (to be in charge, to manage, to be responsible for, ...) - Buying & selling (purchase, subcontract, purchase volume, ...)
Phonetics	<ul style="list-style-type: none"> - (good) - (black)

7. The Survey - 00:36	
Lesson Objectives	- Writing a customer survey
Targeted Skills	<ul style="list-style-type: none"> - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Asking for information - Offering a range of answers to a question
Lexical Groups	- Surveys & questionnaires (survey, to fill in, to fill out (US), ...)
Grammar	- 'How' + adjective or adverb

d. Presentations and Meetings II → 07:41

The Language Program Presentations and Meetings will enable you to interact in a variety of clear-cut situations, and to write and understand standard documents. You will learn to express yourself in a clear, detailed way when speaking to a group, such as when explaining a procedure or justifying a choice. You will be capable of writing and understanding straightforward documents such as memos. You will be able to converse with and understand others as long as accents are familiar and only standard speech is used.

1. About the Presentation - 01:45	
Lesson Objectives	- Summarizing your points of view on technical questions to a familiar audience

Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Outlining the advantages of something - Minimizing something's flaws and drawbacks - Giving an example
Lexical Groups	<ul style="list-style-type: none"> - Maintenance and functioning (configuration, to install, to implement, ...) - Examples (as you can see, clear, to demonstrate, ...)
Grammar	<ul style="list-style-type: none"> - Construction of the present conditional - Diplomatic constructions
Phonetics	<ul style="list-style-type: none"> - Pronunciation of consonants - (pen) - (five) - (seventy)

2. Asset Management - 00:41

Lesson Objectives	<ul style="list-style-type: none"> - Summarizing your points of view on technical questions to a familiar audience
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Outlining the advantages of something - Minimizing something's flaws and drawbacks - Giving an example
Lexical Groups	<ul style="list-style-type: none"> - Maintenance and functioning (configuration, to install, to implement, ...) - Examples (as you can see, clear, to demonstrate, ...)
Vocabulary	<ul style="list-style-type: none"> - Examples and illustrations
Grammar	<ul style="list-style-type: none"> - Relative pronouns and adverbs - Construction of the present conditional - Diplomatic constructions

3. The Production Process - 01:39

Lesson Objectives	- Explaining work methods in an informative way to an audience (clients, colleagues, etc.)
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Outlining the stages of a process - Informing the people involved in a process - Justifying a choice - Talking about the amount of time that something takes
Lexical Groups	- Project management (to agree on, to appoint, to approve, ...) - Duration (time-consuming, to take, brief, ...)
Grammar	- Construction of the present perfect - Use of the present perfect
Phonetics	- (please) - (sixteen) - (she)

4. Explanation of a Procedure - 00:40

Lesson Objectives	- Explaining work methods in an informative way to an audience (clients, colleagues, etc.)
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Outlining the stages of a process - Informing the people involved in a process - Justifying a choice - Talking about the amount of time that something takes
Lexical Groups	- Project management (to assign, to appoint, in charge of, ...) - Duration (time-consuming, to take, brief, ...)

Grammar	<ul style="list-style-type: none"> - Construction of the present perfect - Use of the present perfect - Construction of the passive - Use of the passive - Goal and consequence - Expressions of condition
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5. Advice - 00:36	
Lesson Objectives	- Writing recommendations
Targeted Skills	<ul style="list-style-type: none"> - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Advising - Justifying an action
Lexical Groups	- Advice and recommendations
Grammar	- 'Instead of' - 'Rather than'

6. Delays - 01:15	
Lesson Objectives	- Discussing progress made on a project
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Expressing necessity - Situating something in time - Expressing agreement - Understanding constraints
Lexical Groups	<ul style="list-style-type: none"> - Qualifiers of time and age (on time, quickly, soon, ...) - Project management (to compromise, quality, budget, ...)
Vocabulary	- 'Next' - 'The next'
Grammar	<ul style="list-style-type: none"> - 'Must' - 'Have to' - 'Will' - 'To be going to' - 'Also' - 'As well' - 'Too'
Phonetics	- (but)

	- (July) - (November)
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7. Instructions - 00:44	
Lesson Objectives	- Giving instructions
Targeted Skills	- Listening Speaking
Language Functions	- Relaying information - Insisting on something - Explaining a procedure - Giving details about something
Lexical Groups	- Speaking (to repeat, to explain, to insist, ...) - Situation in time (first off, moving on, in addition, ...) - The business world (step, stage, part, ...)
Vocabulary	- 'So that' + 'may' or 'can' - „Process“ and „procedure“
Grammar	- Making references - Object pronouns - Use of the pronoun 'one' - Relative pronouns and adverbs
Phonetics	- Intonation and stress

8. The Leaving Party - 00:23	
Lesson Objectives	- Understanding a memorandum in detail
Targeted Skills	- Reading
Language Functions	- Identifying information in a standard document
Lexical Groups	- Corporate life (retirement, to retire, party, ...)

2.2. To complete my training

a. Client relations → 04:46

The learning program Client relations will enable you to:

- answer a client following a problem with an order;
- review the expressions for negotiating with someone in order to get discounts or to finalize the terms of a contract;
- describe an IT problem;

- answer a technician's questions.

1. Customer Service - 01:31

Lesson Objectives

Deal with a client who has a problem with a delivery. Ask about the invoice and negotiate a compromise to resolve the situation.

Vocabulary Themes

Finance and Insurance

- Accounting
- Insurance

Shopping

- People and professions

Objects

- Descriptive terms

Economy and Trade

- Cost, payment
- Buying, selling
- Delivery

Grammar

The affirmative imperative

The negative imperative

2. First Negotiations - 01:35

Lesson Objectives

Learn how to negotiate. Discuss discounts on bulk orders and distribution rights with a distribution company representative.

Vocabulary Themes

Economy and Trade

- Negotiation
- Delivery

Work Environment

- Corporate life
- Office space and supplies

Communication and Intellect

- Oral communication
- Suggestion, proposal, advice

Judgment and Opinion

- Descriptive terms

Time

	- Time periods
Grammar	Regular superlatives Irregular superlatives "Shall"

3. Contracts - 02:07	
Lesson Objectives	Negotiate the terms of a contract with a sales representative. Discuss the discount, terms of payment and warranty covering the products. Outline how any contract disputes will be settled.
Vocabulary Themes	Judgment and Opinion - Agreement, disagreement Communication and Intellect - Thinking, debating, explaining Finance and Insurance - Insurance Economy and Trade - Cost, payment - People and professions Administration and Law - Law and justice - Laws and regulations
Grammar	Sequence of tenses with "if"

4. Technical Problems - 01:40	
Lesson Objectives	Call technical support after your laptop crashes. Describe the problem to the technician and respond to his questions. Discuss solutions to the problem.
Vocabulary Themes	Science and Industry - Computer science - Electricity - Technology Judgment and Opinion - Appraisal

	<p>The Media</p> <ul style="list-style-type: none"> - The Internet <p>Objects</p> <ul style="list-style-type: none"> - How it works <p>Work Environment</p> <ul style="list-style-type: none"> - Managing and organizing - Professions and hierarchy
Grammar	<p>Construction of the present perfect continuous</p> <p>Use of the present perfect continuous</p>

b. On a business trip → 06:24

The learning program On a business trip aims at developing your capacity:

- to exchange information with an check-in desk clerk at the airport (changing your ticket, confirming flight times, checking bags and boarding the aircraft);
- to give the precise location for a meeting;
- to confirm the date for a business meeting.

1. At the Airport - 02:08	
Lesson Objectives	Respond to the questions asked at the check-in counter of New York airport. Upgrade your ticket, check your flight's departure and arrival times, check-in your luggage and enquire about the boarding gate.
Vocabulary Themes	<p>Air and Rail Transportation</p> <ul style="list-style-type: none"> - Traveling by train or plane - Departure and arrival - Baggage <p>Transportation Terms</p> <ul style="list-style-type: none"> - Safety and regulations - Stages of a journey - Public transportation <p>Defining Space</p> <ul style="list-style-type: none"> - Movements, moving <p>Vacations and Traveling</p> <ul style="list-style-type: none"> - Accessories
Grammar	<p>"Must" - "Have to"</p> <p>Possessive pronouns</p>

2. Getting Directions - 01:59

Lesson Objectives

Follow instructions over the phone to find the New York restaurant where you will attend your business lunch. Confirm the date and location of the meeting.

Vocabulary Themes

Time

- Schedule

Defining Space

- Direction

- Distance

- Indicating a place

Cities and Towns

- Places and buildings

Food

- Eating out

Transportation Terms

- Safety and regulations

- Public transportation

Grammar

Construction of the present perfect

Use of the present perfect

“Still” - “Yet”

“Yet” - “Not yet”

3. Cultural Exercises - 00:07

Lesson Objectives

Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

4. A Business Lunch - 02:10

Lesson Objectives

Conclude a contract during a business lunch. Engage in small talk: your business trip, your family and where you live. Order the meal. Discuss the terms of the contract and payment. Reach an agreement.

Vocabulary Themes

Food

- Courses

- Eating out

Personality and Feelings

- Feelings

- Tastes

Communication and Intellect

- Oral communication

Work Environment

- Managing and organizing

Economy and Trade

- Delivery

- People and professions

Grammar

“For” - “Since” - “Ago”

c. Product presentation → 05:22

With the learning program Product presentation, you will learn how:

- to have a discussion with a company rep;
- to get information about a company’s products;
- to answer a client’s questions about your product: its physical characteristics (color, size, etc.), the warranty, the price, possible discounts;
- to ask a client to fill out a questionnaire.

