**ENGLISH CLASSES**

B2 and C1 difference is the fluence.

Series of lectures

**EFFECTIVE COMINICATION**

Nothing but the presentation of views by the sender in a way best understood by the receiver

* **Sender**: person who initiates the process
* **Receiver:** one to whom the message is supposed to delivered
* **Code**: the way we speak to each other

Characteristics

\*Convey: send, communicate

\*Vague: not clear (vago)

* **Clear message:** the message is easy to understand and systematically framed to retain its meaningfulness
* **Correct message:** the message must not be vague or false in anu sense; free from errors
* **complete message:** communication is the base for decision making.
* **precise message:** the message must be short and concise to facilitate straightforward interpretation and take the desired steps
* **Reliability:** the sender must be sure from his end that whatever he is conveying is right by his knowledge. Always ask even if the receiver is trusted
* **Consideration of the recipient:** many aspects; age, type of education, context, where they are, language. The medium of communication and other physical settings must be planned, keeping in mind the attitude, knowledge, education level.
* **Sender’s courtesy**: the message drafted must reflect the sender’s courtesy, humbleness, and respect towards the receiver

**Effective communication skills**

* **Observance:** person must possess sharp observing skills to gain more and more knowledge and information
* **Clarity:** the message must be drafted in simple words, and it should be clear and precise to create the desired impact over the receiver
* **Listening and understanding:** the most crucial skill in a person is he must be a good, alert and patient listener. He must be able to understand and interpret the message well.
* **Emotional intelligence:** a person must be emotionally aware and the ability to influence others from within
* **Self-efficacy:** must have faith in himself and his capabilities to achieve the objectives of communication
* **Self-confidence:** being one of the essential communication skills, confidence enhances worthiness of the message being delivered
* **Respectfulness:** delivering a message with courtesy and respecting the values, believes, opinions and ideas of the receiver is the essence of effective communication
* **Non-verbal communication:** to connect with the receiver in a better way, the sender must involve the non-verbal
* **Providing feedback:** effective communication is always a two-process- A person must take as well as give feedback to bring forward the other person’s perspective too

\*bond: link

\*outcome: result

**Benefits of effective communication**

* Leads to the right information being shared
* Minimizes conflict and confusion
* Saves resources such as time and money
* Helps establish a bond
* Leads to the intended results being achieved
* Leads to appropriate feedback being given and received
* Helps build strong relationships

**Cost of poor communication**

* Sends mixed messages instead of a shared understanding
* Increases risk of a negative outcome
* Leads to conflict and strained relationships
* Intended results are not achieved, or only partially achieved
* Creates stress
* Emotional reactions confuse or distract from the information being conveyed

**Significance of effective communication in business**

* **Employee Management:** effective communication ensures self-discipline and efficient management since the employees are heard by the top management, and there is open communication in the organization
* **Team building:** people in the organization work as a team to accomplish common goals, thus effective communication boosts the morale of the whole team
* **Growth of the organization:** it ensures better decision making, intensifies relations.
* **Build strong relationships:** interactions often simplify things
* **Ascertains transparency and develops trust:** effective communication is considered to be a base for building trust and assures sharing of complete information
* **Facilitates creativity and innovation:** it creates an environment where employees are free to share their ideas
* **Reduces misunderstanding** eliminates possibility of any confusions
* **Organizational growth:** by maintaining relations between the employees and management, enhances the functioning and lead to the achievement of corporate goals

**Barriers to effective communication**

**Barriers involving words**

Texto, Carta

Descripción generada automáticamente

**Barriers involving people’s background**

Texto, Carta

Descripción generada automáticamente

**Physical barriers**

**Texto, Carta

Descripción generada automáticamente**

**Video: 10 ways to have a better conversation**

Texto

Descripción generada automáticamente

Interfaz de usuario gráfica, Texto, Aplicación

Descripción generada automáticamente

Texto

Descripción generada automáticamente

Imagen de la pantalla de un celular

Descripción generada automáticamente con confianza baja

Texto

Descripción generada automáticamente

Texto

Descripción generada automáticamente

Imagen que contiene interior, botella, tabla, pájaro

Descripción generada automáticamente

Texto

Descripción generada automáticamente

**Texto

Descripción generada automáticamente**

**Interfaz de usuario gráfica, Texto, Aplicación

Descripción generada automáticamente**

**Texto

Descripción generada automáticamente**

traditions, customs,and language. entertainment, beliefs. A culture shares values, morables and principals. Cultural diffusion. respect other cultures the way you respect yours

