

BILINGUAL ADULT WORKBOOK

BUSINESS ENGLISH

FROM A1 TO B2

Inglés de negocios: de A1 a B2

Meetings | Presentations | Email | Grammar | Writing

PRACTICAL ENGLISH FOR WORK



SAY IT CLEARLY. WRITE IT PROFESSIONALLY.

ENGLISH + ESPAÑOL

START HERE

Business English you can actually use

Inglés de negocios que realmente puedes usar

Name / Nombre:_____

Role / Puesto:_____

Date / Fecha:_____

This workbook develops practical English for international workplaces. You will learn useful language, notice grammar patterns, complete realistic tasks and create your own professional messages. All companies, data and people in the scenarios are fictional.

APOYO EN ESPAÑOL
Este cuaderno desarrolla inglés práctico para entornos laborales internacionales. Aprenderás lenguaje útil, observarás patrones gramaticales, completarás tareas realistas y crearás tus propios mensajes profesionales. Todas las empresas, cifras y personas de los casos son ficticias.

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HOW TO USE THE WORKBOOK / CÓMO USAR EL CUADERNO

1. NOTICE Read and listen for useful patterns.	2. CHECK Use the Spanish support.	3. PRACTISE Complete a realistic task.	4. PRODUCE Speak or write for work.
1. OBSERVA Identifica patrones útiles.	2. COMPRUEBA Usa el apoyo en español.	3. PRACTICA Completa una tarea realista.	4. PRODUCE Habla o escribe para el trabajo.

PROGRESS TRACKER / REGISTRO DE PROGRESO

✓	#	CHAPTER	CAPÍTULO
☐	1	Foundations: clear workplace English	Fundamentos: inglés laboral claro
☐	2	Meetings that move work forward	Reuniones que hacen avanzar el trabajo
☐	3	Presentations people can follow	Presentaciones fáciles de seguir
☐	4	Conjunctions: connect your ideas	Conjunciones: conecta tus ideas
☐	5	Transitions: organise the message	Transiciones: organiza el mensaje
☐	6	B2 grammar for real situations	Gramática B2 para situaciones reales
☐	7	Persuade, propose and negotiate	Persuade, propone y negocia

SELF-ASSESSMENT | AUTOEVALUACIÓN

Your starting point

Tu punto de partida

NOT A TEST / NO ES UN EXAMEN

Choose the statement that best describes you today. Repeat this page after Chapter 7 and compare your confidence.

Elige la frase que mejor te describe hoy. Repite esta página después del capítulo 7 y compara tu confianza.

SKILL / HABILIDAD	NOT YET	WITH HELP	INDEPENDENT	CONFIDENT
Introduce myself and my role	☐	☐	☐	☐
Write a clear short email	☐	☐	☐	☐
Give an opinion in a meeting	☐	☐	☐	☐
Ask for clarification politely	☐	☐	☐	☐
Present a project update	☐	☐	☐	☐
Connect ideas in a report	☐	☐	☐	☐
Write a recommendation	☐	☐	☐	☐
Negotiate and respond to concerns	☐	☐	☐	☐

MY WORKPLACE ENGLISH GOAL / MI META DE INGLÉS LABORAL

In the next 8-12 weeks, I want to be able to... / En las próximas 8-12 semanas, quiero poder...

WHERE I USE ENGLISH	PEOPLE I COMMUNICATE WITH	SITUATIONS I WANT TO IMPROVE

CEFR ROAD MAP | RUTA MCER

Your A1-B2 route map

Tu ruta de A1 a B2

The levels are a route, not a label. Begin with the language you need. Revisit earlier pages to build accuracy, then use later pages to add nuance and flexibility.

APOYO EN ESPAÑOL
Los niveles son una ruta, no una etiqueta. Empieza con el lenguaje que necesitas. Revisa páginas anteriores para mejorar la precisión y usa las posteriores para añadir matices y flexibilidad.

LEVEL	WHAT YOU CAN BUILD	WORKPLACE EXAMPLE	EN ESPAÑOL
A1	Basic personal information, routine tasks and simple requests.	I work in customer support. I answer emails.	Información personal, tareas rutinarias y solicitudes simples.
A2	Short exchanges, schedules, simple updates and familiar problems.	Could we move the meeting to Thursday?	Intercambios breves, horarios, actualizaciones y problemas conocidos.
B1	Reasons, opinions, meeting participation and organised messages.	I suggest a pilot because it reduces risk.	Razones, opiniones, participación y mensajes organizados.
B2	Detailed arguments, tactful disagreement, negotiation and complex reports.	While the option is costly, it may deliver stronger long-term value.	Argumentos detallados, desacuerdo diplomático, negociación e informes complejos.

THE PROFESSIONAL COMMUNICATION LOOP

1. PURPOSE	2. AUDIENCE	3. MESSAGE	4. ACTION
Why am I communicating?	What do they know and need?	What is the clearest useful detail?	What should happen next?
¿Para qué comunico?	¿Qué saben y necesitan?	¿Cuál es el detalle útil más claro?	¿Qué debe ocurrir después?

GLOBAL ENGLISH TIP / CONSEJO DE INGLÉS GLOBAL
Professional does not mean complicated. In international teams, short sentences, explicit actions and respectful tone usually work better than impressive vocabulary.
Profesional no significa complicado. En equipos internacionales, las frases cortas, las acciones explícitas y el tono respetuoso suelen funcionar mejor que un vocabulario impresionante.

Three situations where clear English would make my work easier / Tres situaciones donde un inglés claro facilitaría mi trabajo



Business English: because 'send thing soon' is technically a message, not a strategy.

CHAPTER 01

Foundations: Clear Workplace English

Fundamentos: inglés laboral claro

Strong workplace English begins with simple, accurate language: who you are, what you do, what needs to happen and when. This chapter builds the vocabulary, grammar and email habits that make everyday communication easier.

APOYO EN ESPAÑOL
Un buen inglés laboral comienza con un lenguaje simple y preciso: quién eres, qué haces, qué debe ocurrir y cuándo. Este capítulo desarrolla el vocabulario, la gramática y los hábitos de correo que facilitan la comunicación diaria.

YOU WILL LEARN	APRENDERÁS
1. introduce yourself, your role and your responsibilities	presentarte, explicar tu puesto y tus responsabilidades
2. use core business vocabulary in context	usar vocabulario empresarial básico en contexto
3. write a clear request and a concise email	escribir una solicitud clara y un correo conciso

CHAPTER 01 | A1-A2

Core vocabulary for everyday work

Vocabulario básico para el trabajo diario

ENGLISH	ESPAÑOL	PLAIN DEFINITION	WORKPLACE EXAMPLE
agenda	agenda / orden del día	topics planned for a meeting	Please add onboarding to the agenda.
deadline	fecha límite	the latest time for completion	The deadline is Friday at noon.
schedule	horario / programar	a time plan; to arrange a time	Let's schedule a call for Tuesday.
task	tarea	a piece of work to complete	This task belongs to the finance team.
update	actualización / actualizar	new information about progress	I'll send an update this afternoon.
report	informe	an organised document with information	The monthly report is ready.
proposal	propuesta	a plan offered for consideration	We reviewed the supplier's proposal.
budget	presupuesto	money available for a purpose	The project is within budget.
client / customer	cliente	a person or organisation that buys a service or product	The client approved the design.
stakeholder	parte interesada	a person or group affected by a decision	We need stakeholder feedback.
responsibility	responsabilidad	work that you are expected to manage	Training is one of my responsibilities.
priority	prioridad	something more important or urgent	Customer safety is our priority.

INTRODUCING YOURSELF / PRESENTARTE

FUNCTION	USEFUL ENGLISH	APOYO EN ESPAÑOL
Name and role	I'm Elena Ruiz, and I'm a logistics coordinator.	Soy Elena Ruiz y soy coordinadora de logística.
Company or team	I work for Northstar Foods on the operations team.	Trabajo para Northstar Foods en el equipo de operaciones.
Responsibility	I'm responsible for supplier schedules.	Soy responsable de los horarios de proveedores.
Current focus	At the moment, I'm working on a warehouse project.	En este momento, trabajo en un proyecto de almacén.
Polite close	It's good to meet you. I look forward to working together.	Es un gusto conocerte. Espero que trabajemos juntos.

ACTIVITY 1: BUILD YOUR INTRODUCTION**ACTIVIDAD 1: CREA TU PRESENTACIÓN**

Complete the prompts, then practise a 30-second introduction aloud.

Completa las frases y luego practica una presentación de 30 segundos en voz alta.

Name + role | organisation/team | responsibility | current focus

CHAPTER 01 | A1-A2

Grammar foundation: accurate and direct

Base gramatical: precisión y claridad

GRAMMAR	USE	FORM	EXAMPLE	CLAVE EN ESPAÑOL
be	identity, role, state	I am / you are / she is	The figures are ready.	ser / estar
have	possession or availability	I/you have; she has	We have a short delay.	tener
present simple	routines and facts	subject + base verb	He manages three accounts.	rutinas y hechos
present continuous	now or temporary work	be + verb-ing	We're testing a new process.	acción actual o temporal
past simple	finished past action	verb-ed / irregular	They signed the contract yesterday.	acción pasada terminada
future plan	intention or arrangement	going to / present continuous	I'm meeting the client tomorrow.	plan o acuerdo futuro
will	instant decision, promise, prediction	will + base verb	I'll send the file now.	decisión, promesa, predicción

SUBJECT-VERB AGREEMENT / CONCORDANCIA

Use a singular verb with a singular subject: 'The manager reviews the report.' Use a plural verb with a plural subject: 'The managers review the report.' In American English, collective nouns are usually singular: 'The team is ready.' In British English, singular or plural can be correct depending on whether the group is seen as one unit or as its members: 'The team is ready' / 'The team are wearing their new shirts.' Be consistent.

APOYO EN ESPAÑOL

Usa verbo singular con sujeto singular y verbo plural con sujeto plural. En inglés estadounidense, los sustantivos colectivos suelen ser singulares. En inglés británico, pueden ser singulares o plurales según se vea al grupo como unidad o como individuos. Mantén la coherencia.