1. Telesales - 01:47

Lesson Objectives

Respond to a telesales representative who wants to sell you his company’s services. Discuss the advantages and disadvantages of their range of services in relation to existing services. Negotiate with the telesales representative.

Vocabulary Themes

Work Environment

- Corporate life

Finance and Insurance

- Insurance

- Accounting

- Banking

Economy and Trade

- Cost, payment

- Delivery

Communication and Intellect

- Choices and decisions

- Suggestion, proposal, advice

Making Contact

	<ul style="list-style-type: none"> - The telephone - Written correspondence
Grammar	<ul style="list-style-type: none"> Regular comparatives Irregular comparatives

2. A Trade Fair - 01:45	
Lesson Objectives	During an IT trade fair in Frankfurt, discuss potential business links with a representative of another company.
Vocabulary Themes	<p>Economy and Trade</p> <ul style="list-style-type: none"> - Miscellaneous items - Buying, selling <p>Work Environment</p> <ul style="list-style-type: none"> - Office space and supplies - Managing and organizing <p>Science and Industry</p> <ul style="list-style-type: none"> - Technology <p>Shopping</p> <ul style="list-style-type: none"> - Stores
Grammar	<ul style="list-style-type: none"> “May” - “Might” “To look forward to”

3. Product Presentation - 01:50	
Lesson Objectives	Respond to a client who asks you about one of your products. Describe the various features of the product and the length of validity of the warranty. Give the price and negotiate with the customer over the discount. Ask the customer to fill out a customer survey.
Vocabulary Themes	<p>Economy and Trade</p> <ul style="list-style-type: none"> - Marketing <p>Communication and Intellect</p> <ul style="list-style-type: none"> - Choices and decisions - Obtaining information

- Objects
- Packaging
 - Descriptive terms
 - Progress and Change

Grammar

“Should” and “ought to”: advice

d. Presenting your company → 03:46

The learning program Presenting your company will develop your capacity:

- to answer a journalist’s questions about your company (history, international success, etc.);
- during a trade fair, to explain how the company works and how it has become a market leader;
- to show how your company’s distribution network is organized;
- to present overseas mergers and profits;
- to announce sales objectives for the coming year.

1. The Company - 02:01

Lesson Objectives

A journalist interviews you about your company. Answer his questions about your company’s history and its international growth. Describe your products.

Vocabulary Themes

- Time
- Frequency
- Work Environment
- Office space and supplies
 - Professions and hierarchy
 - Corporate life
 - Managing and organizing
- Judgment and Opinion
- Necessity, ability and difficulty
- Science and Industry
- Technology
- Finance and Insurance
- The stock market
- Economy and Trade
- Marketing

Grammar

Use of the past tense
Irregular verbs
Percentages

2. Presenting your Firm - 01:45

Lesson Objectives

Respond to questions about your company while at a trade fair. Speak about the number of employees and the location of your headquarters. Explain how you became the market leader and how your distribution network is organized. Talk about your company's mergers and overseas profits. Outline the company's objectives for the coming year.

Vocabulary Themes

Economy and Trade

- Delivery
- Professions and hierarchy
- Micro- and macroeconomics
- Buying, selling

Work Environment

- Professions and hierarchy
- Office space and supplies
- Managing and organizing

Progress and Change

Finance and Insurance

- Accounting
- Banking

Science and Industry

- Technology

Grammar

Questions without interrogative pronouns
 Interrogative pronouns, adjectives and adverbs
 Past interrogatives

e. All topics → 10:18

The learning program All topics aims at increasing your autonomy in the following situations:

- presenting your company, its mission, philosophy and product line;
- leaving on a business trip and participating in a business luncheon.

1. A Business Lunch - 02:18

Lesson Objectives

Conclude a contract during a business lunch. Engage in small talk: your business trip, your family and where you live. Order the meal. Discuss the terms of the contract and payment. Reach an agreement.

Vocabulary Themes

- Food
 - Courses
 - Eating out

- Personality and Feelings
 - Feelings
 - Tastes

- Communication and Intellect
 - Oral communication

- Work Environment
 - Managing and organizing

- Economy and Trade
 - Delivery
 - People and professions

Grammar

“For” - “Since” - “Ago”

2. The Company - 02:01

Lesson Objectives

A journalist interviews you about your company. Answer his questions about your company’s history and its growth internationally. Describe your products.

Vocabulary Themes

- Time
 - Frequency

- Work Environment
 - Office space and supplies
 - Professions and hierarchy
 - Corporate life
 - Managing and organizing

- Judgment and Opinion
 - Necessity, ability and difficulty

- Science and Industry
 - Technology

- Finance and Insurance
 - The stock market

- Economy and Trade
 - Marketing

Grammar

Use of the past tense
 Irregular verbs
 Percentages

3. Presenting your Firm - 01:45

Lesson Objectives

Respond to questions about your company while at a trade fair. Speak about the number of employees and the location of your headquarters. Explain how you became the market leader and how your distribution network is organized. Talk about your company's mergers and overseas profits. Outline the company's objectives for the coming year.

Vocabulary Themes

Economy and Trade
 - Delivery
 - Professions and hierarchy
 - Micro- and macroeconomics
 - Buying, selling

Work Environment
 - Professions and hierarchy
 - Office space and supplies
 - Managing and organizing

Progress and Change
 Finance and Insurance
 - Accounting
 - Banking

Science and Industry
 - Technology

Grammar

Questions without interrogative pronouns
 Interrogative pronouns, adjectives and adverbs
 Past interrogatives

4. At the Airport - 02:08

Lesson Objectives

Respond to the questions of a check-in desk attendant at a New York airport. Upgrade your ticket, check your flight's departure and arrival times, check-in your

<p>Vocabulary Themes</p>	<p>luggage and enquire about the boarding gate.</p> <p>Air and Rail Transportation</p> <ul style="list-style-type: none"> - Traveling by train or plane - Departure and arrival - Baggage <p>Transportation Terms</p> <ul style="list-style-type: none"> - Safety and regulations - Stages of a journey - Public transportation <p>Defining Space</p> <ul style="list-style-type: none"> - Movements, moving <p>Vacations and Traveling</p> <ul style="list-style-type: none"> - Accessories
<p>Grammar</p>	<p>“Must” - “Have to”</p> <p>Possessive pronouns</p>

<p>5. Getting Directions - 01:59</p>	
<p>Lesson Objectives</p>	<p>Follow instructions over the phone on how to find the restaurant in New York where you are to attend a business lunch. Confirm the date and location of the meeting.</p>
<p>Vocabulary Themes</p>	<p>Time</p> <ul style="list-style-type: none"> - Schedule <p>Defining Space</p> <ul style="list-style-type: none"> - Direction - Distance - Indicating a place <p>Cities and Towns</p> <ul style="list-style-type: none"> - Places and buildings <p>Food</p> <ul style="list-style-type: none"> - Eating out <p>Transportation Terms</p> <ul style="list-style-type: none"> - Safety and regulations - Public transportation
<p>Grammar</p>	<p>Construction of the present perfect</p>

Use of the present perfect
“Still” - “Yet”
“Yet” - “Not yet”

6. Cultural Exercises - 00:07

Lesson Objectives

Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

3.1. ADVANCED – B2

a. Presentations and Meetings III → 05:08

The Language Program Presentations and Meetings will enable you to carry out a variety of tasks such as presenting information and restrictions, explaining results, or informing others of your intentions. You will also be capable of writing and reading professional documents containing complex content, such as reports or meeting minutes. You will be able to express yourself with some fluidity and spontaneity, as well as understand others when discussing relatively complex topics that are somewhat familiar to you, even when others speak with an accent.

1. Company Strategy - 01:22

Lesson Objectives

- Consulting with managers in order to identify & respond to a company's needs
- Informing managers of your intentions

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Understanding an issue
- Making a suggestion
- Communicating priorities
- Defining a strategy
- Advising

Lexical Groups

- Corporate strategy (communication strategy, policy, change plan, ...)
- Management (buy-in, ownership, on board, ...)

Grammar

- The present subjunctive
- The past subjunctive

Language & Culture

- Diplomatic advice

2. Executive Committee Meeting - 00:28

Lesson Objectives

- Understanding meeting minutes

Targeted Skills

- Reading

Language Functions

- Identifying information in a standard document

Lexical Groups

- Meetings (apologies, A.O.C.B. [Any Other Competent Business], read and agreed, ...)

- Professional documents (minutes, ...)

3. Virtual Conversation: Organize a Meeting - 00:20

Lesson Objectives - Organizing a meeting with multiple participants

4. A Project Update - 00:38

Lesson Objectives - Relaying & explaining results to a supervisor

Targeted Skills
- Listening
- Speaking

Language Functions
- Understanding a question concerning the advancement of something
- Giving information about the advancement of something
- Commenting on results
- Giving details about something

Lexical Groups
- Project management (to have some way to go, to go back to the drawing board, to start from scratch, ...)
- Value judgment (negative, smoothly, promising, ...)
- Description of results (complaint, drawback, conclusive, ...)

