

## Dramatic Results

“ I was really surprised, when after a few lessons, the people around me told me how big an improvement I was showing. ‘We could not really understand you before, but now it is easy’ they said to me. ”

*Ramon Sanchez-Morillo  
Chemical Engineer, DeGussa AG*

“ It’s apparent that...is now better able to explain situations and problems in writing and verbally... she has been more involved in writing technical documents than in the past. There is an improvement in terms of clarity and conciseness. ”

*Patricia Kennedy, Supervisor  
Automated Data Processing, Inc. (ADP)*

“ I’ve tried so many different things in the past but none of them helped as much as your program. Your understanding of individual needs, dedication, and your experience surpassed my expectations. ”

*Dave Ho-Kyung Yoon, CPA  
Rosenfarb Winters, LLC*

“ Participants were very enthusiastic about the (Spanish) classes and what they were learning. Subject matter was **very** relevant...they were able to use some phrases immediately. The classes were organized and punctual, and the instructor held their interest at all times. ”

*Terry Adelgais  
Director of Education, Barnert Hospital*

“ The instructor was knowledgeable and kept class interesting and fun...flexible scheduling enabled staff to work around the needs of the nursing units. Now that the word is out, other staff members are asking when it will be offered again! ”

*Patricia Schepis, MS, RN  
Director of Staff Education, Carrier Clinic*

“ The Spanish for Medical Personnel courses are extremely popular at our Medical Center. Clinical and administrative staff have shown great interest in this course. We hope to continue offering the class in the future. ”

*Eva Matos-Botex  
Director of Organizational Development and Patient Relations  
Englewood Hospital and Medical Center*

Visit us for more details about affordable, effective language training:

[www.languagedirections.com](http://www.languagedirections.com)



Contact us for a complimentary evaluation of the language barriers in **your** workplace and how they can be removed.



phone: 973-228-8848

e-mail:

[info@languagedirections.com](mailto:info@languagedirections.com)

Spanish-At-Work

Accent Reduction

M.A.P.S.™

More Americanized Pronunciation and Speaking

English as a Second Language

Other Languages



“Removing Language Barriers to Effective Communication ”

[www.languagedirections.com](http://www.languagedirections.com)

# Language Directions<sup>LLC</sup>

- ▶ Dynamic training dedicated to removing language barriers in business and industry
- ▶ Effective solutions to communication challenges in a multi-cultural workplace
- ▶ Customized programs designed to client specification
- ▶ Qualified, experienced trainers
- ▶ On-site, affordable training



Take the right direction to eliminate language challenges.

For greater details about our course offerings and the value we provide, visit us at:

[www.languagedirections.com](http://www.languagedirections.com)

## Spanish-At-Work

*"When management and employees don't speak the same language . . ."*

- ▶ Get essential job-specific Spanish quickly and easily
- ▶ Communicate directly with Spanish-speaking customers, employees, or patients
- ▶ Eliminate miscommunication and confusion
- ▶ Benefit from improved teamwork, productivity, customer service, and workplace safety
- ▶ Experience visible results within hours

Short term Spanish programs customized for:

Supervisors	Restaurants/Hospitality
Healthcare	Landscape/Golf Course
Manufacturing	Law Enforcement
Finance	Human Resources
Construction	Customer Service
Social Work	. . . and many others

## Other Languages

- ▶ Customized training in most modern languages
- ▶ Individual and small group instruction

## M.A.P.S.<sup>TM</sup>

(More **A**mericanized **P**ronunciation and **S**peaking)



- ▶ Enables true mastery of spoken American English
- ▶ Highlights presentation skills with specific emphasis on American business culture
- ▶ Empowers foreign-born workers with greater productivity in business interactions

## Accent Reduction

- ▶ Dramatically increases intelligibility and clarity of speech
- ▶ Enables effective communication with managers, co-workers, and clients
- ▶ Increases productivity, self-confidence, and effectiveness of highly skilled foreign-born employees

## English as a Second Language

- ▶ **ESL I:** Basic communication in American English designed for the workplace
- ▶ **ESL II:** Increased understanding and ability to communicate more effectively in the workplace

*Language Directions, LLC is a full service language training company specializing in customized short and long term instructional programs. We offer all levels of American English as a Second Language, Accent Modification, Essential Spanish, and many other highly effective Communication Training Programs.*