ACTIVITY 2: CHOOSE THE BEST FORM

ACTIVIDAD 2: ELIGE LA FORMA CORRECTA

Circle the best option. More than one answer may be possible in item 6; explain the meaning.
Encierra la mejor opción. En el número 6 puede haber más de una respuesta; explica el significado.

1. My colleague work / works remotely.
2. We prepare / are preparing the annual report this week.
3. The client signed / has signed the contract yesterday.
4. I send / will send the attachment now.
5. The figures is / are accurate.
6. The team is / are discussing their individual targets.

CHAPTER 01 | A2-B1

Clear requests and concise email

Solicitudes claras y correos concisos

PURPOSE	DIRECT	POLITE / PROFESSIONAL	ESPAÑOL
Request	Send the report.	Could you send the report by 3 p.m., please?	¿Podrías enviar el informe antes de las 3?
Ask permission	I want to change it.	May I update the schedule?	¿Puedo actualizar el horario?
Clarify	I don't understand.	Could you clarify what you mean by 'final version'?	¿Podrías aclarar qué quieres decir con 'versión final'?
Follow up	Answer me.	I'm following up on the request below.	Doy seguimiento a la solicitud de abajo.
Confirm	OK.	Just to confirm, the call is at 10 a.m. UTC.	Solo para confirmar, la llamada es a las 10 UTC.

THE FIVE-PART EMAIL / EL CORREO DE CINCO PARTES

Subject: specific topic + action | Greeting | Purpose in the first sentence | Essential detail + deadline | Clear next step and professional close.

Asunto: tema específico + acción | Saludo | Propósito en la primera frase | Detalle esencial + fecha límite | Próximo paso claro y cierre profesional.

MODEL / MODELO

Subject: Approval needed - revised launch schedule

Hi Marta,

Could you review the revised launch schedule attached? We moved the training session to 14 May because the supplier needs two additional days. Please confirm your approval by Thursday at noon so that I can notify the team.

Best regards,
Daniel

APOYO EN ESPAÑOL

Asunto: Se necesita aprobación - calendario de lanzamiento revisado

Hola, Marta:

¿Podrías revisar el calendario de lanzamiento revisado que adjunto? Trasladamos la capacitación al 14 de mayo porque el proveedor necesita dos días adicionales. Confirma tu aprobación antes del jueves al mediodía para que pueda avisar al equipo.

Saludos cordiales,
Daniel

ACTIVITY 3: REMOVE THE FOG

ACTIVIDAD 3: ELIMINA LA AMBIGÜEDAD

Rewrite: 'Hi. We need the thing soon because there is a problem. Can you do it? Thanks.' Add a specific task, reason, deadline and next step.

Reescribe el mensaje. Añade una tarea específica, motivo, fecha límite y próximo paso.

CHAPTER 01 | PRODUCE

Writing practice: professional profile and email

Práctica escrita: perfil profesional y correo

TASK A: WRITE A SHORT PROFESSIONAL PROFILE

TAREA A: ESCRIBE UN PERFIL PROFESIONAL BREVE

Write 70-90 words. Include your role or target role, experience or strengths, responsibilities and one current goal. If you are between jobs, describe your transferable skills and the role you want.

Escribe 70-90 palabras. Incluye tu puesto o puesto objetivo, experiencia o fortalezas, responsabilidades y una meta actual. Si buscas empleo, describe tus habilidades transferibles y el puesto que deseas.

Profile / Perfil

TASK B: WRITE A CLEAR REQUEST EMAIL**TAREA B: ESCRIBE UN CORREO DE SOLICITUD CLARO**

Ask a colleague for information needed for a report. Give context, specify exactly what you need, set a reasonable deadline and state what you will do next.

Pide a un colega información para un informe. Da contexto, especifica qué necesitas, indica una fecha límite razonable y explica el próximo paso.

To / Para: _____ Subject / Asunto: _____

SELF-CHECK / AUTOCOMPROBACIÓN

☐ Purpose is clear in the first sentence. ☐ Details answer what, why and when. ☐ Tone is respectful. ☐ The reader knows the next action. ☐ Names, dates and attachments are correct.

☐ El propósito está claro. ☐ Los detalles responden qué, por qué y cuándo. ☐ El tono es respetuoso. ☐ La acción siguiente está clara. ☐ Nombres, fechas y adjuntos son correctos.



This meeting could have been an email. Unfortunately, the email became another meeting.

CHAPTER 02

Meetings That Move Work Forward

Reuniones que hacen avanzar el trabajo

Meetings are useful when people need to decide, solve, coordinate or create together. Good language helps you enter the conversation, disagree without creating friction and leave with clear actions.

APOYO EN ESPAÑOL

Las reuniones son útiles cuando las personas necesitan decidir, resolver, coordinar o crear juntas. Un buen lenguaje te ayuda a participar, discrepar sin generar tensión y salir con acciones claras.

YOU WILL LEARN	APRENDERÁS
1. use essential meeting vocabulary	usar vocabulario esencial de reuniones
2. agree, disagree, interrupt and clarify politely	acordar, discrepar, interrumpir y aclarar con cortesía
3. record decisions, owners and deadlines	registrar decisiones, responsables y fechas límite

CHAPTER 02 | A2-B1

Meeting vocabulary that earns its chair

Vocabulario de reuniones que merece su silla

TERM	ESPAÑOL	MEANING	COMMON COLLOCATION
agenda	orden del día	planned topics	circulate / review the agenda
chair / facilitator	presidente/a / facilitador/a	person who guides the meeting	chair the meeting
participant / attendee	participante / asistente	person at the meeting	invite attendees
minutes	acta / minuta	official record	take / approve the minutes
action item	tarea acordada	task agreed in the meeting	assign an action item
consensus	consenso	general agreement	reach consensus
decision	decisión	conclusion after discussion	make / reverse a decision
follow-up	seguimiento	later action or communication	schedule a follow-up
quorum	cuórum	minimum number needed to decide	have / lack a quorum
parking lot	temas pendientes	list of off-topic items for later	put it in the parking lot
owner	responsable	person accountable for an action	confirm the owner
due date	fecha de entrega	date an action must be complete	agree a due date

BEFORE, DURING, AFTER / ANTES, DURANTE, DESPUÉS

BEFORE	DURING	AFTER
Set an outcome. Share the agenda. Invite the right people. Prepare evidence.	Keep time. Invite views. Clarify. Summarise decisions and actions.	Send minutes. Confirm owners and due dates. Follow up only where needed.
Define el resultado. Comparte la agenda. Invita a las personas adecuadas.	Controla el tiempo. Pide opiniones. Aclara. Resume decisiones y tareas.	Envía el acta. Confirma responsables y fechas. Da seguimiento.

ACTIVITY 1: MATCH THE COLLOCATION

ACTIVIDAD 1: RELACIONA LA COMBINACIÓN

Match 1-6 with A-F.
Relaciona 1-6 con A-F.

1 reach 2 take 3 assign 4 circulate 5 meet 6 chair

A the agenda B minutes C a deadline D consensus E an action item F the meeting

CHAPTER 02 | B1-B2

Language for participating with tact

Lenguaje para participar con tacto

FUNCTION	NEUTRAL	MORE TACTFUL / COLLABORATIVE	ESPAÑOL
Give an opinion	I think we need more time.	From my perspective, an extra week would reduce the risk.	Desde mi perspectiva...
Agree	I agree.	I agree with Priya's point about the timeline.	Estoy de acuerdo con el punto de...
Partly agree	Maybe.	I agree with the goal, although I have concerns about the cost.	Estoy de acuerdo con la meta, aunque...
Disagree	That's wrong.	I see it differently. Could we also consider the customer impact?	Lo veo de otra manera. ¿Podríamos...?
Interrupt	Wait.	Could I come in here for a moment?	¿Puedo intervenir un momento?
Clarify	What?	When you say 'ready', do you mean tested or launched?	Cuando dices..., ¿te refieres a...?
Return to topic	That's irrelevant.	That's useful context. Could we return to today's decision?	Es un contexto útil. ¿Podemos volver...?
Summarise	So...	Let me check that I've understood the decision.	Permíteme confirmar que entendí...

MODAL VERBS IN MEETINGS / VERBOS MODALES

MODAL	MEANING	EXAMPLE	STRENGTH
could	option or polite suggestion	We could test it with one region.	gentle
should	recommendation	We should check the legal requirements.	medium
might / may	possibility	The change might affect delivery times.	uncertain
must	strong obligation or speaker's rule	We must protect customer data.	strong
have to	external requirement	We have to file the report by law.	strong
don't have to	no necessity	You don't have to attend both sessions.	optional
mustn't	prohibition	We mustn't share personal data.	prohibited

ACTIVITY 2: CHANGE THE TEMPERATURE

ACTIVIDAD 2: AJUSTA EL TONO

Rewrite each line so it is tactful but still clear: 'You're wrong.' 'Let me finish.' 'We need another plan.' 'Explain that.'

Reescribe cada frase para que sea diplomática pero clara.

CHAPTER 02 | LISTEN, READ, NOTICE

A meeting in action

Una reunión en acción

MODEL DIALOGUE / DIÁLOGO MODELO

Maya (chair): Our goal today is to choose a customer-support pilot. Leo, could you summarise the two options?

Leo: Option A covers all customers immediately. Option B starts with one region for four weeks. From my perspective, B carries less risk.

Sara: I agree with the pilot approach, although four weeks might be too short. Could we make it six?

Jon: Could I come in here? A six-week pilot would cross the holiday period, so the data may be unusual.

Maya: Good point. Let me check the emerging consensus: a four-week pilot in one region, followed by a two-week review. Sara will confirm staffing by Wednesday. Is that accurate?

All: Yes.

APOYO EN ESPAÑOL

Maya (facilitadora): Nuestra meta hoy es elegir un piloto de atención al cliente. Leo, ¿podrías resumir las dos opciones?