Vocabulary
- Emphatic 'do'
- Expressions with 'to have'

Grammar
- Comparing equals
- Adverbs of degree

5. The Year in Review - 00:36

Lesson Objectives - Identifying the main ideas in a text & summarizing it

Targeted Skills
- Reading
- Writing

Language Functions
- Understanding the structure of a text
- Understanding the main ideas in a text
- Summarizing ideas

Lexical Groups
- Reports & summaries (Furthermore, Moreover, Overall, ...)

6. Policies - 00:45

Lesson Objectives

- Presenting and explaining a set of rules or regulations

Targeted Skills

- Listening
- Speaking

Language Functions

- Prohibiting
- Expressing obligation
- Granting permission or expressing an absence of obligation
- Expressing change
- Providing more specific information by giving concrete examples

Lexical Groups

- Laws & regulations (to prohibit, law, to forbid, ...)
- Laws & regulations (to require, in compliance, rule, ...)
- Laws & regulations (have the right to, to grant, to permit, ...)
- Progression (no longer, to discontinue, to modify, ...)
- Present situation (from now on, now, for the time being, ...)
- Laws & regulations (to pass a law, bill, code, ...)
- Laws & regulations (to apply, to comply, to require, ...)

Vocabulary

- A use of the comparative
- Describing motion

Grammar

- 'May' - 'Might'
- 'Some' - 'Any'
- 'Should' and 'ought to': advice
- Construction of the present perfect
- Use of the present perfect
- Goal and consequence

7. Site Visit - 00:40

Lesson Objectives

- Giving a formal, pre-arranged guided tour

Targeted Skills

- Listening
- Speaking

Language Functions

- Introducing yourself in a professional context
- Giving instructions

	<ul style="list-style-type: none"> - Providing background information on something - Describing a place
Lexical Groups	<ul style="list-style-type: none"> - Company structure (affiliate, corporation, incorporated, ...) - Corporate strategy (to downsize, to streamline, to found, ...) - Company premises (plant facilities, plant, manufacturing facilities, ...)
Grammar	<ul style="list-style-type: none"> - Construction of the present perfect continuous - Use of the present perfect continuous - Use of the present perfect - The present subjunctive - The past continuous - Past perfect

8. Virtual Conversation: Interview for a Job - 00:20

Lesson Objectives	- Going to a job interview
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b. Interpersonal Skills and Negotiation III → 14:23

The Language Program Interpersonal Skills and Negotiation will enable you to fluently and effectively communicate with others in both formal and informal situations. You will be able to carry out relatively complex tasks such as welcoming clients, justifying decisions, or negotiating deadlines or prices. You will be capable of writing clear, detailed professional documents, such as letters or brochures. You will be able to interact in a reasonably natural way, even when others speak with an accent, as long as topics are somewhat familiar and background noise is not excessive.

1. The Trade Show - 01:17

Lesson Objectives	- Welcoming & giving information to a prospect in an interesting way
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Offering something politely - Praising someone or something - Understanding a request for information on the conditions of a discount - Giving information on the conditions of a discount

Lexical Groups	<ul style="list-style-type: none"> - Value judgment (stylish, high-end, top quality, ...) - Prices & payments (goodwill gesture, introductory offer, bulk order, ...) - A person's availability (to be convenient, to suit someone, to be OK with someone, ...) - Clauses & conditions (to depend on, to be dependent on, according to, ...)
Grammar	<ul style="list-style-type: none"> - The place of 'even'
Language & Culture	<ul style="list-style-type: none"> - Persuasive suggestion - Ways to offer refreshments

2. Virtual Conversation: Rent a Car - 00:20

Lesson Objectives	- Renting a car and negotiating rental conditions
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3. Questions about Berlin - 03:05

Lesson Objectives	- Talking about your personal plans in detail
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Writing
Language Functions	<ul style="list-style-type: none"> - Expressing a degree of certainty - Asking someone for advice - Expressing enthusiasm - Expressing fear, concern, anxiety - Describing a sequence of future events
Lexical Groups	<ul style="list-style-type: none"> - Feelings (overjoyed, thrilled, to look forward to, ...) - Administrative procedures (to jump through hoops, rigmarole, bureaucracy, ...) - Probability and potential (to set in stone, sure thing, conceivable, ...) - Advice and recommendations (tip, pointer, word of wisdom, ...) - Assessment of a situation (to dread, apprehensive, to fret, ...)
Grammar	<ul style="list-style-type: none"> - Adverbs of degree - The future perfect

4. Virtual Conversation: Handle Travel Trouble - 00:20

Lesson Objectives	- Managing unexpected events during a trip abroad
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5. History of a Business - 02:55

Lesson Objectives	- Talking about your company in an informal setting
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Describing a company - Giving information about a company's history - Giving information about a company's projects - Minimizing something's flaws and drawbacks
Lexical Groups	- Corporate strategy (partnership, to join forces, to take over, ...) - Progression (to venture, to get off the ground, rise, ...) - Description and characterization (first-rate, franchise, multinational, ...) - Development & expansion (to corner the market, to lead the field, innovation, ...) - Problems and disagreements (setback, hurdle, ups and downs, ...)
Vocabulary	- Expressions of increase - Concession and opposition
Grammar	- Compound adjectives - Past perfect - Reinforcing the comparative

6. Hotel Brochure - 00:31

Lesson Objectives	- Writing an informational brochure about a company's services
Targeted Skills	- Reading - Writing
Language Functions	- Giving information - Praising someone or something
Lexical Groups	- Value judgment (effective, successful, tailor-made, ...) - Prices & payments (minimum charge, price range,

flat rate, ...)

7. The Order - 01:02

Lesson Objectives

- Negotiating a price with a cooperative client

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Opening a negotiation
- Understanding a need
- Praising someone or something
- Making an offer

Lexical Groups

- Situation in time (to get down to something, to move along, to get started, ...)
- Prices & payments (to give someone a good price, to give someone a good deal, to throw something in, ...)
- Criteria to measure the quality of a service (to fit a need, tailor-made (for someone), made-to-order, ...)

Grammar

- Regular comparatives
- Irregular comparatives
- Use of the pronoun 'one'

Phonetics

- Intonation and stress

Language & Culture

- 'Shall'

8. Delivery Time - 01:11

Lesson Objectives

- Negotiating a deadline with a cooperative client

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Making predictions
- Expressing uncertainty
- Justifying a possibility
- Offering compensation

Lexical Groups

- Duration (delay, to take..., ...)

	<ul style="list-style-type: none"> - Project management (to be snowed under , to be behind on something, overbooked, ...) - Complaints (to compensate for, compensation, to make up for something, ...)
Grammar	<ul style="list-style-type: none"> - Approximation - 'Should' and 'Ought to': probability - Modal auxiliaries - 'When,' 'while' + present - Use of the present conditional

9. The Resignation - 00:32	
Lesson Objectives	- Writing a letter of resignation
Targeted Skills	<ul style="list-style-type: none"> - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Announcing a decision - Justifying a decision
Lexical Groups	- Human resources (resignation, to accept a position, transfer of responsibilities, ...)

10. Business Negotiations - 00:44	
Lesson Objectives	- Negotiating a price with a cooperative supplier
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Stating demands or requirements - Arguing in favor of something - Identifying limits - Making an offer
Lexical Groups	<ul style="list-style-type: none"> - Prices & payments (to get a X% discount, to give a discount, discount on ..., ...) - Sales (wholesale, to raise, sales rep, ...) - Delivery (distributor, order, shipping, ...)
Grammar	- Sequence of tenses with 'if'

11. An Overdue Payment - 01:12

Lesson Objectives - Giving a reminder in the case of an unpaid bill

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Addressing a topic
- Verifying that something has been done
- Exposing a problem
- Demanding payment
- Taking a request into account

Lexical Groups

- Prices & payments (to withhold, terms of sale, overdue, ...)
- Resolution & handling of problems (to straighten out, to iron out, to sort out, ...)

Vocabulary - Expressions with 'to have'

Grammar - Adverbs of degree

12. At the Restaurant - 01:14

Lesson Objectives - Discussing a project, a contract, a deal, etc. during the course of a meal or other informal event

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Talking about yourself
- Imposing conditions diplomatically
- Clarifying an ambiguous point
- Assuring someone of something

Lexical Groups - Stages of a meal (course, appetizer, starter, ...)

Vocabulary - 'Within' - 'Within . . . of'

Grammar - Diplomatic constructions

Phonetics - Intonation and stress

Language & Culture

- Personal questions etiquette
- Business dining etiquette

c. Client and Business Partner Relations III → 08:41

The Language Program Client and Business Partner Relations will enable you to interact effectively with clients, such as when handling problematic requests or dealing with uncooperative visitors. You will be able to communicate clearly and in detail over the phone when making apologies, insisting on something, or expressing certainty. You will be capable of understanding written complaints containing a wide range of vocabulary, and also be able to respond to them in a clear, detailed way. You will be able to understand complex speech, even when others speak with accents, as long as the topics discussed are somewhat familiar to you.

1. A Difficult Visitor - 01:39

Lesson Objectives

- Welcoming an uncooperative visitor
- Asking an uncooperative visitor to wait

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Identifying a problem
- Reassuring a visitor
- Making excuses
- Expressing empathy
- Insisting diplomatically
- Interrupting diplomatically
- Suggesting a choice

Lexical Groups

- Problem explanation (to regret, unavoidable, to encounter, ...)
- Assessment of a situation (to appreciate, to acknowledge, to recognize, ...)