Texto

Descripción generada automáticamente

Texto

Descripción generada automáticamente

**Explain**

**Respect**

**Class**

**Feel**

**Infraestructure**

**Stock**

**Internet**

**Loyalty:**

**Postmate**

**google**

**Texto, Carta

Descripción generada automáticamente**

|  |  |  |
| --- | --- | --- |
| **Social Institutions** | **Functions** | **Values (Culture)** |
| **Family** | Reproduction | Parents teach culturally appropriate values |
| **Economy** | Production, distribution and consumption of goods and services | Organization |
| **Political** | Maintain social order | Justice |
| **Mass media** | Get people communicated | Communication |
| **Religion** | Reinforces the norms and values of a society | Contribute positively to the society |
| **Education** | Teach skill and knowledge to individuals | Pass culture to the next generation |
| **Health/Medical** | Provide health facilities to help individuals maintain health | Medicalization |
| **State** | Control much of what happens in its citizens’ daily lives | Civil rights and liberties |

**Open ended questions**

* **How important do you think self-improvement is?** self-improvement is crucial for our personal life. It’s something that entirely depend on us, I mean Is completely personal and of course is important cause it’ll drive u to reach your highest potential
* **What life hacks have you found to be particularly effective –** I know a useful lifehack and is simple is just begin your day with the hardest tasks or not just your day, for example if you have a set of HomeWorks which deadline is tomorrow you can start doing the hardest ones and it’ll make a better progress than if you start with the simple tasks
* **What is your favorite memory related to a holiday?**  I met a girl there in 2015 perhaps, and we became really good friends, but she lives in Veracruz, and I live in the state of Mexico, and it was till 2 years ago, it was before the pandemic that I went to Veracruz for a holiday with my family, and I told her and we met to each other in the real life and it was so exiting and great.

Texto, Aplicación

Descripción generada automáticamente

Interfaz de usuario gráfica, Texto, Aplicación, Carta, Correo electrónico

Descripción generada automáticamente

Texto, Carta

Descripción generada automáticamente

Interfaz de usuario gráfica, Texto, Aplicación, Correo electrónico

Descripción generada automáticamente

Texto, Aplicación, Carta

Descripción generada automáticamente

Interfaz de usuario gráfica, Texto, Aplicación, Correo electrónico

Descripción generada automáticamente

**BUSSISSNESS VOCABULARY**

Tax reformation law = Reforma fiscal

Collaterals = Garantías / obligado solidario

Guarantor = Aval

Surety = Fiador / garantía

Charge card = Tarjeta de crédito

Business card = Tarjeta de negocios / corporativa

Personal card = Tarjeta personal

Redeem a reward = Canjear u obtener una recompensa / bono

Operations manager / Chief operating officer = Jefe de operaciones

Return / Yield = Rendimiento

Statement = Estado de cuenta

Insurance = Seguro

Assets = Activos

Liabilities = Pasivo

Goods = Bienes / Propiedades

Bankruptcy = Quiebra

CFO / Chief Financial Officer = Director Financiero

CEO / Chief Executive Officer = Director general

Agreement = Contrato

Investment = Inversión

​Budget = Presupuesto

Shareholders = Accionistas / Tenedor de acciones

Share = Acción

Stakeholders = Partes interesadas

Background = Experiencia de una empresa o persona en un área específica

Benchmark = Punto de referencia

Deadline = Plazo de tiempo para entregar

Staff = Tu equipo de trabajo

Stock Exchange = Bolsa de Valores

Salary = Sueldo (Semanal, quincenal o mensual)

Wage = Salario por hora (USA) / día (MÉXICO)

Foreign commerce = Comercio exterior

Loan = Préstamo

Database = Base de datos

Figures = Cifras

Invoice = Factura

Interest rate = Tasa de interés

Fixed interest rate = Tasa de interés fija

Drop = Disminución

Revenue = Ingreso

Retail = Venta al menudeo

Wholesale – Venta al mayoreo

Profit = Ganancia

Taxes = Impuestos

Financial statements = Estados financieros

Telecommuting = Trabajar desde casa

Commuting = Trayecto de tu casa al trabajo

Franchise = Franquicia

License = Licencia / Permiso / Autorización

Resume = Currículum

Effectiveness = Eficacia

Efficiency = Eficiencia

Consulting Processes = Procesos de consultoría

Performance Assessment = Evaluación de desempeño

Job description / Job profile = Descripción de puesto

Portfolio = Cartera de clientes

Cash outflow = Salida de efectivo

Loss = Pérdida / losses = pérdidas

Mortgage - préstamo hipotecario

credit rating - calificación crediticia

Will - testamento

Savings - ahorros

Creditor - acreedor

Quotation - cotización

Manufacturer - fabricante

Debtor - deudor

Fixed costs – gastos fijos

Trademark – marca registrada

Lender – prestamista

Borrower – prestatario

Cash sale – venta al contado