

MODULE 3: Desarrollo de procesos de comunicación en inglés a nivel intermedio.

Podcasts

Type: **Vocabulary**

Topic: **Entertainment**

Level: **Intermediate**

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Podcasts are a great topic for English learners with an intermediate level to discuss. Participating in conversations about this topic will help them improve their English in a number of ways, for example, podcasts often cover a wide range of topics, which can help learners to expand their vocabulary, develop ideas and learn new words and phrases.

Conversation Questions



PODCAST

- What tips would you have for someone who wants to start their own podcast?
- Do you listen to podcasts?
- What challenges do people face when creating a podcast?
- What strategies would you use to promote a podcast?
- Do you think listening to podcasts is a good way to improve your English?

- What topics do you think are best suited for podcasting?
- When would you say is the best time to listen to podcasts?
- What are some of the most popular podcasts you know of?
- Do you prefer long or short podcasts?
- Do you think podcasts are becoming more popular than TV shows or films?

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Here are some engaging topics you can consider for a customer service speaking session:

Choose and develop 3 ideas of any of the following topics.



1. The Importance of Customer Service: Discuss how excellent customer service can drive business success, increase customer loyalty, and enhance brand reputation¹.
2. Effective Communication Skills: Highlight the importance of clear, empathetic, and active communication in resolving customer issues and creating positive experiences².
3. Handling Difficult Customers: Share strategies for managing challenging interactions with patience and professionalism².
4. Product Knowledge: Emphasize the need for in-depth knowledge of the products or services offered to provide accurate information and recommendations¹.
5. Reflective Listening: Teach the technique of reflective listening to ensure customers feel heard and understood².
6. Crisis Communication: Prepare your team to handle unexpected situations and communicate effectively during crises².
7. Customer Experience vs. Customer Service: Explain the difference between customer service (individual interactions) and customer experience (the overall journey with the brand)¹.
8. Leveraging Technology: Discuss how tools like CRM systems, chatbots, and social media can enhance customer service².
9. Cultural Sensitivity: Train your team to be aware of and respect cultural differences in customer interactions².
10. Feedback and Continuous Improvement: Encourage the collection and use of customer feedback to continuously improve service quality¹.