Leo: La opción A incluye a todos los clientes de inmediato. La B empieza con una región durante cuatro semanas. Desde mi perspectiva, B implica menos riesgo.

Sara: Estoy de acuerdo con el piloto, aunque cuatro semanas podrían ser pocas. ¿Podemos hacerlo de seis?

Jon: ¿Puedo intervenir? Un piloto de seis semanas coincidiría con las vacaciones, así que los datos podrían ser atípicos.

Maya: Buen punto. Confirmo el consenso: piloto de cuatro semanas en una región y revisión de dos semanas. Sara confirmará el personal antes del miércoles. ¿Es correcto?

Todos: Sí.

ACTIVITY 3: READ FOR THE MEETING LOGIC

ACTIVIDAD 3: COMPRENDE LA LÓGICA

Answer in English: 1) What decision is required? 2) What risk does Leo identify? 3) What does Sara propose? 4) Why does Jon object? 5) What action belongs to Sara?

Responde en inglés las cinco preguntas sobre la decisión, el riesgo, la propuesta, la objeción y la acción.

MINUTES TEMPLATE / PLANTILLA DE ACTA

TOPIC	DECISION	ACTION	OWNER	DUE DATE

CHAPTER 02 | PRODUCE

Meeting lab: decide, record, follow up

Laboratorio: decide, registra y da seguimiento

SCENARIO / ESCENARIO

Your team has a recurring delay in approving customer refunds. Choose one improvement: A) one approval owner per shift, B) automatic approval below a safe limit, or C) a daily 15-minute review. Consider speed, risk, staff time and customer experience.

Tu equipo sufre retrasos recurrentes al aprobar reembolsos. Elige una mejora: A) un responsable por turno, B) aprobación automática por debajo de un límite seguro o C) revisión diaria de 15 minutos. Considera velocidad, riesgo, tiempo y experiencia del cliente.

TASK A: ROLE-PLAY THE MEETING**TAREA A: REPRESENTA LA REUNIÓN**

Assign a chair, operations lead, finance lead and customer-experience lead. Each person must give a view, ask one clarifying question and respond to another person. End with a decision or a clearly stated next step.

Asigna los roles. Cada persona debe opinar, hacer una pregunta aclaratoria y responder a otra persona. Terminen con una decisión o un próximo paso claro.

My role, priorities and useful phrases / Mi rol, prioridades y frases útiles

TASK B: WRITE THE FOLLOW-UP EMAIL

TAREA B: ESCRIBE EL CORREO DE SEGUIMIENTO

Write 100-130 words. Thank participants, state the decision, list actions with owners and due dates, and identify any unresolved point.

Escribe 100-130 palabras. Agradece la participación, indica la decisión, enumera acciones con responsables y fechas, e identifica cualquier punto pendiente.

Subject / Asunto: _____



Presenter: 'Any questions?' Slide 47: silently confesses everything.

CHAPTER 03

Presentations People Can Follow

Presentaciones fáciles de seguir

A professional presentation is not a document read aloud. It is a guided journey: the audience knows where you are, why the information matters and what you want them to remember or do.

APOYO EN ESPAÑOL

Una presentación profesional no es un documento leído en voz alta. Es un recorrido guiado: el público sabe dónde estás, por qué importa la información y qué debe recordar o hacer.

YOU WILL LEARN	APRENDERÁS
1. organise a presentation with clear signposting	organizar una presentación con señalización clara
2. describe trends and compare options accurately	describir tendencias y comparar opciones con precisión
3. plan and deliver a concise project update	planificar y presentar una actualización concisa

CHAPTER 03 | A2-B2

Signposting: guide the audience

Señalización: guía al público

STAGE	USEFUL LANGUAGE	APOYO EN ESPAÑOL
Welcome	Good morning. Thanks for joining me.	Buenos días. Gracias por acompañarme.
Purpose	Today I'd like to explain our revised onboarding process.	Hoy me gustaría explicar nuestro proceso de incorporación revisado.
Overview	I'll cover three points: the problem, the pilot and the next step.	Trataré tres puntos: el problema, el piloto y el próximo paso.
Move forward	Let's turn to the pilot results.	Pasemos a los resultados del piloto.
Refer to a visual	As you can see in the chart, response time fell steadily.	Como pueden ver en el gráfico, el tiempo de respuesta disminuyó.
Emphasise	The key point here is consistency, not speed alone.	El punto clave es la constancia, no solo la velocidad.
Give an example	For example, the evening team reduced handover errors.	Por ejemplo, el equipo nocturno redujo los errores.
Handle a question	That's a useful question. I'll address it after the cost slide.	Es una pregunta útil. La responderé después de la diapositiva de costos.
Summarise	To sum up, the pilot improved speed and accuracy.	En resumen, el piloto mejoró la velocidad y la precisión.
Call to action	I recommend extending the pilot to two more teams.	Recomiendo ampliar el piloto a dos equipos más.

ONE SLIDE, ONE JOB / UNA DIAPOSITIVA, UNA FUNCIÓN

Each slide should help the audience answer one question. Put the detail in your notes or a handout. If the audience must hunt, zoom and decode at the same time, the message loses.

Cada diapositiva debe ayudar a responder una pregunta. Pon el detalle en tus notas o en un documento. Si el público debe buscar, ampliar y descifrar a la vez, el mensaje se pierde.

ACTIVITY 1: BUILD THE ROAD MAP

ACTIVIDAD 1: CREA LA RUTA

Choose a familiar work topic. Write one purpose sentence and three agenda points.

Elige un tema laboral conocido. Escribe una frase de propósito y tres puntos de la agenda.

CHAPTER 03 | B1-B2

Talking about data without making it cry

Hablar de datos sin hacerlos llorar

TREND	VERB	NOUN	EXAMPLE	ESPAÑOL
up	rise, increase, grow	a rise, an increase, growth	Sales rose by 12% to \$2.8m.	subir, aumentar, crecer
down	fall, decrease, decline, drop	a fall, a decrease, a decline	Complaints fell from 90 to 54.	bajar, disminuir, caer
no major change	remain stable, level off	stability, a plateau	Costs remained stable in Q2.	mantenerse estable
change often	fluctuate	a fluctuation	Demand fluctuated during the holiday period.	fluctuar
highest point	peak at	a peak	Orders peaked at 1,200 in June.	alcanzar un máximo
lowest point	bottom out at	a low point	Retention bottomed out at 71%.	tocar fondo

PRECISION	MEANING	EXAMPLE
by	amount of change	Revenue increased by 8%.
to	final value	Revenue increased to \$540,000.
from...to	starting and final values	Revenue rose from \$500,000 to \$540,000.
approximately / roughly	not exact	Approximately 40% chose option B.
slightly / gradually / sharply	size or speed of movement	Delivery time fell sharply.

COMPARISONS / COMPARACIONES

FORM	PATTERN	EXAMPLE
comparative	adjective-er / more + adjective + than	The pilot was faster than the old process.
superlative	the adjective-est / the most + adjective	Option C is the most flexible.
equality	as + adjective + as	The new tool is as accurate as the current one.
controlled comparison	slightly / much / significantly + comparative	Plan B is significantly less expensive.

ACTIVITY 2: SAY EXACTLY WHAT CHANGED**ACTIVIDAD 2: DI EXACTAMENTE QUÉ CAMBIÓ**

Turn the notes into complete sentences: 1) response time 18h → 11h; 2) errors 4.2% → 3.9% (small change); 3) satisfaction 76% → 88% (large change); 4) costs \$42k in both quarters.

Convierte las notas en oraciones completas usando lenguaje de tendencias preciso.

CHAPTER 03 | B1

Grammar for results and experience

Gramática para resultados y experiencia

TENSE	USE	TIME SIGNAL	EXAMPLE	ESPAÑOL
past simple	finished time	yesterday, last quarter, in May	We launched the pilot in May.	pasado terminado
present perfect	experience or result connected to now	already, yet, since, so far	We have completed three pilots so far.	experiencia o resultado actual
present perfect continuous	activity continuing or recently active	for, since, recently	We have been testing the tool for six weeks.	actividad en curso o reciente

A DATE CLOSES THE DOOR / UNA FECHA CIERRA LA PUERTA

Use the past simple with a finished time: 'We tested it last month.' Do not say 'We have tested it last month.' Use the present perfect when the time is unfinished or not stated: 'We have tested three versions this month.'

Usa pasado simple con un tiempo terminado. Usa presente perfecto cuando el período no ha terminado o no se especifica.

ACTIVITY 3: CHOOSE AND EXPLAIN

ACTIVIDAD 3: ELIGE Y EXPLICA

Complete with the past simple, present perfect or present perfect continuous.

Completa con pasado simple, presente perfecto o presente perfecto continuo.

- We _____ (finish) the review yesterday.
- I _____ (present) this proposal twice so far.
- The support team _____ (monitor) the issue since Monday.
- Customer satisfaction _____ (rise) by nine points in Q1.
- _____ you _____ (receive) the final figures yet?

AUDIENCE QUESTIONS / PREGUNTAS DEL PÚBLICO

MOVE	LANGUAGE
Acknowledge	That's an important question.
Clarify	Are you asking about implementation cost or total cost?
Answer	Based on the pilot, implementation would take four weeks.
Limit honestly	We do not have enough data to answer that yet.
Commit	I'll verify the figure and send it after the meeting.

CHAPTER 03 | MODEL

Model: a three-minute project update

Modelo: actualización de proyecto de tres minutos

FICTIONAL CASE / CASO FICTICIO

Good afternoon. Today I'd like to update you on the HelpDesk pilot. I'll cover the original problem, the first-month results and our recommendation.

First, the problem. In January, the average response time was 18 hours, and 14% of requests were transferred twice. We therefore tested a single-triage system with the evening team.

Let's turn to the results. During the four-week pilot, response time fell from 18 hours to 11, while repeat transfers dropped to 8%. Satisfaction rose by nine percentage points. The team has also identified two issues: weekend coverage and training for complex cases.

