

Command Spanish® Program Data Sheet
for
Spanish for Human Resources

Materials Description and Content: *Spanish for Human Resources (HR)* is published by Command Spanish®, Inc. Consumer Division and consists of a 108 page perfect-bound manual with three accompanying audio CDs. It was authored in consultation with human resources managers and directors. In addition to a special section devoted to pronunciation, *HR* contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Communication Strategies; Numbers; Initial Contact; Making Appointments; Initial Job Application; Eleven “Question” sections, covering such items as Personal Information, Employment History, Educational Background, and Medical Information; Drug Testing Statements; Job Requirements; Offer of Employment; Job Orientation; Employee Evaluation; Corrective Action Process; Layoffs and Terminations; and Dealing with Disgruntled Employees. *HR* also contains eleven appendices, including: Cultural Notes; Spanish Surname System; Spanish Alphabet; Family Members and Other Relationships; Documents and Key Terms; Departments and Areas of the Workplace; Colors and Physical Descriptors; a General Glossary and a Reproducible Universal Personal Data Form.

Program Description: This program is designed to provide non-Spanish-speaking human resources professionals with functional skills in Spanish. The program utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases critical to working with Spanish-speaking job applicants and employees. **No prior knowledge of Spanish is necessary.**

Goal: To prepare non-Spanish-speaking human resources personnel to use Spanish language skills to enhance their ability to work professionally with Spanish-speaking employees.

Objectives: Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential and actual employees; conduct a basic, initial job interview; fill out new employee paperwork, including W-2s and insurance forms; orient new hires to basic workplace rules; professionally conduct employee evaluations and corrective action plans; and appropriately dismiss or lay off employees.

Methods of Instruction: Modeling, intensive drill, choral response, alpha-beta line, learning pairs and triads, Total Physical Response, role-playing, simulations, and situation cards.

Cross-Cultural Component: Optional 1 – 2 hours, based on *Spanish-speakers and You*. For more detailed cross-cultural training, *Spanish-Speakers in the Workplace: Promoting Cross-Cultural Understanding*, (8 hours) is also appropriate.

Intended Audience: This program is intended for anyone involved in human resources.

Length of Instruction: 12-30 hours.

CEUs Available: 1 – 2.5