

SOUTHWEST TRAINING INSTITUTE--SINCE 1988

Spanish-Language Workshop Series

Our learning products increase knowledge, develop skills, and change behaviors! Human dynamics is the foundation upon which people interact. Awareness about self and others is the key to improved communication and ongoing career success. Productivity is greatly increased (*research says by >20%*) when the lubricant of effective human interaction is practiced. **We deliver training that is adult-focused, learner-centered, skill-based, interactive, and enjoyable.** We not only enhance knowledge, we develop skills and change behaviors. Contact us for a **FULL Course Description and CUSTOMIZED Training Proposal**. The training DURATION time is flexible depending on client learning objectives.

TITLE	DESCRIPTION	DURATION
GLOBAL CULTURAL SERIES		
1. ENGLISH AS A SECOND LANGUAGE (ESL) FOR HISPANICS	With the increase in immigrant workers and an enhanced focus on global business opportunities and customer satisfaction/service, ESL is now a necessity for successful organizations. Research proves that customers want to feel “connected” to the people with whom they conduct business, and, effective communication is the number one route to build that “connection” for customer satisfaction and rapport. In addition, employees are more efficient team members if they are comfortable speaking English with their co-workers and managers. We use professional instructors with education and experience in using a proven methodology to meet your participants where they are in English language acquisition and bring them to a higher level of modern English.	Two, 2-hour Classes per Week for Eight Weeks <i>(Always Customized)</i>
2. DEVELOPING HISPANIC CULTURAL SENSITIVITY IN A MULTICULTURAL WORKPLACE	Organizations are experiencing a cultural transformation. The halls of Corporate America are not as familiar as they used to be. For the last few years we’ve been exposed to the term “diversity in the workplace”. There is a new protocol in today’s workplace. We are therefore trying to understand how to operate in a workplace that now has an added human and cultural dimension. The homogeneous workplace is a thing of the past. We need to learn effective Interpersonal Communications Skills that help us understand other cultures. The purpose of this workshop is to examine the reality of cultural diversity and to increase our awareness in leaders of organizations on the necessity of understanding the fastest growing minority in corporate America; the <u>Hispanic</u> employee.	Four, 3-hour Classes
3. VOCATIONAL ENGLISH AS A SECOND LANGUAGE FOR HISPANICS IN THE WORKPLACE	Today’s workplaces have Hispanic employees from Mexico, San Salvador and 15 Central and South American countries. The language difficulties have created a communication and cultural divide between English speaking Management and Spanish speaking Front Line workers. The lack of a common, workable language creates a distinct and unwanted separation between these two groups. What often emerges are communication barriers and at times, mistrust. In any workplace, effective communications is essential to the success of the organization. Errors caused as a result of misunderstood communications are costly. The challenge is even greater when another language is spoken in the workplace.	Program is done in 3-month sections, 2 times per week, 1 hour per class
4. MEDICAL SPANISH	The purpose of this training course is to teach the Healthcare	24-hour class,