Vocabulary

- Emphatic 'do'

Grammar

- Diplomatic constructions

2. A Busy Thursday Morning - 01:12

Lesson Objectives

- Handling a problematic request

Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Expressing a degree of certainty - Stalling for time - Generalizing - Notifying someone that something might happen - Refusing diplomatically - Offering a solution
Lexical Groups	<ul style="list-style-type: none"> - Habits and tendencies (to be inclined to, tendency, as a rule, ...) - Probability and potential (doubtful, conceivable, to be liable to, ...)
Vocabulary	<ul style="list-style-type: none"> - Noncommittal replies
Grammar	<ul style="list-style-type: none"> - Diplomatic constructions - Expressions of emphasis

3. A Meeting to Reschedule - 00:36	
Lesson Objectives	<ul style="list-style-type: none"> - Handling a problematic request
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Expressing a degree of certainty - Stalling for time - Generalizing - Notifying someone that something might happen - Refusing diplomatically - Offering a solution
Lexical Groups	<ul style="list-style-type: none"> - Habits and tendencies (to be inclined to, to have a tendency to, customary, ...) - Probability and potential (doubtful, conceivable, to be liable to, ...)
Vocabulary	<ul style="list-style-type: none"> - Noncommittal replies
Grammar	<ul style="list-style-type: none"> - Diplomatic constructions - The perfect conditional

- Expressions of emphasis

4. Virtual Conversation: Change a Plane Ticket - 00:20

Lesson Objectives - Resolving a complicated issue with a reservations agent

5. An Order Problem - 01:28

Lesson Objectives - Handling a complaint from a dissatisfied client

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Apologizing
- Expressing a degree of certainty
- Justifying results
- Committing to doing something
- Making predictions

Lexical Groups

- Cause & effect (to have trouble with, unforeseen circumstances, to be beyond someone's control, ...)
- Information & inquiries (to get back to someone, to find out, to check on something, ...)

Vocabulary - 'I am told'

Grammar

- Perfect conditional using 'should'
- Use of the present perfect continuous
- 'Should' and 'Ought to': probability

6. The Complaint - 00:24

Lesson Objectives - Understanding the gist of a long, detailed letter of complaint

Targeted Skills - Reading

Language Functions

- Understanding the structure of a text
- Understanding the reason for a complaint

Lexical Groups - Complaints (inconvenience, satisfaction, to remedy, ...)

7. A Defective Product - 01:08

Lesson Objectives	- Responding to a complaint
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Responding to someone over the telephone in an appropriate way - Showing that you understand - Asking for further details - Informing someone of something - Insisting on something - Assuring someone of something
Lexical Groups	- Prices & payments (purchase order number, invoice, billing address, ...) - After-sales, maintenance, and warranties (credit, policy, refund, ...)
Vocabulary	- Confirmation of understanding
Grammar	- 'To let' - Phrasal verbs
Language & Culture	- Telephone calls

8. Virtual Conversation: Get Technical Help - 00:20

Lesson Objectives	- Giving details about a technical problem
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9. The Response - 00:31

Lesson Objectives	- Responding to a complaint by letter or email
Targeted Skills	- Reading - Writing
Language Functions	- Apologizing - Justifying someone or something - Praising someone or something
Lexical Groups	- Complaints (inconvenience, satisfaction, to remedy, ...)

Grammar - Diplomatic constructions

10. Service Problems - 01:03

Lesson Objectives

- Making a complaint using arguments

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Exposing a problem
- Presenting arguments
- Expressing dissatisfaction
- Reproaching
- Asking to have someone intervene

Lexical Groups

- Complaints (to mess up, to lay the blame, incident, ...)
- Resolution & handling of problems (to get to the bottom of something, to nip something in the bud, to take care of, ...)

Vocabulary

- 'Supposed to'

Grammar

- 'The more . . . the more'
- The sequence of tenses

Language & Culture

- Expressions of dissatisfaction

3.2. To complete my training

a. Jobs and career paths → 08:04

The learning program Jobs and career paths will enable you:

- to get to know the names of different occupations, as well as the vocabulary related to the job of project manager in a company;
- to learn how to speak about time organization.

1. Delegates - 02:27

Lesson Objectives

Answer questions about your company and talk about your work.

Vocabulary Themes

Communication and Intellect
- Oral communication

Progress and Change

	<ul style="list-style-type: none"> - Success and failure <p>Work Environment</p> <ul style="list-style-type: none"> - Managing and organizing - Professions and hierarchy - Meetings <p>Time</p> <ul style="list-style-type: none"> - Schedule
Grammar	Perfect conditional using “should” “How” + adjective or adverb

2. A New Job - 02:36	
Lesson Objectives	Discuss business strategies to optimize your work. Learn vocabulary related to professions.
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Obligation, permission, prohibiting - Obtaining information <p>Economy and Trade</p> <ul style="list-style-type: none"> - Negotiation - People and professions <p>Work Environment</p> <ul style="list-style-type: none"> - Managing and organizing - Professions and hierarchy - Corporate life <p>Time</p> <ul style="list-style-type: none"> - Schedule
Grammar	Use of the passive The impersonal structure

3. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

4. Job Promotions - 02:54	
Lesson Objectives	Organize your work, develop sales strategies and negotiate a promotion.

Vocabulary Themes	<p>Work Environment - Managing and organizing</p> <p>Economy and Trade - Negotiation - Cost, payment</p> <p>Progress and Change Finance and Insurance - Accounting</p> <p>Work Environment - Managing and organizing - Corporate life</p>
Grammar	<p>“Had better” - “Would rather” “Each other” - “One another”</p>

b. Business calls → 08:12

With the learning program Business calls, you will learn how:

- to formulate questions for a telephone survey;
- to establish an inventory of needs for IT equipment while speaking with a client on the telephone;
- to set up an appointment to meet with a client.

1. Seminar Planning - 03:08

Lesson Objectives	Reserve a hotel room. Organize a seminar, set the date and number of participants, choose the services required. Arrange for payment.
Vocabulary Themes	<p>Communication and Intellect - Oral communication - Obtaining information - Greetings, being polite</p> <p>Judgment and Opinion - Necessity, ability and difficulty</p> <p>Housing - Living spaces</p> <p>Sports - People and professions</p> <p>Time - Schedule</p>

Grammar	The perfect conditional Infinitive clauses “To be left” - “To have left”
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2. Market Research - 02:28

Lesson Objectives	Learn to formulate specific questions for a client survey.
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Oral communication - Suggestion, proposal, advice <p>Economy and Trade</p> <ul style="list-style-type: none"> - Buying, selling - Marketing <p>Education</p> <ul style="list-style-type: none"> - Language, reading and writing <p>Work Environment</p> <ul style="list-style-type: none"> - Managing and organizing - Meetings <p>Time</p> <ul style="list-style-type: none"> - Sequence of events - Schedule
Grammar	<p>“Ever”- “Never”</p> <p>“Some”, “any:” singular or plural?</p> <p>Nouns without singular forms</p>

3. Helpful Contacts - 02:36

Lesson Objectives	Conduct a study to clarify clients’ needs, learn vocabulary related to computer equipment and set up an appointment.
Vocabulary Themes	<p>Objects</p> <ul style="list-style-type: none"> - Descriptive terms <p>Economy and Trade</p> <ul style="list-style-type: none"> - Business and commerce - Buying, selling - Delivery - Cost, payment - Products, merchandise - People and professions

	<p>The Media</p> <ul style="list-style-type: none"> - The Internet <p>Measurements and Quantities</p> <ul style="list-style-type: none"> - Whole numbers <p>Science and Industry</p> <ul style="list-style-type: none"> - Computer science
Grammar	<p>“Shall”</p> <p>“To let”</p>

c. On a business trip → 03:08

The learning program On a business trip will enable you:

- to guide travelers;
- to give advice to travelers;
- to express your general opinion about the United States.

1. Living in America - 03:01	
Lesson Objectives	Reply to general questions about your daily life in the US: <i>Where do you live? What is your job? What are your hobbies?</i>
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Oral communication <p>Economy and Trade</p> <ul style="list-style-type: none"> - Products, merchandise - People and professions <p>Education</p> <ul style="list-style-type: none"> - Learning and knowledge - The educational process - Language, reading and writing <p>Judgment and Opinion</p> <ul style="list-style-type: none"> - Necessity, ability and difficulty <p>Work Environment</p> <ul style="list-style-type: none"> - Professions and hierarchy - Corporate life
Grammar	<p>“That” and dependent clauses</p> <p>“To be likely”</p> <p>Omission of certain prepositions</p>

2. Cultural Exercises - 00:07

Lesson Objectives

Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

d. Client relations → 08:21

The learning program Client relations will enable you:

- to get to know the vocabulary related to business travel, insurance and banking;
- to learn the vocabulary used in an airport;
- to ask questions about business travel by airplane;
- to get details about a business trip.

1. Flight Information - 02:42

Lesson Objectives

Learn airport vocabulary (departure, gate, flight number) and answer questions about flights.

Vocabulary Themes

- Transportation Terms
- Stages of a journey
 - People and professions
- Air and Rail Transportation
- Traveling by train or plane
 - The trip
 - Departure and arrival
 - Baggage
- Vacations and Traveling
- Accessories

Grammar

“Should” and “Ought to:” probability
 Use of “else”
 More uses of the possessive

2. Plane Reservations - 02:28

Lesson Objectives

Make flight reservations: ask questions about destinations, dates, departure and arrival times. Find a solution to travelers’ concerns.

