



Anglès

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CFGS - Administració i finances

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Introduction

Welcome to the module *Anglès* of the studies of *Administració i finances*. We hope that the present material is useful for you. As it is designed as a distance learning course, it includes tips and suggestions to help you learn the language on your own, as well as the syntactical and lexical contents that you will need to use English in your job and in your daily life. Nowadays English is very important. A good knowledge of the language may have a positive influence on your personal success, your career training, your chances of promotion and possibly on a successful job search.

This course has been designed for students and professionals working in the field of business administration and finance and who need to improve their English skills to use them both professionally and at home. Students will need to have at least a lower-intermediate level of the language (level B1 of the Common European Reference Framework for Languages) in order to follow this course appropriately. However, low-level students, or even students with absolutely no level of the language, will have a number of resources in the website to help them understand and work the contents of the course.

The present material will give you the theoretical knowledge (grammar and vocabulary) that you need to communicate in English effectively. The texts at the beginning of each section will offer a good opportunity to check and practise your reading comprehension and pick up some specific words referring to your professional field. On the other hand, you will also get some advice on the appropriate techniques that you can use in your study of the language. The other language skills, like writing, listening and speaking, are practised through a variety of activities available for you in the school website and in the web material. Each section also includes a vocabulary list where you can find specific words and expressions related to the topic of the section.

The contents are divided into four units, and each unit is divided into three sections, which together cover the different aspects of the English language in a total of 132 hours of work. Each section begins with one or two texts about the corresponding topic. Next, you will find a vocabulary list with the words related to the topic of the section and then different other sections with information about several linguistic aspects as, for example, grammar, vocabulary, language functions and phonetics. You will also find advice and ideas on how to develop the different skills implied in the learning of a language, like writing, translating and summarizing a text as well as some study techniques which you can use in your autonomous study of English.

The unit called 'Communication' is about learning a language and especially about the attitude that you should take in order to make your study more useful. It is also about some aspects which are not often considered in an English course, but which are very important when using the language, especially at work. We are going to learn that not all the communication is carried out through the use of the oral

language, but also through an important type of communication which does not use words to transmit a message. An example of this type of communication is the body language, which is important because it helps us interpret an oral message or to conceal messages which we do not want to transmit. You will also learn about the differences between Anglo-Saxon and Latin countries in relation to such aspects as behaviour or the use of language. This knowledge will allow you to deal with foreign people more effectively. But the cultural differences are also reflected on the language, and so the unit will also refer to the differences between British and American English.

The unit called 'Organizations', as you can see from the title, deals with different aspects related to organizations, which here we should understand as a group of people that have come together with the purpose of making a profit. In this sense, an organization is the same as a company. More specifically, the unit describes the process of finding employees for an organization and the opposite process of finding a job. You will also read about the conflicts that inevitably arise in an organization, conflicts within the organization itself and with the customers. Finally, the unit also describes the process of selling and buying their products and services.

The unit called 'Products and services' is mostly devoted to the ways of promoting the products and services offered by an organization. Among these ways, we make special reference to the trade fairs and to the digital marketing. In this unit, you will also read about fair trade, which is a type of commerce which has strong social objectives rather than economic objectives.

The unit called 'Arrangements' deals with the organization of certain events that might be common in our working life. It describes the process of organising a business trip and explains the language necessary to book a room in a hotel and gives information about car rental, among other things. It also gives some ideas and the language necessary to organize virtual conferences, with a reference to public speaking. Finally, the unit also describes a formal business meal and the appropriate behaviour at the table.

When you start the study of a unit in the course, the first thing that you should do is to look at the contents page of the corresponding unit in the textbook to get an idea of what you will have to study in that unit. The book is not actually designed as a study book, but rather as a manual where you can check only what you need to solve a specific activity. You won't probably need to read the majority of the sections to complete the course, but they are available for you in case you need them for anything. Use a dictionary or an automatic translator if you have problems with the language, but make the effort of understanding the text even if you do not know all the words. To check if you understand the topics, you can do the web activities and exercises. When you do your activities, go back to the book frequently to look up the information that you need. In case of doubt with the contents of this course, check the complementary resources that you will find in the class website or ask your teacher or your classmates.

We hope that you find this textbook useful in the study of module *Anglès* and that it can help you in your learning of the English language.

Learning objectives

By the end of the credit, you should be able to:

1. Understand oral messages in standard language through any means of communication, both in daily life situations and in the professional field of administration and finance, and understand the contents of the message accurately.
2. Understand complex written texts related to the field of administration and finance and analyze the contents comprehensively.
3. Produce clear, well-organized oral messages frequently used in jobs related to the field of administration and finance and analyze the context of the situation, adapting yourself to the other's linguistic register.
4. Write texts normally used at work and in the daily life and use the appropriate register for each situation.
5. Show the appropriate attitude and behaviour in communicative situations as established by international conventions.

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