FOR HEALTHCARE PROVIDERS	Professional, the specialized Medical Spanish vocabulary so that they may engage in a meaningful dialogue with their Spanish speaking patients. This course has been taught for since 1990, and it is now offered as a Distance Learning Course at Texas Tech University in Lubbock. This course is designed to teach the Spanish language skills in order to enable the Health Care Professional to express themselves with confidence. The learning method in this course takes you through a step-by-step process. HealthCare vocabulary is incorporated throughout the course.	1.5 hours per class, 2 times per week <i>(Schedule may be modified to suit customer's time availability)</i>
5. UNDERSTANDING BODY LANGUAGE	Body language accounts for more than 70% of the message conveyed. Our workshop is highly interactive and emphasizes that it isn't what you say, but rather, how you say it and even more importantly, what you look like when you say it.	Half or full day
CUSTOMER SERVICE		
6. WINNING THROUGH CUSTOMER SERVICE	This workshop trains your sales and service personnel to present a professional image and to communicate effectively in everyday customer service transactions, as well as in difficult situations.	1 or 2 days
7. DELIVERING CUSTOMER FOCUSED SERVICE (Manager Program)	This workshop continues workshop #13 (4 modules) with a 5 th Module—FOR MANAGERS. It is important that managers of customer service representatives learn how to motivate and coach the appropriate customer-focused performance within their customer service representative employee work groups. This 4-hour module does just that.	2 days
LEADERSHIP SOLUTIONS		
<i>Classroom workshops (8-20) are available in Office or Industrial formats, English and Spanish languages, and are also available as CD-ROM and ONLINE courseware. We have Spanish-language Instructors.</i>		
8. ESSENTIAL SKILLS OF LEADERSHIP	Teaches your team leaders how to build rapport and teamwork, maintain everyone's self-esteem in a work interaction, how to actively listen to achieve consensus, and how to encourage others to commit themselves to common goals.	Half or full day
9. ESSENTIAL SKILLS OF COMMUNICATING	Describes the dynamics of effective communications. It shows active listening techniques, how to recognize nonverbal cues, how to probe for clarification, and how to confirm another person's understanding of the issues.	Half or full day
10. MANAGING COMPLAINTS	This module teaches how to resolve simple complaints and identify the "hidden agendas" that so often underlie chronic grievances.	Half or full day
11. IMPROVING WORK HABITS	Learn how to translate the rules into codes of conduct meaningful to the team member and learn to do it in a supportive, non-threatening way.	Half or full day
12. PROVIDING PERFORMANCE FEEDBACK	This module shows the way evaluation is done by the experts. First, relevant performance standards are established. Then the team member's own performance evaluation is solicited. This accomplished, the stage is set for a summary evaluation that will be clear and credible to the team member.	Half or full day
13. DEVELOPING PERFORMANCE GOALS & STANDARDS	How to establish specific, measurable, attainable, result-oriented and time-framed performance standards. It then illustrates the steps that gain team member agreement and commitment to those performance standards.	Half or full day

14. COACHING JOB SKILLS	How to demonstrate the needed skills to the team member and how to motivate him or her to pursue them.	Half or full day
15. DELEGATING	Gives valuable insights into and practice of the "Three W's" of effective delegation: When should team leaders delegate? Whom should they delegate to? and What explanation should they give to team members? This module also teaches how to use delegation as a motivational tool.	Half or full day
16. EFFECTIVE DISCIPLINE	Managers and team leaders will learn how to change unacceptable team member behavior without causing bruised and resentful egos.	Half or full day
17. SUPPORTING CHANGE	Teaches managers and team leaders how to introduce change without inducing defensive reactions.	Half or full day
18. COMMUNICATING UP	Managers and team leaders will learn how to frame upward communication so that a desired result is achieved.	Half or full day
19. RESOLVING CONFLICT	Teaches managers and team leaders how to explore a conflict and get to the heart of the problem to correct it before it's too late.	Half or full day
20. MANAGEMENT, ORIENTATION, REINFORCEMENT, & SUPPORT	Designed to show how behavior-modeling techniques work and to teach managers specific motivational and participative management skills. Helps to reinforce team leader skills. <i>This workshop prepares and reinforces workplace application for those managers and supervisors who are participating in workshops #19-31.</i>	Half or full day
21. DEVELOP THE LEADER IN YOU	All leaders manage, but not all managers' lead. The question is not "Why be a leader?" It's "Why not?" Leadership can absolutely help improve the quality of your life--if you learn how to do it right. This workshop demystifies the concept of leadership; it will show you exactly how to be a leader and, more importantly, "Why".	2 days
22. CHANGE MANAGEMENT	This workshop will help you manage and embrace change, to see a situation accurately, to put things in perspective while you choose your next steps. By understanding the transition journey, you will learn how to quickly regain control, maintain high productivity, avoid symptoms of future shock, how to rebound from the demands of change, and how to focus increased energy on the change "opportunities".	1 day
23. SITUATIONAL LEADERSHIP	Learn how to manage people, process, and performance. You will gain important skills in the way you communicate, how to increase productivity, promote effective decision making, enhance individual and team performance, how to problem solve, and reduce conflict. Learn how to consider the way your people want to be treated, coached, and managed.	2 days
24. LEADERSHIP STYLES	Leadership is no longer seen as one defining role atop the business pyramid. Today, leaders come in both formal and informal varieties. This workshop will guide the learner in their discovery of how they naturally lead and influence the followership of others. You will learn the 12 Dimensions of leadership that give direction and focus to any leadership situation.	1 day
SUPERVISION SKILLS		
25. SUCCESS AS A SUPERVISOR	This introductory workshop offers a foundation of basic supervisory skills for the newly promoted supervisor or manager.	Half or full day
26. SUPERVISORY COMMUNICATION EFFECTIVENESS	As the "person in the middle" of the communication flow, the supervisor is responsible for delivering clear messages targeted to the specific needs of diverse groups including employees, upper management, peer supervisors, customers and vendors. Participants	Half or full day