Vocabulary Themes

- Stages of a Journey
- People and professions
 - Safety and regulations
 - Public transportation
- Air and Rail Transportation
- Technical terms
 - People and professions
 - Departure and arrival

	- Baggage
	Vacations and Traveling
	- Accessories
	- Hotels
Grammar	Construction of the passive The sequence of tenses “When”, “while” + present

3. Insurance & Banking - 03:04

Lesson Objectives	Learn vocabulary related to the world of insurance and banking (coverage, life insurance, cash transfer, account number).
Vocabulary Themes	Administration and Law - Law and Justice - Crimes and misdemeanors Economy and Trade - Buying, selling - People and professions Finance and Insurance - Insurance - Banking Work Environment - Corporate life
Grammar	The main postpositions “Little” - “A little” - “Much” Invariable cardinal numbers

4. Cultural Exercises - 00:07

Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.
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e. All topics → 11:46

During a virtual “visit” to the United States, the learning program All topics will enable you to develop your knowledge and skills to know how:

- to discuss the customs and traditions of the United States;
- to organize a business trip;
- to plan a seminar;

- to carry out administrative tasks (at the post office, the bank, in an insurance agency, etc.).

1. Flight Information - 02:44

Lesson Objectives

Learn airport vocabulary (departure, gate, flight number) and answer questions about flights.

Vocabulary Themes

- Transportation Terms
 - Stages of a journey
 - People and professions

- Air and Rail Transportation
 - Traveling by train or plane
 - The trip
 - Departure and arrival
 - Baggage

- Vacations and Traveling
 - Accessories

Grammar

“Should” and “Ought to:” probability
 Use of “else”
 More uses of the possessive

2. Plane Reservations - 02:43

Lesson Objectives

Make flight reservations: ask questions about destinations, dates, departure and arrival times. Find a solution to travelers’ concerns.

Vocabulary Themes

- Stages of a Journey
 - People and professions
 - Safety and regulations
 - Public transportation

- Air and Rail Transportation
 - Technical terms
 - People and professions
 - Departure and arrival
 - Baggage

- Vacations and Traveling
 - Accessories
 - Hotels

Grammar

Construction of the passive
 The sequence of tenses
 “When”, “while” + present

3. Living in America - 03:01

Lesson Objectives Reply to general questions about your daily life in the US: Where do you live? What is your job? What are your hobbies?

Vocabulary Themes

Communication and Intellect
- Oral communication

Economy and Trade
- Products, merchandise
- People and professions

Education
- Learning and knowledge
- The educational process
- Language, reading and writing

Judgment and Opinion
- Necessity, ability and difficulty

Work Environment
- Professions and hierarchy
- Corporate life

Grammar “That” and dependent clauses
“To be likely”
Omission of certain prepositions

4. Cultural Exercises - 00:07

Lesson Objectives Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

5. Insurance & Banking - 03:04

Lesson Objectives Learn vocabulary related to the world of insurance and banking (coverage, life insurance, cash transfer, account number).

Vocabulary Themes

Administration and Law
- Law and Justice
- Crimes and misdemeanors

Economy and Trade
- Buying, selling
- People and professions

Finance and Insurance

Grammar	<ul style="list-style-type: none">- Insurance- Banking <p>Work Environment</p> <ul style="list-style-type: none">- Corporate life
	<p>The main postpositions “Little” - “A little” - “Much” Invariable cardinal numbers</p>

6. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

4.1. EXPERT – C1

a. Interpersonal Skills and Negotiation IV → 10:10

The Language Program Interpersonal Skills and Negotiation will enable you to engage in formal and informal multi-layered interactions, as well as give structured speeches on complex topics. You will be able to express yourself with ease when carrying out tasks such as responding to objections, convincing difficult clients, or criticizing in a diplomatic way. You will be capable of understanding others when they communicate implicit meanings or express needs and opinions, as well as understand specialized, lengthy documents, such as press articles. You will be able to communicate fluently with others on a wide range of topics, even when speaking with others who have pronounced accents.

1. An Unexpected Change - 01:02

Lesson Objectives	<ul style="list-style-type: none"> - Understanding the stakes of a reception situation and the implicit information conveyed - Diffusing tension & negotiating solutions during delicate or conflictual interactions
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Understanding implicit meanings in verbal communication - Understanding statements about what might happen - Apologizing - Justifying a decision - Reassuring a visitor - Offering a solution
Lexical Groups	<ul style="list-style-type: none"> - Value judgment (beneficial, profitable, expedient, ...) - Problems and disagreements (to be inconvenienced, to put someone out, nuisance, ...) - Assessment of a situation (critical, to be compelled to, of the essence, ...)
Vocabulary	<ul style="list-style-type: none"> - Confirmation of understanding
Language & Culture	<ul style="list-style-type: none"> - Diplomatic advice

2. Legal Advice - 00:38

Lesson Objectives	<ul style="list-style-type: none"> - Giving general legal advice
Targeted Skills	<ul style="list-style-type: none"> - Listening

	- Speaking
Language Functions	- Understanding a problem - Asking for further details - Advising
Lexical Groups	- Law & justice (law firm (US), case, ...) - Crimes & misdemeanors (fraudulent imitation, forgery, to commit a crime, ...) - Careers in law & justice (attorney (US), legal advisor, lawyer, ...) - Legal procedures (to take somebody to court, to take proceedings, to bring before the courts, ...) - Stages of a legal procedure (evidence, proof, ...)
Vocabulary	- To be at stake

3. The Project - 00:35	
Lesson Objectives	- Defining a project framework
Targeted Skills	- Listening - Speaking
Language Functions	- Understanding a need - Asking for further details - Making predictions
Lexical Groups	- The business world (quality outcome, requirement, to monitor, ...) - Project brainstorming (to have something in mind, to imagine, to envisage, ...)

4. Client Negotiations - 00:36	
Lesson Objectives	- Convincing difficult clients - Critiquing a decision by arguing your point of view
Targeted Skills	- Listening - Speaking
Language Functions	- Identifying the pertinent points in a speech - Rephrasing information - Changing the subject in a subtle way - Insisting on something - Arguing in favor of something - Expressing & justifying objections

Lexical Groups	- Critical thinking (to weigh up, to ruminate , to mull over, ...) - Criteria to measure the quality of a service
Vocabulary	- Emphatic 'do'
Grammar	- Diplomatic constructions
Phonetics	- Intonation and stress

5. Virtual Conversation: Make a Deal - 00:20

Lesson Objectives	- Negotiating a price with a difficult client
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6. Between Meetings - 01:21

Lesson Objectives	- Covering professional topics (such as negotiations) in an informal setting - Identifying potential cultural issues in a seemingly relaxed atmosphere
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Raising a delicate issue - Changing the subject in a subtle way - Going back to something - Criticizing diplomatically - Paying a compliment - Reacting to a compliment - Showing respect
Grammar	- Diplomatic constructions
Phonetics	- Intonation and stress
Language & Culture	- Baseball expressions - Making and receiving compliments - Business dining etiquette

7. The Economy - 00:43

Lesson Objectives	- Participating in a group discussion about economic & market news
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Targeted Skills	- Listening - Speaking
Language Functions	- Understanding someone's opinion - Going into something in more depth - Establishing limitations - Making predictions
Lexical Groups	- Economic trends (recession, upswing, rebound, ...) - Economics (stock market, shareholder, investment, ...) - Positive affirmation (to be with someone (on something), to see someone's point, to get someone's drift, ...)
Vocabulary	- Gambling-related expressions and the economy
Grammar	- The perfect conditional

8. The Press Article - 00:26	
Lesson Objectives	- Understanding a specialized press article
Targeted Skills	- Reading
Language Functions	- Understanding an issue - Understanding a series of events - Identifying criticism
Lexical Groups	- Stock market (profits warning, share price, low, ...)
Vocabulary	- Business writing

9. Department Restructure - 00:36	
Lesson Objectives	- Discussing a department's organization
Targeted Skills	- Listening - Speaking
Language Functions	- Stating demands or requirements - Offering a solution - Contradicting someone - Weighing pros & cons
Lexical Groups	- Present situation (as it stands, for the time being, as things are looking now, ...)

