

Fall 2010 Workforce Development Professional Skills Courses

Command Spanish®



Command Spanish® On-Line: Call 903-983-8288 for course schedule.

Command Spanish® Information Session

Wed., Aug 11, 6:30 p.m.

You are invited to a free information session to learn about Command Spanish® classes offered by Kilgore College. You'll meet the instructors, review the course materials, and get your questions answered. More importantly you will find out how these courses can assist you with your Spanish-speaking customers, all without cost or obligation. *For reservations or for more information, please call 903-983-8288.*

Spanish for Banking

6 weeks, 18 hours, \$150

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® course is intended for bank tellers, account representatives, receptionists, and banking officers who assist their Spanish-speaking customers and clients with routine transactions. Upon completion, participants will be able to use Spanish to: greet customers and clients; express and receive dollar amounts and dates; cash checks; assist with deposits and withdrawals; change currency; sell money orders, certified checks, and traveler's checks; verify identification; and obtain basic information. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20.

Registration deadline: Aug. 13, 2010.

Kilgore Campus:

KC127072.300 101Q Thurs., Aug. 26
6:30-9:30 p.m., AC

Spanish for Car Insurance Agents

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program prepares non-Spanish-speaking car insurance agents, and others involved in the car insurance claims process to use Spanish language skills to enhance their ability to work professionally with their Spanish-speaking clients. Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential applicants; discuss car insurance issues; explain types of coverage; collect information about drivers and their vehicles; determine the driver's qualifications; and assist the client in choosing the appropriate coverage. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug. 12, 2010.**

Henderson Campus:

KC127099.301 101Q Mon., Aug. 23
6:30-9:30 p.m.

Spanish for Dental Staff

8 weeks, 24 hours, \$175

(SPNL 1001 – Health Care Spanish)

This course is intended for dentists, dental assistants, dental hygienists, receptionists, office managers, oral surgeons, and surgical nurses. Upon completion, participants will be able to use Spanish to: register patients; obtain medical history; engage in office etiquette; explain routine procedures; give directions to patients during procedures; explain anesthesia, explain billing procedures; and instruct patients concerning medications. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20.

Registration deadline: Aug. 12, 2010.

Kilgore Campus:

KC127034.300 101Q Tues., Aug. 24
6:30-9:30 p.m., AC

Spanish for Mission Teams

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® course is intended for non-Spanish-speaking service, volunteer, and religious organizations traveling to Spanish-speaking countries to provide humanitarian assistance. Upon completion, participants will be able to use Spanish to: greet and compliment others; function in routine travel situations; provide basic medical, ophthalmologic, and dental services; assist in construction projects; dispense prescriptions; and give simple medication instructions. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Oct. 8, 2010.**

Kilgore Campus:

KC127065.302 101Q Tues., Oct. 19
6:30-9:30 p.m., AC

Spanish for Mortgage Loan Officers

6 weeks, 18 hours, \$150

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® course is intended for individuals who communicate with Spanish-speaking loan applicants. Upon completion, participants will be able to use Spanish to: greet customers and clients; discuss pre-approval issues; explain type of mortgage and terms of loan; collect information about property and the borrower's employment assets, and liabilities; handle refinancing; and assist the buyer during closing. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug. 13, 2010.**

Kilgore Campus:

KC127087.303 101Q Thurs., Aug. 26
6:30-9:30 p.m., AC

Spanish for Nursing

8 weeks, 24 hours, \$175

(SPNL 1002 – Medical Conversational Spanish)

This course is intended for practicing B.S.N.s, R.N.s, L.V.N.s/L.P.N.s, and C.N.A.s. who provide medical care and attention to Spanish-speaking patients in medical office settings and in hospitals. Upon completion, participants will be able to use Spanish to: obtain basic information and patient history; obtain vital signs; perform physical assessment; perform routine procedures; prepare patients for surgery or other procedures; administer medications and injections; feed and bathe patients; assist and interact with patient's family; honor patient's requests; assist in emergency situations; identify Hispanic cultural traits relating to medical care; reduce Hispanics' fear of hospital settings; and understand Hispanic health belief system. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug 12, 2010.**

*Henderson Campus:***KC127108.300 101Q** Wed., Aug. 25
6:30-9:30 p.m.**Spanish for the Physician's Office**

8 weeks, 24 hours, \$175

(SPNL 1001 – Health Care Spanish)

This Command Spanish® is designed for receptionists, office managers, support staff, nurses, lab technicians, and physicians. Upon successful completion, participants will be able to use Spanish to: engage in office etiquette and protocols; register a patient; explain payment options; obtain patient's history; determine patient's chief complaint; obtain vital signs; assess a patient's condition; explain diagnosis; explain treatment provided by the physician; explain workups and other procedures; give discharge information and follow-up instructions. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug 12, 2010.**

*Henderson Campus:***KC127109.301 101Q** Thurs., Aug. 26
6:30-9:30 p.m.**Spanish for Tax Preparers**

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program prepares non-Spanish-speaking tax accountants, and tax preparers to use Spanish language skills to enhance their ability to work professionally with their Spanish-speaking clients. Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential clients; discuss basic tax issues; explain types of deductions, expenses, and refunds; collect information about the client and his or her dependents; determine the client's tax bill; and assist the client with filing his or her federal taxes. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug. 12, 2010.**

*Kilgore Campus:***KC127098.304 101Q** Tues., Aug. 24
6:30-9:30 p.m., AC

Spanish for the Workplace

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® course is intended for non-Spanish supervisors in the workplace who would like to communicate with their Spanish-speaking employees. Upon completion, participants will be able to use Spanish to do some or all of the following: compliment employees; discuss employment issues including hiring and dismissal; discuss time and schedule issues; discuss work rules and regulations; respond to medical emergencies; and address safety issues. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit:

20. **Registration deadline: Oct. 7, 2010.**

Kilgore Campus:

KC127092.305 101Q Mon., Oct. 25

6:30-9:30 p.m., AC