The key point is that the process is faster without a decline in quality. I recommend a six-week pilot with the morning team, plus two training sessions. If approved today, we can begin on 3 June.

To sum up, the pilot delivered quicker responses, fewer transfers and higher satisfaction. I'm happy to take questions.

APOYO EN ESPAÑOL

Buenas tardes. Hoy quiero presentar una actualización del piloto HelpDesk. Trataré el problema original, los resultados del primer mes y nuestra recomendación.

Primero, el problema. En enero, el tiempo medio de respuesta era de 18 horas y el 14% de las solicitudes se transfería dos veces. Por eso probamos un sistema único de clasificación con el equipo nocturno.

Pasemos a los resultados. Durante el piloto de cuatro semanas, el tiempo bajó de 18 a 11 horas y las transferencias repetidas al 8%. La satisfacción subió nueve puntos. El equipo también identificó dos problemas: cobertura de fin de semana y capacitación para casos complejos.

El punto clave es que el proceso es más rápido sin perder calidad. Recomiendo un piloto de seis semanas con el equipo matutino y dos capacitaciones. Si se aprueba hoy, podemos empezar el 3 de junio.

En resumen, el piloto logró respuestas más rápidas, menos transferencias y mayor satisfacción. Con gusto responderé preguntas.

ACTIVITY 4: MAP THE PRESENTATION

ACTIVIDAD 4: TRAZA LA PRESENTACIÓN

Find and label: purpose, overview, transition, three results, limitation, key point, recommendation, condition and summary.

Busca y marca: propósito, esquema, transición, tres resultados, limitación, punto clave, recomendación, condición y resumen.

CHAPTER 03 | PRODUCE

Presentation planner

Planificador de presentación

YOUR BRIEF / TU ENCARGO

Prepare a 3-5 minute update about a real or fictional project. Your audience has limited time and needs one clear recommendation.

Prepara una actualización de 3-5 minutos sobre un proyecto real o ficticio. Tu público tiene poco tiempo y necesita una recomendación clara.

PART	PLANNING NOTES / NOTAS
Audience and purpose / Público y propósito	
Opening and three-part overview / Apertura y esquema	
Problem or context / Problema o contexto	
Evidence: 2-3 useful figures / Evidencia	
Meaning: why the figures matter / Significado	
Risk or limitation / Riesgo o limitación	
Recommendation and next action / Recomendación	
Likely question + answer / Pregunta probable	

Speaker notes / Notas del orador

DELIVERY CHECK / CONTROL DE PRESENTACIÓN

- ☐ I make eye contact. ☐ I pause after key points. ☐ I explain visuals instead of reading them. ☐ I use signposts.
☐ I finish with a specific action. ☐ I answer honestly when data is limited.
☐ Miro al público. ☐ Pauso después de ideas clave. ☐ Explico los recursos visuales. ☐ Uso señalización. ☐ Termino con una acción. ☐ Soy honesto cuando faltan datos.



I had one idea. Then 'however' arrived and gave it adult supervision.

CHAPTER 04

Conjunctions: Connect Your Ideas

Conjunciones: conecta tus ideas

Conjunctions show the relationship between ideas. They help readers see whether you are adding, contrasting, explaining a cause, setting a condition or offering an alternative.

APOYO EN ESPAÑOL
Las conjunciones muestran la relación entre ideas. Ayudan a ver si añades, contrastas, explicas una causa, estableces una condición u ofreces una alternativa.

YOU WILL LEARN	APRENDERÁS
1. choose conjunctions by meaning, not decoration	elegir conjunciones por significado, no por decoración
2. control punctuation in compound and complex sentences	controlar la puntuación en oraciones compuestas y complejas
3. write a coherent business update	escribir una actualización empresarial coherente

CHAPTER 04 | B1

Three families of conjunctions

Tres familias de conjunciones

FAMILY	WORDS	JOB	EXAMPLE	ESPAÑOL
coordinating	and, but, or, so, yet	join equal words, phrases or clauses	The tool is fast, but it is expensive.	y, pero, o, así que, sin embargo
subordinating	because, although, if, when, while, unless	make one idea dependent on another	Although it is expensive, it may save time.	porque, aunque, si, cuando, mientras, a menos que
correlative	both...and; either...or; neither...nor; not only...but also	link balanced pairs	We need both speed and accuracy.	tanto...como; o...o; ni...ni; no solo...sino también

MEANING FIRST / PRIMERO EL SIGNIFICADO

RELATIONSHIP	COMMON CHOICES	EXAMPLE
addition	and, both...and, not only...but also	The change saves time and reduces errors.
contrast	but, yet, although, whereas, while	The licence is costly, whereas training is inexpensive.
cause	because, since, as	We postponed the launch because testing was incomplete.
result	so	Testing was incomplete, so we postponed the launch.
condition	if, unless, provided that	We can launch if the final test passes.
choice	or, either...or	We can extend the pilot or pause the project.
time	when, before, after, while, until	Notify the team before the system goes offline.

ACTIVITY 1: NAME THE RELATIONSHIP

ACTIVIDAD 1: NOMBRA LA RELACIÓN

For each sentence, write addition, contrast, cause, result, condition, choice or time.

En cada oración, escribe adición, contraste, causa, resultado, condición, alternativa o tiempo.

1. We can approve it if Finance confirms the total.
2. The pilot was small, but the results were consistent.
3. Because demand increased, we added a second shift.
4. Call the supplier before you update the client.
5. Either we reduce scope or we move the deadline.

CHAPTER 04 | B1-B2

Cause, contrast and condition

Causa, contraste y condición

PATTERN	FOLLOWED BY	EXAMPLE	CLAVE EN ESPAÑOL
because	subject + verb	We delayed because the test failed.	porque + oración
because of	noun / -ing form	We delayed because of a failed test.	debido a + sustantivo
although / even though	subject + verb	Although the test passed, we found a minor issue.	aunque + oración
despite / in spite of	noun / -ing form	Despite passing the test, we found a minor issue.	a pesar de + sustantivo
if	a condition that may happen	If demand rises, we will add capacity.	si
unless	if not	We will launch unless a critical issue appears.	a menos que
provided that	only if this condition is met	We can proceed provided that Legal approves.	siempre que

PUNCTUATION / PUNTUACIÓN

STRUCTURE	RULE	EXAMPLE
two independent clauses	Use a comma before and, but, or, so or yet.	Costs increased, but revenue remained stable.
dependent clause first	Use a comma after the dependent clause.	Although costs increased, revenue remained stable.
dependent clause second	Usually no comma when the clause is essential.	Revenue remained stable although costs increased.
correlative pair	Keep the grammar parallel.	The plan will both reduce delays and improve quality.

PARALLEL STRUCTURE / ESTRUCTURA PARALELA

After a paired conjunction, match the grammar: 'either reduce the scope or extend the deadline' - not 'either reducing the scope or the deadline will be extended.'

Después de una conjunción correlativa, mantén la misma estructura gramatical.

CHAPTER 04 | PRACTISE

Conjunction clinic

Clínica de conjunciones

ACTIVITY 2: CHOOSE THE CONNECTOR**ACTIVIDAD 2: ELIGE EL CONECTOR**

Choose the option that expresses the intended relationship.

Elige la opción que expresa la relación indicada.

1. We extended the pilot because / although the sample was too small. (cause)
2. The supplier is reliable, but / so its prices are high. (contrast)
3. You can access the folder if / unless your manager grants permission. (condition)
4. We need either / both a lower price or / and a longer warranty. (choice)
5. Despite / Although the delay, the client remained supportive. (contrast + noun)

ACTIVITY 3: REPAIR THE SENTENCE**ACTIVIDAD 3: REPARA LA ORACIÓN**

Correct the connector, punctuation or parallel structure.

Corrige el conector, la puntuación o la estructura paralela.

1. Because of the supplier was late, we changed the schedule.
2. Although the first test failed but the second passed.
3. We will either hire a contractor or the deadline must move.
4. If the client will approve today, we will start Monday.
5. The update is short, so however it answers the key questions.

ACTIVITY 4: COMBINE WITH PURPOSE**ACTIVIDAD 4: COMBINA CON PROPÓSITO**

Combine each pair in two different ways. Notice how the emphasis changes.

Combina cada par de dos maneras. Observa cómo cambia el énfasis.

A. The software is inexpensive. It requires extensive training.

B. We can improve service. We need accurate customer feedback.

C. The team completed the project. The budget was reduced.

CHAPTER 04 | PRODUCE

Writing practice: a connected business update

Práctica escrita: actualización conectada

SCENARIO / ESCENARIO

A fictional office relocation is two weeks behind schedule. Furniture has arrived, but network installation is incomplete because a component is delayed. Staff can work remotely; however, the customer service desk needs secure office access. The supplier can deliver on 18 August if customs clearance is completed.

Una mudanza de oficina ficticia lleva dos semanas de retraso. Los muebles llegaron, pero la red está incompleta porque falta un componente. El personal puede trabajar a distancia; sin embargo, atención al cliente necesita acceso seguro. El proveedor puede entregar el 18 de agosto si termina el despacho aduanero.

TASK: WRITE A 130-160 WORD UPDATE

TAREA: ESCRIBE UNA ACTUALIZACIÓN DE 130-160 PALABRAS

Explain the situation, cause, contrast, condition and next action. Use at least six different conjunctions. Underline them after writing.

Explica la situación, causa, contraste, condición y próxima acción. Usa al menos seis conjunciones diferentes y subráyalas.