	<ul style="list-style-type: none"> - Corporate strategy (organizational requirements, organizational model, organizational change, ...) - Value judgment (stagnant, deteriorating, underperforming, ...)
Vocabulary	<ul style="list-style-type: none"> - Expressions of increase - 'Whether'
Grammar	<ul style="list-style-type: none"> - Short questions

10. The Decision - 00:40	
Lesson Objectives	<ul style="list-style-type: none"> - Communicating a decision, justifying it, & outlining its consequences
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking
Language Functions	<ul style="list-style-type: none"> - Adding layers of meaning - Contextualizing your remarks - Announcing a decision - Relaying the consequences of a decision
Lexical Groups	<ul style="list-style-type: none"> - Cause & effect (to be looking at, to be confronted by, to be faced with, ...) - Cause & effect (to entail, to imply, ramifications, ...)
Vocabulary	<ul style="list-style-type: none"> - 'Down the line'
Grammar	<ul style="list-style-type: none"> - The present subjunctive - Diplomatic constructions - Making references - The empty object - Phrasal verbs

11. Product Analysis - 00:33	
Lesson Objectives	<ul style="list-style-type: none"> - Presenting a product analysis
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking
Language Functions	<ul style="list-style-type: none"> - Providing background information on something - Outlining something's positive & negative aspects - Adding layers of meaning - Comparing
Lexical Groups	<ul style="list-style-type: none"> - Value judgment (user-friendly, practical, well)

	<ul style="list-style-type: none"> designed, ...) - Comparison & contrast (to exceed, to surpass, to fall short of, ...)
Vocabulary	- 'While' - 'Although'

12. A Disagreement - 02:22	
Lesson Objectives	- Using arguments to defend a company's interests
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Writing
Language Functions	<ul style="list-style-type: none"> - Expressing priorities - Justifying a decision - Contradicting someone - Asking someone to do something
Lexical Groups	<ul style="list-style-type: none"> - Critical thinking (to look into, to come up with, to think through, ...) - Value judgment (to miscalculate, to misconstrue, to overestimate, ...) - Corporate strategy (to streamline, outsourcing, to scale back, ...) - Assessment of a situation (precedence, top of the agenda, foremost, ...) - Examples (all things considered, in reality, as a matter of fact, ...)
Vocabulary	<ul style="list-style-type: none"> - The main postpositions - Goals - Concession and opposition
Language & Culture	- Diplomatic requests

13. Virtual Conversation: Arrange a Delivery - 00:20	
Lesson Objectives	- Negotiating delivery conditions with a difficult client

b. Client and Business Partner Relations IV → 12:22

The Language Program Client and Business Partner Relations will enable you to communicate with others fluently when involved in situations that require sophisticated interaction, such as adapting your way of expressing yourself to specific cultural contexts. You will be capable of carrying out complex tasks such as expressing

yourself in a diplomatic way when giving a detailed explanation of how a product works or negotiating with a client. You will be able to understand and engage in conversation with others even when they speak with strong accents.

1. A New Scanner - 00:58

Lesson Objectives

- Understanding someone who speaks with an accent that is unfamiliar or that may hinder comprehension
- Describing a product in detail

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Understanding someone with a strong accent
- Asking someone to repeat specific information
- Reassuring a prospect
- Specifying the degree of something
- Explaining how a product works
- Responding to an objection
- Outlining something's positive & negative aspects

Lexical Groups

- Intellect (eager, reluctant, to be inclined, ...)
- Value judgment (drawback, snag, asset, ...)

Grammar

- Diplomatic constructions

2. Information Security - 00:37

Lesson Objectives

- Understanding someone who speaks with an accent that is unfamiliar or that may hinder comprehension
- Understanding a detailed description of an unfamiliar product or service
- Describing a product in detail

Targeted Skills

- Listening
- Speaking
- Reading
- Writing

Language Functions

- Understanding someone with a strong accent
- Asking someone to repeat specific information
- Expressing reluctance
- Asking for specific information on the degree of something
- Understanding how a product works
- Stating objections

	<ul style="list-style-type: none"> - Identifying something's qualities and drawbacks - Reassuring a prospect - Outlining something's positive & negative aspects
Lexical Groups	<ul style="list-style-type: none"> - Intellect (hesitant, inclined, unwilling, ...) - Value judgment (drawback, snag, asset, ...) - Specification of degree (how far, to what extent, to what degree, ...) - Advantages and disadvantages (drawback, snag, asset, ...)
Grammar	<ul style="list-style-type: none"> - Diplomatic constructions

3. Technical Assistance - 01:03

Lesson Objectives	<ul style="list-style-type: none"> - Explaining in detail how a product works
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Reading - Writing
Language Functions	<ul style="list-style-type: none"> - Guiding through a process - Encouraging someone - Verifying that something has happened - Understanding a request to have something explained again - Suggesting the cause of a problem in a diplomatic way - Making sure that the person you are speaking with understands
Lexical Groups	<ul style="list-style-type: none"> - Division of time (in the meantime, meanwhile, in the long run, ...) - Resolution & handling of problems (to take getting used to, to get the hang of something, to catch on, ...) - Information & inquiries (to run through, to walk through, to go over, ...)
Phonetics	<ul style="list-style-type: none"> - Intonation and stress
Language & Culture	<ul style="list-style-type: none"> - Diplomatic advice

4. Colleagues from Abroad - 01:13

Lesson Objectives	<ul style="list-style-type: none"> - Adapting your communication style to a cultural context
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	- Responding to a visitor's requests in a diplomatic way
Targeted Skills	- Listening - Speaking - Reading - Writing
Language Functions	- Offering to help someone - Reacting to a compliment - Expressing difficulty - Showing that you are making an effort - Putting yourself at someone's disposal
Lexical Groups	- Assessment of a situation (tough, awkward, tricky, ...) - Resolution & handling of problems (to work something out, to figure something out, to get around a problem, ...)
Vocabulary	- Polite offers

5. Artistic Differences - 02:24

Lesson Objectives	- Reaching a compromise with a cooperative client
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Devaluing someone's ideas diplomatically - Warning someone about something - Explaining the reasoning behind a choice - Making a suggestion
Lexical Groups	- Results of reflection (to go with, to come to a decision, to settle on, ...) - Negotiation (to meet halfway, to find middle ground, to give in, ...) - Warnings (to forewarn, to admonish, to put someone on guard, ...) - Risks (susceptible, ramification, vulnerable, ...)
Vocabulary	- Rhetoric - Cause and consequence
Grammar	- Diplomatic constructions

	- Goal and consequence
Phonetics	- Intonation and stress
Language & Culture	- Diplomatic advice

6. Virtual Conversation: Come to a Compromise - 00:20
Lesson Objectives - Reaching a compromise with a cooperative client

7. A Convincing Argument - 01:35

Lesson Objectives	- Persuading a reluctant client to do something
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Praising someone or something - Persuading someone of something - Relaying the consequences of a decision
Lexical Groups	- Value judgment (sound, valid, irrefutable, ...) - Finance (bond, fluctuation, to outpace, ...) - Specification of degree (by and large, considerably, immeasurable, ...) - Opportunities (to jump at, to pass up, to lose out, ...)
Vocabulary	- Emphasis - Rhetoric
Grammar	- Alternate conditional forms

8. Sales Training Analysis - 01:34

Lesson Objectives	- Analyzing a client's needs and using arguments to recommend solutions
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Identifying constraints - Asking for further details - Saying what something entails - Weighing pros & cons - Arguing in favor of something

Lexical Groups	<ul style="list-style-type: none"> - Communication (to push for, to endorse, to lean toward, ...) - Clauses & conditions (must-have, bottom line, leeway, ...) - Details & clarification (to dot the i's and cross the t's, to itemize, to spell out, ...) - Advice and recommendations (to call for, to do with, to entail, ...) - Reports & summaries (naturally, obviously, to appear, ...) - Advantages and disadvantages (to factor in, detriment, credence, ...)
Vocabulary	- Concession and opposition
Grammar	- Goal and consequence

9. Sales Training Negotiation - 02:18

Lesson Objectives	- Negotiating the conditions of a contract (sales, services, partnerships, etc.) with cooperative suppliers
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Writing
Language Functions	<ul style="list-style-type: none"> - Negotiating an agreement - Supporting one's refusal diplomatically - Going back to something - Negotiating a deadline
Lexical Groups	<ul style="list-style-type: none"> - Negotiation (to tailor, win-win, vested interest, ...) - Polite expressions (regrettably, unfortunately, sorry to say, ...) - Professional interaction (to pick up on, to backtrack, concerning, ...) - Description of time (lengthy, in good time, to hold off, ...) - Specification of degree (thereabouts, roughly, hazy, ...)
Vocabulary	- Deadlines
Grammar	<ul style="list-style-type: none"> - Approximation - Alternate conditional forms
Phonetics	- Intonation and stress

10. Virtual Conversation: Persuade a Client - 00:20

Lesson Objectives	- Presenting arguments to convince a demanding client
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c. Professional Interaction IV → 07:34

The Language Program Professional Interaction will enable you to engage in formal and informal interactions about a variety of complex topics within your company. You will be able to express yourself with ease when carrying out tasks such as debating with your team, explaining a process to a co-worker, or asking for a raise. You will be capable of both contradicting someone diplomatically and understanding others even when they communicate implicit meanings. You will be able to fluently discuss a wide range of internal topics, even when speaking with others who have strong accents.

1. An Advertising Strategy - 02:19

Lesson Objectives	- Debating a strategy with a manager
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Contradicting someone diplomatically - Pointing out the risks of something - Suggesting a strategy
Lexical Groups	- Results of reflection (to see eye to eye, to be on the same page, to be mistaken, ...) - Corporate strategy (to go the extra mile, springboard, jumping-off point, ...) - Marketing & communication (niche, segment, demographic, ...) - Advantages and disadvantages (other side of the coin, upside, bright side, ...) - Problem explanation (drawback, to take forever, to scatter, ...)
Vocabulary	- Rhetoric - To be at stake - Concession and opposition

2. Virtual Conversation: Defend Your Opinion - 00:20

Lesson Objectives	- Arguing in favor of a project proposal
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3. Technical Explanations - 02:35

Lesson Objectives	- Explaining complex technical procedures to a colleague
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Explaining how a product works - Providing more specific information by giving concrete examples - Soliciting questions - Highlighting the importance of something
Lexical Groups	- IT environment & system (macro, to automate, to embed, ...) - Speaking (to jump in, to speak up, to voice, ...) - Instructions and orders (straightforward, trick, piece of cake, ...) - Examples (to rephrase, to run through, to reiterate, ...) - Details & clarification (besides, furthermore, what's more, ...) - Specification of degree (critical, pivotal, imperative, ...)
Vocabulary	- Rhetoric

4. A Salary Negotiation - 02:20

Lesson Objectives	- Negotiating a pay raise
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Talking about your work - Making a request - Accepting or rejecting an offer - Concluding an agreement
Lexical Groups	- Career stages (to take on, to step in, to fill in, ...) - Remuneration (to be entitled to, to merit, earnings, ...) - Negotiation (to bargain, bottom line, counterproposal, ...) - Professional interaction (to settle, to close, to formalize, ...)

