

## Intro to Workplace Spanish® using Click It™ Learning Tools

### 4 Hour Training Session

#### Recommended Materials & Equipment for the Class:

- Appropriate Workplace Spanish® learning manual and audio CD (for each student & instructor)
- Appropriate Click It™ CD-ROM (for instructor demonstration – or use customer's network version)
- Laptop and LCD projector for demonstrating how to use Click It™ CD-ROM
- Overhead transparencies of selected manual pages (if LCD projector not available)

#### Objectives of the Training:

- Develop general awareness of the benefits of learning Workplace Spanish® (e.g., preventing accidents & mistakes, giving better service to Hispanic customers, providing better patient & emergency care, smoother operations, etc.)
- Elicit and develop the specific benefits that can be achieved in this particular organization
- Introduce and acclimate class participants to Latin American Spanish pronunciation & usage
- Demonstrate the organization and use of the Workplace Spanish **Click It**™ computer program

#### Important Points to Keep in Mind:

- This is NOT a Spanish 101 course – do NOT discuss grammar, sentence structure, gender, etc.
- Time is VERY LIMITED – the objective is to get the participants speaking very basic Spanish and acquaint them with the use of the Click It™ program. Do not become embroiled in discussions of grammatical subjects.
- Click It™ used Adobe Reader (version 6.0 or newer). The instructor must be totally familiar with the use of Adobe Reader and be able to explain its toolbars, page navigation, and search functions to properly teach the use of Click It™.

**A. Opening – Introductions – Culture & Learning Tips** (approx. 20 to 30 minutes)

1. Introduction of instructor and class participants
2. Explain objectives and purpose of this training class
3. Brief explanation of Workplace Spanish® methods vs. academic Spanish
  - Oral learning, focus on key phrases, conversational & workplace terminology
  - Learn it today – use it right away / - learn what you need rather than tackling entire language
4. Discuss benefits of being able to communicate in basic Spanish
  - Have class participants call out these benefits so all are aware of them
  - Ask for specific examples that the class can relate to

**B. Demonstrate the use of the Click It™ program** (approx. 20 to 30 minutes)

1. Open the Click It™ program using Adobe Reader version 6.0 or newer (prefer version 8)
2. Discuss Click It™ organization – same as the key sections of written manual including:
  - a) Introduction and Pronunciation
  - b) Spanish Topics, Terms & Expressions
  - c) Practice Conversations
  - d) Instruction Tips and License at end of program
3. Explain how to navigate through the Click It™ program using Adobe Reader
4. Explain how to setup the Adobe Reader toolbars for quick back & forth navigation between pages
5. Explain how to use the Adobe Reader “find” function
6. Demonstrate examples of navigating through Click It™ and clicking on various terms
7. Demonstrate how to have a ‘conversation’ using Click It™

**C. Discuss Culture and Learning Tips** (approx. 20 to 30 minutes)

1. Culture Tips
  - Discuss the terms “Latino” and “Hispanic”
  - Differences in writing dates and decimals
  - Explanation of the Spanish surname system
  - How Hispanics relate to people in authority
2. Learning Tips
  - Identify & Prioritize most important expressions
  - Practice aloud
  - Set learning goals

**C. Break** (no more than 15 minutes)

**D. Spanish Pronunciation & Basic Spanish Expressions** (approx. 60 minutes)

1. Spanish & Phonetic pronunciation - from pages 6 & 7 in the Workplace Spanish® manual
2. Meeting & Greeting Expressions – from page 8 in the manual
3. Language Expressions – from page 9 in the manual
  - Techniques should include group repetition, individual repetition, round-robin repetition
  - Participants should introduce themselves to each other and ask basic questions

**E. More Introductory Spanish Learning** (approx. 60 to 90 minutes)

1. Cover a few more basics – numbers from 0 to 9 // Days of the week // key timing expressions (keep this quick and simple)
2. Practice Conversations – depending on the time remaining, have the participants work in pairs and read the easiest practice conversation aloud in English & Spanish. The objective is to get each participant accustomed to saying things aloud in Spanish. Coach pronunciation as time permits.

**F. Cover one or two “Key Topics” as time allows**

**G. Questions and Answers** (15 to 30 minutes)

**H. Expected Results from this Training Session**

- Class participants have learned basic Spanish pronunciation
- Class participants have spoken in Spanish – aloud in front of their peers
- Class participants are familiar with the organization and use of the Click It™ program