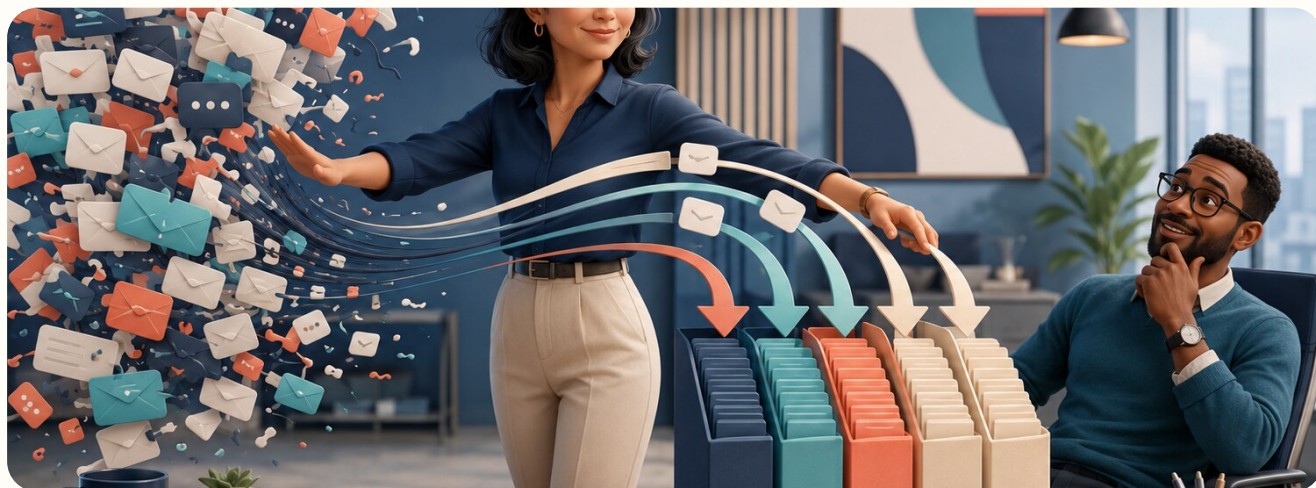
Audience / Público: _____

Purpose / Propósito: _____

CHECK THE CONNECTIONS / REVISAR LAS CONEXIONES

☐ Each connector expresses the intended relationship. ☐ I did not repeat 'and' or 'but' unnecessarily. ☐ Commas are accurate. ☐ Paired structures are parallel. ☐ The final action is explicit.

☐ Cada conector expresa la relación correcta. ☐ Evité repeticiones. ☐ Las comas son correctas. ☐ Las estructuras son paralelas. ☐ La acción final es explícita.



'Furthermore' entered the email. Suddenly the deadline sounded legally binding.

CHAPTER 05

Transitions: Organise the Message

Transiciones: organiza el mensaje

Transition words act like signs in a building. They tell the reader where the message is going and how one section relates to the next. Use them to create structure, not to make ordinary sentences wear a tie.

APOYO EN ESPAÑOL

Las palabras de transición funcionan como señales en un edificio. Indican hacia dónde va el mensaje y cómo se relaciona una sección con la siguiente. Úsalas para crear estructura, no para complicar frases normales.

YOU WILL LEARN	APRENDERÁS
1. select transitions for sequence, contrast, result and summary	elegir transiciones de secuencia, contraste, resultado y resumen
2. punctuate sentence connectors accurately	puntuar conectores oracionales con precisión
3. organise a clear progress report	organizar un informe de progreso claro

CHAPTER 05 | B1-B2

A practical transition bank

Banco práctico de transiciones

PURPOSE	NEUTRAL / COMMON	MORE FORMAL	MINI EXAMPLE	ESPAÑOL
sequence	first, next, then, finally	initially, subsequently	First, we reviewed the data.	primero, luego, finalmente
addition	also, in addition	furthermore, moreover	In addition, the change saves time.	además
contrast	however, on the other hand	nevertheless, by contrast	However, the licence is costly.	sin embargo, por otro lado
cause / reason	because of this	owing to this	Because of this, we paused testing.	por este motivo
result	so, as a result	consequently, therefore	As a result, errors fell.	como resultado, por lo tanto
example	for example	for instance, to illustrate	For example, wait time fell in Region A.	por ejemplo
emphasis	in fact, especially	notably, above all	Notably, retention improved.	de hecho, en particular
comparison	similarly, likewise	in the same way	Similarly, the second team improved.	del mismo modo
summary	overall, in short	in summary, to conclude	Overall, the pilot met its goals.	en general, en resumen

REGISTER / REGISTRO

'Also' is natural in most emails. 'Furthermore' and 'moreover' suit formal reports and arguments, but can sound heavy in a two-line message. Choose the smallest connector that makes the relationship clear.

'Also' es natural en la mayoría de los correos. 'Furthermore' y 'moreover' funcionan en informes formales, pero pueden sonar pesados en un mensaje breve. Elige el conector más sencillo que aclare la relación.

ACTIVITY 1: CHOOSE BY PURPOSE

ACTIVIDAD 1: ELIGE SEGÚN EL PROPÓSITO

Add one suitable transition to each gap. Write the purpose in brackets.

Añade una transición adecuada y escribe su propósito entre paréntesis.

1. The new form is shorter. _____, it is easier to translate.
2. Costs increased. _____, the project remains within budget.
3. _____, we interviewed users. _____, we tested two versions.
4. Three teams improved. _____, Team C reduced errors by 22%.
5. _____, the evidence supports a wider pilot.

CHAPTER 05 | GRAMMAR

Punctuation and position

Puntuación y posición

CONNECTOR TYPE	PATTERN	EXAMPLE
sentence connector	Sentence. However, sentence.	The tool is useful. However, it requires training.
sentence connector after semicolon	Sentence; however, sentence.	The tool is useful; however, it requires training.
coordinating conjunction	Sentence, but sentence.	The tool is useful, but it requires training.
subordinating conjunction	Although sentence, sentence.	Although the tool is useful, it requires training.
mid-sentence comment	Subject, however, verb... (less common)	The tool, however, requires training.

DO NOT GLUE TWO SENTENCES WITH A COMMA

Incorrect: 'The pilot worked, however we need more data.' Correct: 'The pilot worked. However, we need more data.' Or: 'The pilot worked; however, we need more data.'

No unas dos oraciones independientes solo con una coma. Usa punto o punto y coma antes de 'however'.

PARAGRAPH FLOW / FLUJO DEL PÁRRAFO

MOVE	QUESTION	USEFUL OPENING
topic	What is this paragraph about?	The pilot produced three important results.
evidence	What happened?	First,... / For example,...
interpretation	What does it mean?	This suggests that...
contrast or limit	What should the reader not overclaim?	However,... / Nevertheless,...
implication	What should happen next?	Therefore,... / As a result,...

ACTIVITY 2: FIX THE PUNCTUATION

ACTIVIDAD 2: CORRIGE LA PUNTUACIÓN

Rewrite the sentences correctly.
Reescribe las oraciones correctamente.

- Demand fell, therefore we reduced production.
- The tool is simple, however the setup is slow.
- Although the price is high. The warranty is excellent.
- We reviewed the data as a result, we changed the recommendation.

CHAPTER 05 | PRACTISE

From notes to a coherent report

De notas a un informe coherente

RAW NOTES / NOTAS SIN ORGANIZAR

Fictional GreenRoute pilot: 12 delivery vans; four weeks; fuel use down 9%; late deliveries unchanged; drivers needed two days of training; route software failed twice; no safety incidents; recommendation: extend for eight weeks with technical support.

Piloto ficticio GreenRoute: 12 camionetas; cuatro semanas; combustible -9%; retrasos sin cambio; dos días de capacitación; dos fallos del software; ningún incidente de seguridad; recomendación: ampliar ocho semanas con soporte técnico.

ACTIVITY 3: PUT THE REPORT IN ORDER

ACTIVIDAD 3: ORDENA EL INFORME

Number the sentences 1-6. Then add a transition where a blank appears.

Numera las oraciones 1-6 y añade una transición en cada espacio.

- ☐ _____, the pilot should continue for eight weeks with dedicated technical support.
- ☐ The four-week GreenRoute pilot tested route software in 12 delivery vans.
- ☐ Fuel use fell by 9%, while the rate of late deliveries remained unchanged.
- ☐ _____, the software failed twice and drivers required two days of training.
- ☐ No safety incidents were reported.
- ☐ _____, the results show an efficiency benefit, but the technical risk requires attention.

ACTIVITY 4: EDIT THE CONNECTOR OVERLOAD

ACTIVIDAD 4: EDITA EL EXCESO DE CONECTORES

Make the paragraph natural. Delete unnecessary connectors and replace any connector with the wrong meaning. Haz que el párrafo suene natural. Elimina conectores innecesarios y corrige los que expresan una relación equivocada.

Firstly, the team completed the migration. Furthermore, the system is now stable. Moreover, two users reported login problems. Therefore, the help desk resolved both cases in ten minutes. In conclusion, however, we recommend monitoring access for one more week.

CHAPTER 05 | PRODUCE

Writing practice: progress report

Práctica escrita: informe de progreso

TASK: WRITE A 180-220 WORD PROGRESS REPORT

TAREA: ESCRIBE UN INFORME DE 180-220 PALABRAS

Use the GreenRoute notes or a project you know. Include context, completed work, results, one problem, next steps and a recommendation. Use headings and 5-7 purposeful transitions.

Usa las notas de GreenRoute o un proyecto conocido. Incluye contexto, trabajo completado, resultados, un problema, próximos pasos y una recomendación. Usa subtítulos y 5-7 transiciones con propósito.

Project / Proyecto: _____

Reporting period / Período:

REPORT CHECK / CONTROL DEL INFORME

- ☐ Headings make scanning easy. ☐ Facts and interpretation are distinct. ☐ Transitions show real relationships.
☐ Risks are specific. ☐ Next steps name an owner or condition. ☐ The tone is concise and neutral.
☐ Los subtítulos facilitan la lectura. ☐ Hechos e interpretación se distinguen. ☐ Las transiciones son lógicas. ☐ Los riesgos son específicos. ☐ Los próximos pasos indican responsable o condición. ☐ El tono es conciso y neutral.



Past perfect: because the problem had already happened before the meeting started.

CHAPTER 06

B2 Grammar for Real Situations

Gramática B2 para situaciones reales

At B2, grammar helps you manage time, cause, responsibility, uncertainty and hypothetical outcomes. The goal is not complexity for its own sake. It is the ability to express an accurate relationship between events and ideas.