For more information and a complete list of courses, visit our website:

[www.languagedirections.com](http://www.languagedirections.com)

e-mail: [info@languagedirections.com](mailto:info@languagedirections.com)

phone: 973-228-8848

fax: 973-556-1090



"Removing Language Barriers to Effective Communication"

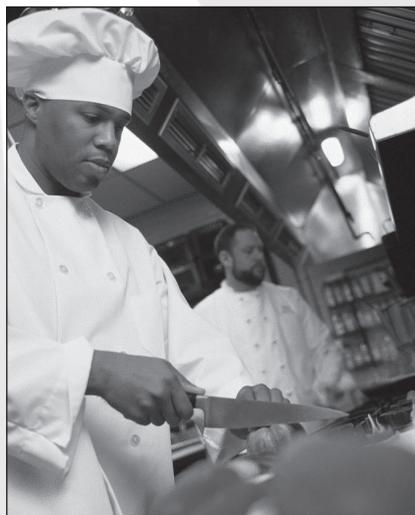


# ServSafe<sup>®</sup> Certified Food Protection Training



ServSafe,<sup>®</sup> nationally recognized food safety certification training classes delivered in Chinese, English, and Spanish in accordance with the requirements of your state.

ServSafe<sup>®</sup> courses can be facilitated in other modern languages according to guidelines and procedures approved by the National Restaurant Association Education Foundation (NRAEF).



All instructors are registered ServSafe<sup>®</sup> instructors/proctors and administer certification exams according to NRAEF regulations.

8 and 16 hour courses held in your location or in ours. All classes include official text, instruction, and certification exam.

ServSafe<sup>®</sup> is a registered trademark of the National Restaurant Association Education Foundation and used under license by National Restaurant Associations Solutions, LLC, a wholly owned subsidiary of the National Restaurant Association.

# Multicultural Communications

## **Intercultural Interaction**

Analysis and discussion of the cultural competence necessary for communication between different cultures, with emphasis on daily activities and customer service.

## **Trans-cultural Telephone Techniques**

Teaches foreign born employees to communicate effectively by phone. Provides effective techniques for comprehension between listeners and speakers from diverse cultures. Content may be adjusted for the native born employee.

## **Presenting Products by Phone**

An introductory sales course for those new to presenting and selling products and services by telephone. Develops solid beginning sales techniques for inside phone sales, and can be customized for the foreign or native born employee. The course covers use of slang, American phone and buying habits, in addition to pronunciation of specific product names and phrases. Can be adapted for outbound, inbound, or customer service calls.

## **Multicultural Listening Skills: Techniques for Effective Communication**

When supervisors, coworkers, or clients do not understand one another, serious errors, accidents, and misunderstandings occur. This course focuses on simple techniques for bridging costly gaps in communication between cultures and languages.

## **American Business Writing for Foreign Executives**

Create clear, concise business communications (reports, letters, memos, and e-mail) to inform and persuade. Learn self-editing techniques. This course addresses sentence structure, grammar, and American business terminology.

## **Being Understood: Effective Supervision of Foreign Born Speakers of English**

Effective communication of instructions, commands, and praise is essential to successful supervision of multicultural employees. Errors, accidents, and misunderstandings cost time and money and have major impact on the attitude and effectiveness of both supervisor and employee. This course will explore behavioral and language factors affecting this communication and will provide suggestions and techniques for building bridges of understanding. Content may be customized to any industry. It can serve as a guide for HR (Human Resources) Managers or for front-line supervisors who must interview and/or manage workers with limited English verbal proficiency.

## **Spanish for Staffing Issues**

Privacy issues make direct communication between management and employees important. This course targets managers and HR professionals who must gather key information and transmit important knowledge to those with limited English proficiency. The focus is on basic, essential communications, customized to a company's specifications. Results are fewer misunderstandings and more effective management/employee relationships.

## **Elements of E-Mail Etiquette**

Essential, effective techniques for communicating via e-mail. Emphasizes e-mail etiquette and the degree of formality required for electronic business correspondence. Presents 'Dos and Don'ts' and suggests standard phrases and structures that can be adapted for better electronic self-presentation.