Grammar	<ul style="list-style-type: none"> - Mixed conditionals - Approximation - Alternate conditional forms
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d. Presentations and Meetings IV → 10:35

The Language Program Presentations and Meetings will enable you to participate in formal and informal meetings, as well as to give structured presentations on complex topics. You will be able to express yourself with ease when asking and answering difficult questions, summarizing lengthy projects, or giving orders in a diplomatic way. You will be capable of understanding complex presentations about unfamiliar subjects.

1. End-of-Year Summary - 01:34

Lesson Objectives	- Presenting the results of a project to a client
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Writing
Language Functions	<ul style="list-style-type: none"> - Commenting on results - Concluding - Talking about the effects of something - Expressing a need for improvement
Lexical Groups	<ul style="list-style-type: none"> - Progression (to fine-tune, to hone, to tweak, ...) - Description of results (to work out, to meet with, to pay off, ...) - Reports & summaries (all in all, all told, to wind down, ...) - Cause & effect (accordingly, by-product, fruit, ...) - Examples (for one, case in point, alone, ...)
Vocabulary	- Cause and consequence

2. A Recruitment Strategy - 01:55

Lesson Objectives	- Presenting a strategy to an audience that will take part in it
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Writing
Language Functions	<ul style="list-style-type: none"> - Introducing a topic - Describing a strategy in detail - Conveying information

Lexical Groups	<ul style="list-style-type: none"> - Transitioning - Critical thinking (synopsis, to familiarize, to take a look, ...) - Project management (to put in place, to kick off, approach, ...) - Communication (to deem, to maintain, to allude to, ...) - Development & expansion (to move on, to evolve, to turn to, ...)
Vocabulary	- Rhetoric
Grammar	- Reported speech
Language & Culture	- Diplomatic requests

3. A Green Challenge - 01:49	
Lesson Objectives	- Describing a project in a positive and detailed way to an audience that is not familiar with it
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Writing
Language Functions	<ul style="list-style-type: none"> - Committing to doing something - Describing the progression of a project - Outlining the advantages of something - Commenting on numerical data
Lexical Groups	<ul style="list-style-type: none"> - Description of time (over time, at the end of the day, in due course, ...) - Commitment & responsibility (commitment, to undertake, pledge, ...) - Development & expansion (from the ground up, from scratch, to hit the ground running, ...) - Advantages and disadvantages (equitable, footprint, sustainable, ...) - Description of results (to rebound, to plateau, to stagnate, ...)
Vocabulary	<ul style="list-style-type: none"> - 'Affect' - 'Effect' - 'Little' - 'Few' - 'Less' - 'Fewer' - Expressions of increase
Grammar	- 'The more . . . the more'

4. Virtual Conversation: Find out about a Car - 00:20

Lesson Objectives	- Finding out about the complex technical features of a product from a salesperson
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5. Project Risks - 01:40

Lesson Objectives	- Presenting an overview of project risks
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Notifying someone that something might happen - Weighing risks - Offering a solution - Commenting on a diagram
Lexical Groups	- Work documents (to model, matrix, quadrant, ...) - Problem explanation (to crop up, to come into play, to arise, ...) - Probability and potential (potential, impending, foreseeable, ...) - Assessment of a situation (severity, scope, negligible, ...) - Resolution & handling of problems (to mitigate, to allocate, trigger, ...)
Grammar	- Alternate conditional forms - Making references

6. Customer Service Objectives - 01:39

Lesson Objectives	- Developing the objectives of a project
Targeted Skills	- Listening - Speaking - Writing
Language Functions	- Highlighting one's idea - Arguing against something - Reporting facts - Defining one's objectives
Lexical Groups	- Description and characterization (categorically, strongly, fully, ...) - Logic & reasoning (unlike, contrary to, rather than, ...)

	<ul style="list-style-type: none"> - Advantages and disadvantages (to overlook, to neglect, oversight, ...) - Information & inquiries (finding, breakdown, demographic, ...) - Project brainstorming (SMART, relevant, to accomplish, ...)
Vocabulary	- Emphasis
Grammar	<ul style="list-style-type: none"> - Adverbs of degree - Reported speech - Compound adjectives

7. Employee Incentives - 01:39	
Lesson Objectives	- Leading a group to make a decision
Targeted Skills	<ul style="list-style-type: none"> - Listening - Speaking - Writing
Language Functions	<ul style="list-style-type: none"> - Giving and taking the floor - Getting back on topic - Avoiding a misunderstanding - Coming to a consensus
Lexical Groups	<ul style="list-style-type: none"> - Professional interaction (to hear from, perspective, slant, ...) - Speaking (to break in, to interject, to cut in, ...) - Elections (to move, to second, to abstain, ...) - Logic & reasoning (to digress, to focus, to lose sight of, ...) - Description and characterization (to clear up, uncertain, ambiguous, ...)
Vocabulary	<ul style="list-style-type: none"> - The main postpositions - Emphasis
Grammar	- Diplomatic constructions
Language & Culture	- Persuasive suggestion

4.2. To complete my training

a. Client relations → 07:08

The learning program Client relations will enable you to further your knowledge for the following tasks:

- to master the sales vocabulary needed to welcome a client;
- to give information about the organization of a business trip or entertaining a client.

1. Cultural Exercises - 00:07

Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.
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2. Cultural Exercises - 00:07

Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.
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3. Trouble with Orders - 02:24

Lesson Objectives	Answer dissatisfied customers and apologize for problems.
Vocabulary Themes	<p>Objects</p> <ul style="list-style-type: none"> - Descriptive terms <p>Economy and Trade</p> <ul style="list-style-type: none"> - People and professions - Delivery <p>Judgment and Opinion</p> <ul style="list-style-type: none"> - Necessity, ability and difficulty <p>Work Environment</p> <p>Science and Industry</p> <ul style="list-style-type: none"> - Technology
Grammar	<p>The past subjunctive</p> <p>Use of the past participle as an adjective</p>

4. Organizing a Stay - 02:14

Lesson Objectives	Learn vocabulary related to business trips. Book a hotel room, organize a night out, etc.
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<p>Vocabulary Themes</p>	<p>Communication and Intellect - Possibility and probability - Obtaining information - Suggestion, proposal, advice</p> <p>Transportation Terms - Stages of a journey</p> <p>Housing - Real estate - Furniture</p> <p>Vacations and Traveling - Hotels</p> <p>Cities and Towns - Public places</p>
<p>Grammar</p>	<p>“So that” + “may” or “can” “I am told” Near certainty in the past</p>

<p>5. Welcoming Visitors - 02:09</p>	
<p>Lesson Objectives</p>	<p>Organize a tourist/business visit for foreign clients. Get information about their arrival. Book theater tickets and plan their schedule.</p>
<p>Vocabulary Themes</p>	<p>Communication and Intellect - Greetings, polite expressions - Suggestion, proposal, advice</p> <p>Family, Identity, Social Life - Social life</p> <p>Transportation Terms - Stages of a journey</p> <p>Games, Leisure and Entertainment Vacations and Traveling - Tourist activities</p>
<p>Grammar</p>	<p>Use of “both” Absence of necessity Nouns and adjectives of nationality</p>

6. Cultural Exercises - 00:07

Lesson Objectives

Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

b. Product presentation → 06:42

The learning program Product presentation aims at perfecting your knowledge of:

- presenting a product at a trade fair;
- putting your product in a favorable light;
- convincing a client.

1. The Company Stand – 02:27

Lesson Objectives

Tell a client about your product's features. Speak about figures.

Vocabulary Themes

Communication and Intellect

- Thinking, debating, explaining

Making Contact

- The telephone

Economy and Trade

- Buying, selling
- Marketing
- Cost, payment
- Micro- and macroeconomics

Work Environment

- Managing and organizing
- Corporate life

Time

- The future

Grammar

"For how long" - "Since when"

Absolute superlative

The place of "even"

"Even though" - "Even if"

2. Comparing Products - 02:04

Lesson Objectives

Convince someone about the quality of your product.