APOYO EN ESPAÑOL

En B2, la gramática ayuda a gestionar tiempo, causa, responsabilidad, incertidumbre y resultados hipotéticos. La meta no es complicar, sino expresar relaciones precisas entre hechos e ideas.

YOU WILL LEARN	APRENDERÁS
1. choose tenses according to the time relationship	elegir tiempos según la relación temporal
2. use passive, conditional and reported structures	usar estructuras pasivas, condicionales y de estilo indirecto
3. soften claims and recommendations appropriately	matizar afirmaciones y recomendaciones

CHAPTER 06 | B1-B2

Time relationships: past, present and result

Relaciones temporales: pasado, presente y resultado

FORM	JOB	EXAMPLE	WHY THIS FORM?	ESPAÑOL
past simple	finished event	We signed the contract on 4 April.	The date is finished and stated.	evento terminado
present perfect	past result relevant now	We have signed the contract.	The current result matters.	resultado relevante ahora
present perfect continuous	duration or recent activity	We have been negotiating for six weeks.	Focus on the ongoing activity.	duración / actividad reciente
past perfect	event before another past event	The supplier had left before we called.	It establishes the earlier past.	pasado anterior a otro pasado

ACTIVE OR PASSIVE? / ¿ACTIVA O PASIVA?

VOICE	USE IT WHEN	EXAMPLE	CAUTION
active	the actor matters and responsibility should be clear	The quality team rejected the batch.	Usually clearer and shorter.
passive	the process/result matters, or the actor is unknown/obvious	The batch was rejected after inspection.	Do not hide responsibility when it matters.
passive + actor	both result and actor matter	The batch was rejected by the quality team.	Include 'by' only when useful.

ACTIVITY 1: CONTROL THE FOCUS

ACTIVIDAD 1: CONTROLA EL ENFOQUE

Rewrite in the passive only where it improves the focus. Keep responsibility visible where needed.
Reescribe en pasiva solo cuando mejore el enfoque. Mantén visible la responsabilidad cuando sea importante.

- Someone approved the expense yesterday.
- The security team found the data leak.
- The warehouse dispatches all orders within 24 hours.
- A software error deleted the draft.
- The committee will review the application next week.

CHAPTER 06 | B1-B2

Conditionals: consequence, possibility, imagination

Condicionales: consecuencia, posibilidad e imaginación

TYPE	FORM	USE	WORKPLACE EXAMPLE	ESPAÑOL
zero	if + present, present	general or automatic result	If a payment fails, the system sends an alert.	resultado general
first	if + present, will + verb	real future possibility	If Legal approves, we will launch Monday.	posibilidad futura real
second	if + past, would + verb	hypothetical present/future	If we had more staff, we would extend support hours.	situación hipotética
third	if + past perfect, would have + participle	alternative past / regret	If we had tested earlier, we would have found the fault.	pasado alternativo
mixed	if + past perfect, would + verb	past condition, present result	If we had trained everyone, we would be ready now.	condición pasada, resultado actual

NO 'WILL' AFTER IF IN A NORMAL FIRST CONDITIONAL

Say: 'If the client approves, we will start.' Not: 'If the client will approve, we will start.' 'Will' in an if-clause is possible for willingness, but that is a different meaning: 'If you will wait here, I will check.'

En el primer condicional normal, no uses 'will' después de 'if'. Se puede usar para expresar voluntad, pero es otro significado.

MODALS FOR DEDUCTION AND CAUTION / MODALES DE DEDUCCIÓN Y CAUTELA

CONFIDENCE	PRESENT	PAST	EXAMPLE
strong positive	must	must have + participle	The server must be offline. / It must have failed overnight.
possible	may / might / could	may/might/could have + participle	Demand might be seasonal. / It might have peaked early.
strong negative	can't	can't have + participle	That can't be the final figure. / They can't have approved it.

ACTIVITY 2: COMPLETE THE SCENARIOS**ACTIVIDAD 2: COMPLETA LOS ESCENARIOS**

Use a suitable conditional or modal of deduction.

Usa un condicional o modal de deducción adecuado.

1. If we _____ (automate) the simple cases, agents will have more time.
2. If I _____ (be) the project lead, I would reduce the scope.
3. If the backup had worked, we _____ (not lose) the file.
4. The lights are off; the office _____ be closed.
5. The figure is different in every report; it _____ be reliable.

CHAPTER 06 | B2

Relative clauses and reported speech

Oraciones relativas y estilo indirecto

RELATIVE FORM	USE	EXAMPLE	PUNCTUATION
who	people	The consultant who led the audit will present.	No commas when essential.
which / that	things	The tool that we tested is open source.	'That' is not used in a non-defining clause.
where	places or situations	This is the region where the pilot began.	No preposition needed before where.
whose	possession	We contacted the clients whose orders were delayed.	Followed by a noun.
non-defining	extra, non-essential detail	The pilot, which lasted six weeks, met its target.	Use commas.

DIRECT	REPORTED	COMMON CHANGE
Mina said, 'The budget is final.'	Mina said that the budget was final.	present → past
Kai said, 'I have sent the file.'	Kai said that he had sent the file.	present perfect → past perfect
The client said, 'We will decide tomorrow.'	The client said that they would decide the next day.	will → would; time changes
Ana asked, 'Can you revise it?'	Ana asked whether I could revise it.	question order becomes statement order
Omar said, 'Please wait.'	Omar asked us to wait.	ask + object + to-infinitive

ACTIVITY 3: REPORT THE UPDATE

ACTIVIDAD 3: INFORMA LA ACTUALIZACIÓN

Rewrite as reported speech. Keep the meaning and change time references where necessary.
Reescribe en estilo indirecto. Mantén el significado y cambia las referencias temporales cuando sea necesario.

1. 'We are testing the fix today,' the developer said.

2. 'I completed the review yesterday,' Fatima said.

3. 'Will you join the call?' the manager asked me.

4. 'Do not share this draft,' Legal told us.

5. 'The supplier may deliver next week,' Jo said.

CHAPTER 06 | PRODUCE

Writing practice: problem and recommendation

Práctica escrita: problema y recomendación

SOFTENING CLAIMS / MATIZAR AFIRMACIONES

TOO CERTAIN	MORE ACCURATE / TACTFUL
This will solve the problem.	This could reduce the problem.
The data proves the plan works.	The data suggests that the plan may work.
You need to change the process.	It may be worth reviewing the process.
Your estimate is wrong.	The estimate appears to use an earlier price.

SCENARIO / ESCENARIO

A fictional online retailer has received more delivery complaints. A new courier started eight weeks ago. Complaints have risen from 3.1% to 5.4%, but order volume also increased by 30%. Weekend delays are the main issue. The contract can be reviewed after 90 days.

Una tienda ficticia ha recibido más quejas de entrega. Un nuevo transportista empezó hace ocho semanas. Las quejas subieron del 3,1% al 5,4%, pero los pedidos también aumentaron un 30%. Los retrasos de fin de semana son el principal problema. El contrato puede revisarse tras 90 días.

ACCURACY CHECK / CONTROL DE PRECISIÓN

☐ Finished dates use past simple. ☐ Current results use present perfect where appropriate. ☐ Passives do not hide important responsibility. ☐ Conditions match reality. ☐ Claims match the strength of the evidence.
☐ Las fechas terminadas usan pasado simple. ☐ Los resultados actuales usan presente perfecto cuando corresponde. ☐ Las pasivas no ocultan responsabilidades. ☐ Los condicionales coinciden con la realidad. ☐ Las afirmaciones respetan la evidencia.

TAREA: ESCRIBE UNA RECOMENDACIÓN DE 200-240 PALABRAS

Explica la evidencia sin exagerar. Usa al menos una pasiva, un presente perfecto, un condicional, una relativa y dos afirmaciones matizadas. Recomienda una acción y una medida de éxito.



Per my last email... translated: I have attached it again with hope in my heart.

CHAPTER 07

Persuade, Propose and Negotiate

Persuade, propone y negocia

Persuasive business communication connects a real audience need with credible evidence and a workable action. It respects constraints, anticipates concerns and makes the next decision easy to understand.

APOYO EN ESPAÑOL
La comunicación empresarial persuasiva conecta una necesidad real del público con evidencia creíble y una acción viable. Respeta límites, anticipa inquietudes y facilita la siguiente decisión.

YOU WILL LEARN	APRENDERÁS
1. frame benefits without exaggeration	presentar beneficios sin exagerar
2. negotiate positions, interests and trade-offs	negociar posturas, intereses y concesiones
3. write and present a structured proposal	escribir y presentar una propuesta estructurada

CHAPTER 07 | B2

The persuasion architecture

La arquitectura de la persuasión

MOVE	QUESTION	USEFUL LANGUAGE	ESPAÑOL
context	What is happening?	Over the past quarter, response time has increased.	contexto
problem	Why does it matter?	This is affecting renewals and staff workload.	problema e impacto
proposal	What should change?	I propose a six-week triage pilot.	propuesta
evidence	Why believe it could work?	A small internal test reduced transfers by 18%.	evidencia
benefit	What value will it create?	This would free agents for complex cases.	beneficio
risk	What could go wrong?	The main risk is inconsistent categorisation.	riesgo
mitigation	How will we control it?	We can use a checklist and weekly quality review.	mitigación
ask	What decision or action is needed?	I am requesting approval for the pilot budget.	solicitud concreta

BENEFIT LANGUAGE / LENGUAJE DE BENEFICIOS

WEAK OR RISKY	CREDIBLE AND SPECIFIC
This amazing tool will transform everything.	The tool could reduce manual entry for two high-volume tasks.
Everyone will love the new schedule.	The schedule may improve coverage during the busiest two hours.
There is no risk.	The main risks are training time and inaccurate categories; both can be monitored.
It is obviously the best option.	It offers the lowest initial cost and the shortest implementation time.

