



# FORMACIÓN PROFESIONAL CONTINUA

**SECTOR:** Idiomas

## ESTRATEGIAS DE COMUNICACIÓN EN INGLÉS

**MODALIDAD:** Distancia

**DURACIÓN:** 76

**CONTENIDO:**

- Opening a conversation
- Making conversation
- Building rapport
- Entertaining
- Making arrangements
- Leave-taking
- Focus on listening
- Making calls
- Receiving calls
- Receiving and leaving messages
- Dealing with problems
- Conference calls
- Getting started
- Structuring your message
- Being clear and concise
- Choosing the right level of formality
- Getting the tone right
- Checking before you send



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