	will learn a communication effectiveness model including listening, verbal and non-verbal skills.	
27. REWARDS & RECOGNITION	Learn the important skill of recognition and reward whether you are a team leader or a teammate. How to present a personal thank you, how to praise publicly, and how to provide low-or no-cost recognition is taught in this workshop. Film vignettes show you how to do it and then skill practice follows.	Half or full day
28. DETERMINING DISCHARGE DECISIONS	This workshop teaches a step-by-step method to prepare for the discharge decision and for conducting the discharge meeting. This workshop is customized with your policies, procedures, and forms.	Half or full day
29. WORK EXPECTATIONS & SATISFACTION	Employees dissatisfied? This workshop helps people identify and explore their expectations in a variety of workplace situations—the key to worker satisfaction.	Half or full day
30. POSITIVE COACHING FOR SUPERVISORS	Participants receive feedback on their coaching strengths and then practice skills in simulated work place situations.	Half or full day
31. POSITIVE DISCIPLINARY PRACTICES	This workshop focuses on two areas of discipline: correcting the performance problem and maintaining the relationship.	Half or full day
	TEAM STRENGTHENING SKILLS	
32. BUILDING PRODUCTIVE RELATIONSHIPS	This workshop will help you better understand yourself and others. You will gain essential insight into your own anger habits, learn how faulty thinking accounts for up to 90% of your anger feelings, increase your understanding of behavior, and learn how and why we affect each other as we do.	Half or full day
33. LISTENING FOR EFFECTIVE COMMUNICATION	Have you ever wondered why you are able to listen more attentively to some people, but not others? Why is it harder or easier to concentrate in some settings? Participants will learn five listening approaches and how to become active, purposeful listeners in a wide variety of situations.	Half or full day
34. UNDERSTANDING AND SHARING LEADERSHIP	Leadership is no longer seen as one defining role atop the business pyramid. Today, leaders come in both formal and informal varieties. This workshop will guide the learner in their discovery of how they naturally lead and influence the followership of others. You will learn the 12 Dimensions of leadership that give direction and focus to any leadership situation.	Half or full day
35. COPING AND STRESS REDUCTION	To avoid the peaks and valleys created by high stress and burnout, participants learn how to balance the urgent demands of work and personal life without sacrificing either. Learners gain insight into various stress areas (<i>work, personal, family, relationship, etc.</i>) and the coping resources that are available to help.	Half or full day
36. HABITS OF SUCCESSFUL PEOPLE	Employee attitude is increasingly cited in surveys as the number one performance-related issue for companies. As attitudes deteriorate, so do commitment, loyalty, and most importantly, performance. This workshop develops the 12 habits of employee attitudes that generate positive work behaviors.	2 days
37. VALUES, ATTITUDES, AND BEHAVIOR	Participants will learn how those with differing values can get along and work together, how to recognize personal values in the daily actions of others, and how values change over time. This workshop will help to open new lines of communication and create stronger,	Half or full day

	more cooperative relationships.	
	WRITING SKILLS	
38. EFFECTIVE BUSINESS WRITING	This workshop focuses on the steps required to plan, develop and deliver concise, readable, effective written business communication: letters, reports, e-mails, memorandums, instructions, manuals, etc.	Half or full day
	PRODUCTIVITY SKILLS	
39. ACHIEVING COMMUNICATION EFFECTIVENESS	We usually communicate the same way in most situations. Employees will learn effective communication techniques thereby opening the door to dialogue, negotiation, and compromise. Situational appropriateness is stressed.	Half or full day
40. PROFESSIONALISM IN THE OFFICE	This course teaches the skills needed to be more professional on the job. It will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of the organizational culture, and flexibility for change.	Half or full day

FOR MORE INFORMATION, CONTACT:

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