ACTIVITY 1: TURN FEATURES INTO VALUE

ACTIVIDAD 1: CONVIERTE CARACTERÍSTICAS EN VALOR

Complete: feature → practical benefit → evidence or measure.

Completa: característica → beneficio práctico → evidencia o medida.

- Automatic reminders → _____ → measure: _____
- Shared dashboard → _____ → evidence: _____
- Flexible training sessions → _____ → measure: _____
- Searchable meeting minutes → _____ → evidence: _____

CHAPTER 07 | B2

Negotiation: positions, interests and options

Negociación: posturas, intereses y opciones

A position is what someone says they want: 'We need a 15% discount.' An interest is why they want it: 'Our total budget cannot increase.' Good negotiation explores interests because several options may satisfy the same need.

APOYO EN ESPAÑOL
Una postura es lo que alguien dice que quiere: 'Necesitamos un descuento del 15%'. Un interés es por qué lo quiere: 'Nuestro presupuesto total no puede aumentar'. Una buena negociación explora intereses porque varias opciones pueden satisfacer la misma necesidad.

MOVE	TACTFUL LANGUAGE	APOYO EN ESPAÑOL
Explore	Could you tell me what is driving that requirement?	¿Podrías explicar qué motiva ese requisito?
Clarify priority	Which matters more here: delivery time or total cost?	¿Qué importa más: el plazo o el costo total?
Signal flexibility	We may have some flexibility on timing.	Podríamos tener cierta flexibilidad en el plazo.
Make a conditional offer	If you can extend the contract, we could reduce the setup fee.	Si pueden ampliar el contrato, podríamos reducir la tarifa inicial.
Reject constructively	We could not agree to that price, but we could review the service level.	No podríamos aceptar ese precio, pero sí revisar el nivel de servicio.
Test agreement	Would that address your main concern?	¿Eso resolvería su principal inquietud?
Summarise	So we have agreed the price and timing, subject to legal review.	Hemos acordado precio y plazo, sujeto a revisión legal.

HEDGING AND EMPHASIS / MATIZ Y ÉNFASIS

PURPOSE	LANGUAGE	EXAMPLE
soften	may, might, could, appears to, tends to	This option may create additional work.
limit	in this pilot, based on current data, to some extent	Based on current data, demand appears stable.
emphasise	clearly, significantly, the key point is	The key point is the reduction in risk.
qualify	while, although, despite	While the price is higher, support is included.

ACTIVIDAD 2: IDENTIFICA EL INTERÉS

Para cada postura, escribe un interés posible y una pregunta para comprobarlo.

CHAPTER 07 | MODEL

Negotiation in action

Negociación en acción

FICTIONAL DIALOGUE / DIÁLOGO FICTICIO

Nora (buyer): Your annual price is within range, but we cannot approve the setup fee.

Eli (supplier): I understand the budget concern. Could you tell me whether the issue is the total first-year cost or the separate fee?

Nora: It is the total first-year cost. We have a fixed ceiling of \$48,000.

Eli: In that case, we could reduce the setup fee by half if the contract runs for two years. Alternatively, we could keep a one-year term and deliver the training online.

Nora: A two-year term is difficult, although online training may work. Could you include two live question sessions?

Eli: We could include one session at the current price, or two if the start date moves by one week.

Nora: That seems workable. To confirm: one-year contract, online training, two live sessions and a start date of 8 July, subject to legal review.

Eli: Correct. I'll send the revised proposal today.

APOYO EN ESPAÑOL

Nora (compradora): El precio anual está dentro del rango, pero no podemos aprobar la tarifa inicial.

Eli (proveedor): Entiendo la preocupación presupuestaria. ¿El problema es el costo total del primer año o la tarifa por separado?

Nora: El costo total. Tenemos un límite fijo de 48.000 dólares.

Eli: En ese caso, podríamos reducir la tarifa a la mitad si el contrato dura dos años. Otra opción es mantener un año y hacer la capacitación en línea.

Nora: Dos años es difícil, aunque la capacitación virtual podría funcionar. ¿Podrías incluir dos sesiones en vivo?

Eli: Podemos incluir una al precio actual o dos si trasladamos el inicio una semana.

Nora: Parece viable. Para confirmar: contrato de un año, capacitación virtual, dos sesiones y comienzo el 8 de julio, sujeto a revisión legal.

Eli: Correcto. Enviaré la propuesta revisada hoy.

ACTIVITY 3: TRACE THE TRADE-OFFS

ACTIVIDAD 3: SIGUE LAS CONCESIONES

Identify: Nora's position, her underlying interest, Eli's two first options, Nora's counteroffer, the final trade-off and the condition that remains.

Identifica la postura y el interés de Nora, las dos opciones de Eli, la contraoferta, la concesión final y la condición pendiente.

ROLE-PLAY: CHANGE THE VARIABLES**JUEGO DE ROL: CAMBIA LAS VARIABLES**

Repeat the negotiation with a different budget, start date and training need. Do not reveal every priority immediately. Ask before you offer.

Repite la negociación con otro presupuesto, fecha y necesidad de capacitación. No reveles todas las prioridades al principio. Pregunta antes de ofrecer.

My position, interests, limits and possible trades / Mi postura, intereses, límites y concesiones

CHAPTER 07 | MODEL

Model proposal: secure onboarding

Propuesta modelo: incorporación segura

FICTIONAL PROPOSAL / PROPUESTA FICTICIA

Subject: Proposal for a six-week secure-onboarding pilot

Context

New employees currently wait an average of 3.4 working days for system access. During the last quarter, 17 access requests were returned because information was incomplete.

Proposal

I propose a six-week pilot using one standard request form, a named approver in each department and a daily status dashboard. The pilot would include the Sales and Operations teams, representing approximately 30 new starters.

Expected value

A standard form could reduce incomplete requests, while named approvers may shorten waiting time. Success would mean an average access time below two working days, fewer than 5% returned requests and no security exceptions.

Risks and controls

The main risk is that urgent cases bypass the process. To manage this, Security would define one documented exception route and review it weekly.

Resources and decision

The pilot requires 12 hours of setup time and no new licence cost. I am requesting approval from IT and Security by 24 May so that the pilot can begin on 3 June.

APOYO EN ESPAÑOL

Asunto: Propuesta de piloto de incorporación segura de seis semanas

Contexto

Los empleados nuevos esperan un promedio de 3,4 días laborables para acceder a los sistemas. En el último trimestre, 17 solicitudes fueron devueltas por información incompleta.

Propuesta

Propongo un piloto de seis semanas con un formulario estándar, un aprobador por departamento y un panel diario de estado. Incluiría Ventas y Operaciones, unos 30 nuevos empleados.

Valor esperado

El formulario podría reducir solicitudes incompletas y los aprobadores podrían acortar la espera. El éxito sería un promedio menor de dos días, menos del 5% de devoluciones y ninguna excepción de seguridad.

Riesgos y controles

El riesgo principal es que los casos urgentes eviten el proceso. Seguridad definiría una ruta de excepción documentada y la revisaría semanalmente.

Recursos y decisión

El piloto requiere 12 horas de preparación y ninguna licencia nueva. Solicito aprobación de TI y Seguridad antes del 24 de mayo para comenzar el 3 de junio.

ACTIVITY 4: AUDIT THE PROPOSAL**ACTIVIDAD 4: AUDITA LA PROPUESTA**

Underline the problem, circle the ask, box three success measures and label one risk-control pair. Then write one stakeholder question the proposal does not yet answer.

Subraya el problema, encierra la solicitud, marca tres medidas de éxito e identifica un riesgo con su control. Después escribe una pregunta pendiente.

CHAPTER 07 | PLAN

Final project: design the proposal

Proyecto final: diseña la propuesta

CHOOSE ONE BRIEF / ELIGE UN ENCARGO

A) improve hybrid meeting quality; B) reduce customer wait time; C) create a safer onboarding process; D) improve an internal workflow you know. Use fictional or anonymised details if necessary.

A) mejorar reuniones híbridas; B) reducir la espera del cliente; C) crear una incorporación más segura; D) mejorar un proceso interno que conozcas. Usa datos ficticios o anónimos si es necesario.

PROPOSAL ELEMENT	PLANNING NOTES / NOTAS
Decision-maker and audience needs / Responsable y necesidades	
Current situation and evidence / Situación y evidencia	
Problem and business impact / Problema e impacto	
Proposed action and scope / Acción y alcance	
Expected benefit and measure / Beneficio y medida	
Main risk and mitigation / Riesgo y control	
Resources, owner and timing / Recursos, responsable y plazo	
Likely objection and response / Objeción y respuesta	
Specific approval or next step / Aprobación o próximo paso	

LANGUAGE TARGETS / OBJETIVOS LINGÜÍSTICOS

TARGET	MY SENTENCE
one present perfect result	
one first or second conditional	
one passive that focuses on process	
one contrast and one result transition	
two credible hedges	

CHAPTER 07 | WRITE

Final written proposal

Propuesta escrita final

WRITE 280-350 WORDS

ESCRIBE 280-350 PALABRAS

Use headings: Context, Proposal, Expected Value, Risks and Controls, Resources and Decision. Make the requested action easy to find.

Usa subtítulos: Contexto, Propuesta, Valor esperado, Riesgos y controles, Recursos y decisión. Haz que la acción solicitada sea fácil de encontrar.

Title / Título: _____

Draft - page 1 / Borrador - página 1

CHAPTER 07 | WRITE

Final written proposal - continued

Propuesta escrita final - continuación

Draft - page 2 / Borrador - página 2

REVISION PASS / REVISIÓN

1) Content: Is the evidence sufficient? 2) Structure: Can a busy reader scan it? 3) Language: Are tenses, connectors and tone accurate? 4) Decision: Is the ask specific? 5) Proof: Are figures, names and dates consistent?

1) Contenido: ¿La evidencia es suficiente? 2) Estructura: ¿Se puede leer rápidamente? 3) Lenguaje: ¿Son correctos los tiempos, conectores y tono? 4) Decisión: ¿La solicitud es específica? 5) Revisión: ¿Coinciden cifras, nombres y fechas?