<p>Vocabulary Themes</p>	<p>Communication and Intellect - Comparison</p> <p>Objects - Colors</p> <p>Economy and Trade - Buying, selling - Marketing - Negotiation - Cost, payment</p> <p>Judgment and Opinion - Surprise, excessiveness</p> <p>Personality and Feelings</p>
<p>Grammar</p>	<p>The indefinite possessive Similarity: “like” and “as” Expressions with “to have” Adjectives ending in “-ing”</p>

<p>3. Making a Sale - 02:11</p>	
<p>Lesson Objectives</p>	<p>Learn business-related vocabulary, meet a client, negotiate a contract and discuss prices.</p>
<p>Vocabulary Themes</p>	<p>Communication and Intellect - Thinking, debating, explaining</p> <p>Economy and Trade - Delivery - Cost, payment - Products, merchandise</p> <p>Finance and Insurance - Accounting</p> <p>Judgment and Opinion - Agreement, disagreement</p> <p>Work Environment - Managing and organizing</p>
<p>Grammar</p>	<p>Expressions with the present perfect “The more . . . the more” A use of the comparative</p>

c. Sales and after-sales advice → 06:57

The learning program Sales and after-sales advice will enable you:

- to discover the vocabulary needed to finalize contract;
- to deal with questions about when a product will be available;
- to identify a client's problems and assert your viewpoint.

1. Cultural Exercises - 00:07

Lesson Objectives

Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

2. Negotiating - 02:15

Lesson Objectives

Learn business-related vocabulary, discuss stock availability, installation and delivery time.

Vocabulary Themes

Communication and Intellect

- Choices and decisions
- Obtaining information

Objects

- How it works
- Descriptive terms

Economy and Trade

- People and professions
- Delivery

Finance and Insurance

- Insurance
- Accounting

Science and Industry

- Computer science
- Technology

Grammar

"To be" and "to have:" past tense
 "To hope" + dependent clause

3. After-sales Service - 01:41

Lesson Objectives

Identify problems and provide customer assistance.

Vocabulary Themes

Communication and Intellect

- Greetings, polite expressions

Making Contact

- Written correspondence

	<p>Economy and Trade - Delivery</p> <p>Judgment and Opinion - Agreement, disagreement - Necessity, ability and difficulty - Criticism</p> <p>Shopping</p>
Grammar	<p>“Everybody” - “Somebody” - “Nobody” “Quite” - “Quite a few”</p>

4. Handling an Invoice – 02:54	
Lesson Objectives	Ask clients with an outstanding balance to make a payment. Make arrangements for payment.
Vocabulary Themes	<p>Economy and Trade - Cost, payment - Micro- and macroeconomics</p> <p>Finance and Insurance - Accounting</p> <p>Work Environment - Corporate life</p> <p>Time - Schedule</p>
Grammar	<p>Expression of preference Verbs introducing a second action Emphatic “do”</p>

d. Business calls → 06:15

With the learning program Business calls, you will know how to answer the telephone:
- replying to specific requests, notably for reserving a stand at a trade fair.

1. An Appointment - 02:27	
Lesson Objectives	Answer the phone, transfer a call, take a message and schedule an appointment.

Vocabulary Themes	<p>Communication and Intellect - Oral communication</p> <p>Making Contact - Written correspondence - The telephone</p> <p>Economy and Trade - People and professions</p> <p>Work Environment - Corporate life</p> <p>Time - Schedule - Instruments for measuring time</p>
Grammar	<p>Sequence of tenses with “if” Verbs expressing impressions and feelings Expressions followed by the gerund</p>

2. Business Calls – 01:53	
Lesson Objectives	<p>Make arrangements to attend a trade show. Book a stand. Explain your requirements in detail.</p>
Vocabulary Themes	<p>Making Contact - Written correspondence - The telephone</p> <p>Objects - Putting in order</p> <p>Economy and Trade - Accessories - Cost, payment</p> <p>Work Environment - Managing and organizing - Office space and supplies</p> <p>Time - Schedule</p>
Grammar	<p>Past perfect “To look forward to” Words ending in “ever”</p>

3. Paying a Bill – 01:55

Lesson Objectives

Find a solution with customers whose invoices are overdue.

Vocabulary Themes

Communication and Intellect
- Suggestion, proposal, advice

Economy and Trade
- Micro- and macroeconomics

Finance and Insurance
- Insurance
- Banking
- Accounting

Judgment and Opinion
- Appraisal

Grammar

The past continuous
When “that” may be left out
“A little” - “A bit”

e. All topics → 21:08

With the learning program All topics, you will reinforce and refine your communication skills with clients through various themes: presenting a product, sales and after-sales, etc.

The vocabulary and the structures presented in this learning program can then be used in many professional contexts.

1. The Company Stand – 02:27

Lesson Objectives

Tell a client about your product’s features. Speak about figures.

Vocabulary Themes

Communication and Intellect
- Thinking, debating, explaining

Making Contact
- The telephone

Economy and Trade
- Buying, selling
- Marketing
- Cost, payment
- Micro- and macroeconomics

	<p>Work Environment</p> <ul style="list-style-type: none"> - Managing and organizing - Corporate life <p>Time</p> <ul style="list-style-type: none"> - The future
Grammar	<p>“For how long” - “Since when”</p> <p>Absolute superlative</p> <p>The place of “even”</p> <p>“Even though” - “Even if”</p>

2. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

3. Comparing Products - 02:17	
Lesson Objectives	Convince someone about the quality of your product.
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Comparison <p>Objects</p> <ul style="list-style-type: none"> - Colors <p>Economy and Trade</p> <ul style="list-style-type: none"> - Buying, selling - Marketing - Negotiation - Cost, payment <p>Judgment and Opinion</p> <ul style="list-style-type: none"> - Surprise, excessiveness <p>Personality and Feelings</p>
Grammar	<p>The indefinite possessive</p> <p>Similarity: “like” and “as”</p> <p>Expressions with “to have”</p> <p>Adjectives ending in “ing”</p>

4. Making a Sale - 02:20	
Lesson Objectives	Learn business-related vocabulary, meet a client,

<p>Vocabulary Themes</p>	<p>negotiate a contract and discuss prices.</p> <p>Communication and Intellect - Thinking, debating, explaining</p> <p>Economy and Trade - Delivery - Cost, payment - Products, merchandise</p> <p>Finance and Insurance - Accounting</p> <p>Judgment and Opinion - Agreement, disagreement</p> <p>Work Environment - Managing and organizing</p>
<p>Grammar</p>	<p>Expressions with the present perfect “The more . . . the more” A use of the comparative</p>

<p>5. Negotiating - 02:08</p>	
<p>Lesson Objectives</p>	<p>Learn business-related vocabulary, discuss stock availability, installation and delivery time.</p>
<p>Vocabulary Themes</p>	<p>Communication and Intellect - Choices and decisions - Obtaining information</p> <p>Objects - How it works - Descriptive terms</p> <p>Economy and Trade - People and professions - Delivery</p> <p>Finance and Insurance - Insurance - Accounting</p> <p>Science and Industry - Computer science - Technology</p>

Grammar	<p>“To be” and “to have:” past tense “To hope” + dependent clause</p>
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6. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

7. Trouble with Orders - 02:24	
Lesson Objectives	Answer dissatisfied customers and apologize for problems.
Vocabulary Themes	<p>Objects - Descriptive terms</p> <p>Economy and Trade - People and professions - Delivery</p> <p>Judgment and Opinion - Necessity, ability and difficulty</p> <p>Work Environment Science and Industry - Technology</p>
Grammar	<p>The past subjunctive Use of the past participle as an adjective</p>

8. Organizing a Stay - 02:14	
Lesson Objectives	Learn vocabulary related to business trips. Book a hotel room, organize a night out, etc.
Vocabulary Themes	<p>Communication and Intellect - Possibility and probability - Obtaining information - Suggestion, proposal, advice</p> <p>Transportation Terms ☐ Stages of a journey</p> <p>Housing - Real estate - Furniture</p>

Grammar	Vacations and Traveling - Hotels
	Cities and Towns - Public places
	“So that” + “may” or “can” “I am told” Near certainty in the past

9. Welcoming Visitors - 02:09	
Lesson Objectives	Organize a tourist/business visit for foreign clients. Get information about their arrival. Book theater tickets and plan their schedule.
Vocabulary Themes	Communication and Intellect - Greetings, being polite - Suggestion, proposal, advice
	Family, Identity, Social Life - Social life
	Transportation Terms - Stages of a journey
	Games, Leisure and Entertainment Vacations and Traveling - Tourist activities
Grammar	Use of “both” Absence of necessity Nouns and adjectives of nationality

10. Handling an Invoice – 02:52	
Lesson Objectives	Ask clients with an outstanding balance to make a payment. Make arrangements for payment.
Vocabulary Themes	Economy and Trade - Cost, payment - Micro- and macroeconomics
	Finance and Insurance - Accounting
	Work Environment

	- Corporate life
	Time
	- Schedule
Grammar	Expression of preference Verbs introducing a second action Emphatic “do”

11. Cultural Exercises - 00:07	
Lesson Objectives	Discover and broaden your knowledge of the culture of the country or countries where the language is spoken.

12. After-sales Service – 01:56	
Lesson Objectives	Identify problems and provide customer assistance.
Vocabulary Themes	<p>Communication and Intellect</p> <ul style="list-style-type: none"> - Greetings, being polite <p>Making Contact</p> <ul style="list-style-type: none"> - Written correspondence <p>Economy and Trade</p> <ul style="list-style-type: none"> - Delivery <p>Judgment and Opinion</p> <ul style="list-style-type: none"> - Agreement, disagreement - Necessity, ability and difficulty - Criticism <p>Shopping</p>
Grammar	“Everybody” - “Somebody” - “Nobody” “Quite” - “Quite a few”