

# BUSINESS SPANISH 3

## E-learning Course for Bilingual Debt Collectors

**Business Spanish 3 focuses on collections skills and terminology for Spanish-speaking debt collectors who work with U.S. Hispanic customers.**

### Bilingual formats

Our Business Spanish e-learning courses are designed for heritage learners and native speakers alike. Spanish speakers who are verbally proficient, but who may not be fluent readers in Spanish, find our courses accessible because we narrate the learning content in Spanish and present written text in Spanish and English. Additionally, bilingual learners will master accurate translations and usage tips for over **50 Spanish Key Terms** used in the collections industry.

### Over 130 minutes of learning content

- Pre-test
- Four 20-minute Lessons plus Scored Quizzes
  - Lesson 1: The Vital Five Collection Call Model
  - Lesson 2: Collection Negotiation Skills
  - Lesson 3: Payment Benefits and Consequences
  - Lesson 4: Third Party Communication: Leaving Messages & Skip Tracing
- Interactive Skill Practices
- Fifty Spanish Key Terms used in Debt Collections
- Post-test

### Designed in Adobe Captivate 9.0

Course content is designed in Adobe Captivate 9.0 the award-winning software that delivers learning content compatible with leading Tin Can, SCORM and AICC-compliant LMS systems. Install on your LMS or ask us about our hosted solutions.

### Business Spanish Experts

*Arial International is a global industry leader in consumer debt collections and multilingual training and consulting. Our firm specializes in credit and collections in financial services, with an emphasis in the U.S. Hispanic market and Latin America. Since 1992 Arial International has delivered training to over 35,000 professionals in more than 30 countries on six continents. Astrid Rial, President and Founder, is an industry-recognized thought leader and the author of four books in English and Spanish including "Best Practice in Consumer Collections" and "Las Mejores Prácticas de Cobranzas al Consumidor", sponsored by Visa International.*



## Contact us

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Training Delivery Models: Instructor-led, Train-the-Trainer, Webinars & e-Learning