CHAPTER 07 | PRESENT

Pitch, negotiate, reflect

Presenta, negocia, reflexiona

TASK A: DELIVER A 4-MINUTE PITCH**TAREA A: PRESENTA UNA PROPUESTA DE 4 MINUTOS**

Open with the problem, guide the audience through the evidence, state the recommendation, acknowledge one risk and finish with the decision you need.

Empieza con el problema, guía al público por la evidencia, presenta la recomendación, reconoce un riesgo y termina con la decisión que necesitas.

Opening, key evidence, recommendation, risk, ask / Apertura, evidencia, recomendación, riesgo, solicitud

TASK B: STAKEHOLDER QUESTIONS**TAREA B: PREGUNTAS DE INTERESADOS**

A partner asks three questions: one about cost, one about risk and one about implementation. Clarify before answering. If you do not know, state what you will verify.

Un compañero hace tres preguntas: sobre costo, riesgo e implementación. Aclara antes de responder. Si no sabes, indica qué verificarás.

CHAPTER 07 | ASSESS

Final project rubric

Rúbrica del proyecto final

CRITERION	4 - STRONG	3 - SECURE	2 - DEVELOPING	1 - BEGINNING
Purpose & audience	decision and value are precise	purpose is clear	purpose is general	purpose is unclear
Evidence & reasoning	specific, credible and interpreted	relevant and mostly explained	limited or partly explained	claims lack support
Structure & cohesion	easy to scan; links are purposeful	logical and mostly cohesive	some uneven order	hard to follow
Grammar & vocabulary	controlled B2 range	mostly accurate B1-B2	errors distract at times	errors block meaning
Tone & negotiation	tactful, responsive and realistic	professional and respectful	occasionally too direct/vague	tone harms the goal
Action & feasibility	ask, owner, measure and risk are clear	action is workable	some details are missing	next step is unclear

FINAL REFLECTION / REFLEXIÓN FINAL

The language I can now use confidently... / El lenguaje que ahora uso con confianza...

SELF-CHECK AND FACILITATOR GUIDE

Suggested Answer Key

Respuestas sugeridas

Closed activities have suggested answers. Open speaking and writing tasks allow multiple successful responses. Evaluate them for purpose, clarity, accuracy, evidence, tone and a workable next action.

APOYO EN ESPAÑOL

Las actividades cerradas tienen respuestas sugeridas. Las tareas abiertas admiten varias respuestas correctas. Evalúalas según propósito, claridad, precisión, evidencia, tono y un próximo paso viable.

CHAPTER 1

Activity 2: 1 works; 2 are preparing; 3 signed; 4 will send; 5 are; 6 British English can use 'are' when the members are emphasised, while 'is' views the team as a unit. American English normally prefers 'is.'

Activity 3 sample: 'Hi Ana, We need the April return figures to complete the service report for Friday's review. Could you send the regional totals and top three reasons by Wednesday at 2 p.m.? I will add the analysis and share the draft on Thursday. Thank you, Luis.'

Writing tasks: Check that the profile includes role, strengths/responsibilities and a goal. The request email should make purpose, exact need, deadline and next step explicit.

CHAPTER 2

Activity 1: 1-D reach consensus; 2-B take minutes; 3-E assign an action item; 4-A circulate the agenda; 5-C meet a deadline; 6-F chair the meeting.

Activity 2 possible rewrites: 'I see it differently.' 'Could I finish this point?' 'It may be worth considering another option.' 'Could you clarify what the delay affects?'

Activity 3: 1 choose a customer-support pilot; 2 a full launch carries more risk; 3 a six-week pilot; 4 it overlaps a holiday period and may distort the data; 5 confirm staffing by Wednesday.

Follow-up email: Look for a specific subject, concise decision, actions in owner/deadline format, unresolved point and professional close.

ANSWER KEY

Suggested answers - Chapters 3-5

Respuestas sugeridas - Capítulos 3-5

CHAPTER 3

Activity 2 samples: 1 Response time fell from 18 hours to 11. 2 Errors decreased slightly from 4.2% to 3.9%. 3 Satisfaction rose sharply by 12 percentage points, from 76% to 88%. 4 Costs remained stable at \$42,000 in both quarters.

Activity 3: 1 finished; 2 have presented; 3 has been monitoring; 4 rose; 5 Have...received.

Activity 4: Purpose = update on the pilot; overview = problem/results/recommendation; transition = 'Let's turn to...'; results = response time, transfers and satisfaction; limitation/issues = weekend coverage and training; key point = faster without lower quality; recommendation = six-week morning-team pilot plus training; condition = if approved today; summary = final sentence before questions.

CHAPTER 4

Activity 1: 1 condition; 2 contrast; 3 cause; 4 time; 5 choice.

Activity 2: 1 because; 2 but; 3 if; 4 either...or; 5 Despite.

Activity 3: 1 Because the supplier was late / Because of the supplier's delay, we changed the schedule. 2 Although the first test failed, the second passed. 3 We will either hire a contractor or extend the deadline. 4 If the client approves today, we will start Monday. 5 The update is short; however, it answers the key questions / The update is short, but it answers the key questions.

Activity 4 samples: A Although the software is inexpensive, it requires extensive training. / The software is inexpensive, but it requires extensive training. B We can improve service if we obtain accurate feedback. / Because we need accurate feedback, we should survey customers. C The team completed the project although the budget was reduced. / Despite the reduced budget, the team completed the project.

CHAPTER 5

Activity 1 possible: 1 In addition (addition); 2 However (contrast); 3 First / Next (sequence); 4 For example / Notably (example/emphasis); 5 Overall / In summary (summary).

Activity 2: 1 Demand fell; therefore, we reduced production. 2 The tool is simple; however, the setup is slow. 3 Although the price is high, the warranty is excellent. 4 We reviewed the data. As a result, we changed the recommendation.

Activity 3 order: context; results; training/technical limits; safety; interpretation; recommendation. A logical sequence is sentences 2, 3, 4, 5, 6, 1 in the printed order. Suitable connectors include However, Overall and Therefore.

Activity 4 sample: 'The team completed the migration, and the system is now stable. However, two users reported login problems. The help desk resolved both cases in ten minutes. We therefore recommend monitoring access for one more week.'

ANSWER KEY

Suggested answers - Chapters 6-7

Respuestas sugeridas - Capítulos 6-7

CHAPTER 6

Activity 1 possible: 1 The expense was approved yesterday (actor unknown; verify if responsibility matters). 2 Keep active because Security's responsibility matters. 3 All orders are dispatched within 24 hours (process focus). 4 Keep active because the error caused the loss. 5 The application will be reviewed next week (process focus).

Activity 2: 1 automate; 2 were; 3 would not have lost; 4 must / may (depending on evidence); 5 can't.

Activity 3: 1 The developer said that they were testing the fix that day. 2 Fatima said that she had completed the review the previous day. 3 The manager asked whether I would join the call. 4 Legal told us not to share that draft. 5 Jo said that the supplier might deliver the following week.

Recommendation task: A strong response recognises that complaint rate and order volume both rose, identifies weekend delays as the most specific signal, recommends a time-limited action or contract review, and defines a measure such as weekend on-time delivery or complaint rate.

CHAPTER 7

Activity 1 answers vary. Each benefit should name a useful outcome, not repeat the feature. Measures could include time saved, fewer missed tasks, faster decisions or attendance/completion rates.

Activity 2 possible interests: A Friday delivery may protect a customer promise or launch date; ask what happens if delivery moves. B the first-year budget may be fixed; ask whether timing or fee structure can change. C live training may ensure engagement or compliance; ask what evidence of learning is required.

Activity 3: Nora's position = no setup fee; interest = total first-year cost under \$48,000; Eli's first options = two-year term with half fee or one year with online training; Nora asks for two live sessions; final trade-off = two sessions for a one-week delay; remaining condition = legal review.

Activity 4: The proposal should reveal one clear problem, one approval request, three measures (time below two days, returns below 5%, no security exceptions) and the risk-control pair (bypassing the process / documented exception route plus weekly review). Open stakeholder questions may concern data ownership, employee feedback, implementation responsibility or what happens after the pilot.

OPEN TASKS / TAREAS ABIERTAS

Use the rubrics and checklists. Reward messages that are easy to act on, not messages that merely contain the most advanced words.

Usa las rúbricas y listas de control. Valora los mensajes que facilitan la acción, no los que simplemente contienen más palabras avanzadas.

REFERENCE | REFERENCIA

Reusable workplace language bank

Banco reutilizable de lenguaje laboral

PURPOSE	ENGLISH	ESPAÑOL
request	Could you please send... by...?	¿Podrías enviar... antes de...?
clarify	When you say..., do you mean...?	Cuando dices..., ¿te refieres a...?
give a view	From my perspective,...	Desde mi perspectiva,...
partly agree	I agree with the goal, although...	Estoy de acuerdo con la meta, aunque...
disagree tactfully	I see it differently. Could we also consider...?	Lo veo de otra manera. ¿Podríamos considerar...?
summarise	Let me check that I've understood...	Permíteme confirmar que entendí...
report a result	X rose by... from... to...	X aumentó en... de... a...
signal a limit	Based on current data, it appears that...	Según los datos actuales, parece que...
recommend	I recommend... because...	Recomiendo... porque...
make a conditional offer	If you can..., we could...	Si pueden..., podríamos...
state risk	The main risk is... We can manage it by...	El riesgo principal es... Podemos controlarlo mediante...
request a decision	I am requesting approval for... by...	Solicito aprobación para... antes de...

MY PERSONAL LANGUAGE BANK / MI BANCO PERSONAL

PHRASE I WANT TO USE	MY EXAMPLE	WHERE I CAN USE IT

YOU FINISHED / TERMINASTE

Your English does not need to sound like someone else's. It needs to make your purpose clear, respect the people involved and help the work move forward.

Tu inglés no tiene que sonar como el de otra persona. Debe expresar tu propósito con claridad, respetar a las personas y ayudar a que el trabajo avance.