

### Communication and Language Development

### ICD & Rosetta Stone Partnership

Michael Pack North American Partner



#### Communication and Language | Key Business and Career Skill Development

- Why is it important
- What are its benefits
- Survey results



tolerance friends empathy enjoyment influence awareness empowerment hy learn a nguage ght understanding adaptability advantages dd



### **Business Benefits**

BENEFITS OF INVESTING IN LANGUAGE TRAINING

- LESS RISK OF OSHA VIOLATIONS
- MORE HARMONIOUS WORKPLACE
- FASTER ASSIMILATION BY EMPLOYEES
- GIVES WORKFORCE TOOLS FOR SUCCESS
- LEADS TO HIGHER RETENTION RATES



### The Numbers

DPR - Language training contributed to a reduction of safety incidents, Provided a 140% ROI over instructor led classes. Managers noticed non native English speakers had improved confidence in their ability to speak English and perform job-tasks with English speaking coworkers

"Who we build is as important as what we build. Rosetta stone has been a successful tool that has enabled DPR employees to communicate and connect with people inside and outside our company." - -Liz Tershel, Program Administrator

Gilbane - 72% of managers predicted increased engagement with Spanish speaking contractors, 55% increase in pronunciation and 50% increase vocabulary and 30% increase in speaking skills

"Selecting Rosetta Stone was a natural extension of our Gilbane Cares philosophy. "



eaahnika ESPANOLy

РУССКИЙ ЯЗЫ

# BUT why is it important for the individual??



## What's right for you?

#### **OPTION #1**



Offer English as a second language classes outside of work on the employee's own time

INCONVENIENT & TIME CONSUMING

#### **OPTION #3**



Provide online training during business hours

CONVENIENT, PRACTICAL & INDIVIDUALIZED



### **Personal Benefits**

- Career Advancement
- Career Change
- Planning for Retirement
- Preparing to go back to college
- Accent reduction



WHAT WOULD IT MEAN TO YOUR COLLEAUGES IF LANGUAGE OPENED UP THESE OPPORTUNITIES AND BECAME MORE AVAILABLE?

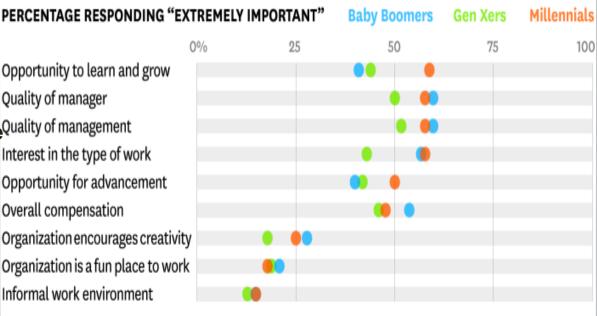


### The Numbers

- Career Advancement
  - Spanish-English bilinguals outperform English monolinguals
- Strengthen Decision Making Abilities
  - The Catherine Caldwell-Harris Study
- Being prepared to communicate<sup>Quality of management</sup>
   with the workforce of tomorrow Interest in the type of work
  - Millennials
  - Immigration Labor force growth

#### What Different Generations Look for When Applying for a Job

According to a survey of 1,700 U.S. workers.



SOURCE GALLUP

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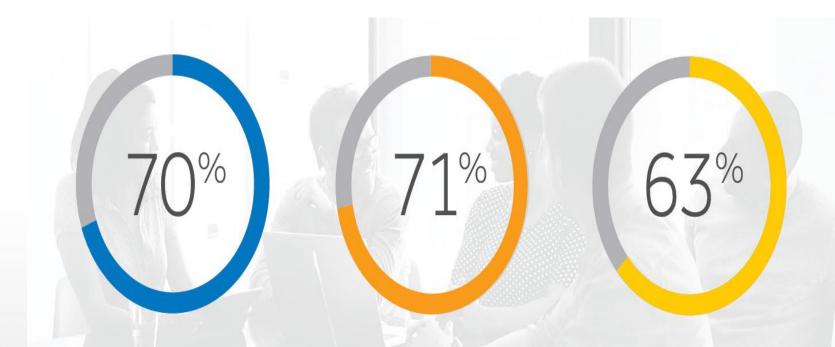
## **Online Benefits**

- Flexibility
- Opportunity to gain technical skills
- Assessment
- Personalized and Self Paced
- Comfort and Opportunity to Concentrate
- Track Personal Progress
- Support





### Professional Survey Results



made them more confident working with teams, partners, and vendors helped them perform better in their job

made them feel more engaged in their work

54% said that language development gave them skills that improved their prospects for career advancement

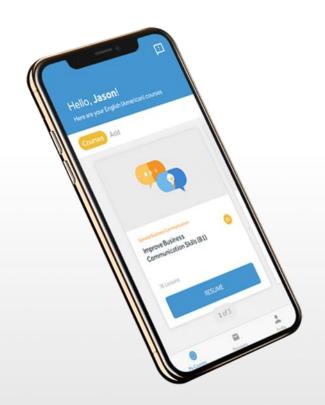


### **Rosetta Stone** | Building Foundations of Professional Success

- What is it
- How it works
- Blended Learning
- Goal-Driven Business Content
- Unlimited tutoring
- End-to-End Mobile



## Rosetta Stone | Catalyst



Catalyst offers learners a best-in-class **blended learning experience** powered by Rosetta Stone's **Dynamic Immersion**<sup>™</sup> engine

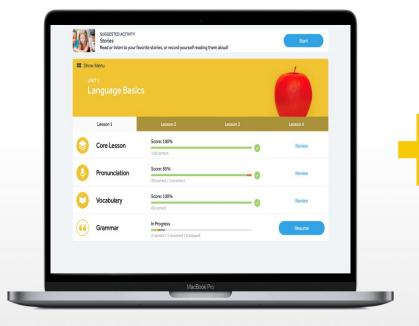
- Available Through Organizational Partnerships Only (ICD)
- Utilized to Help Individuals Learn or Improve Their Skills in Another Language (e.g. Spanish)

#### AND

 To Help Users Improve Their Business Communication (e.g. Writing Emails, Writing Resumes, Giving Presentations, Interviewing)



### Blended Learning



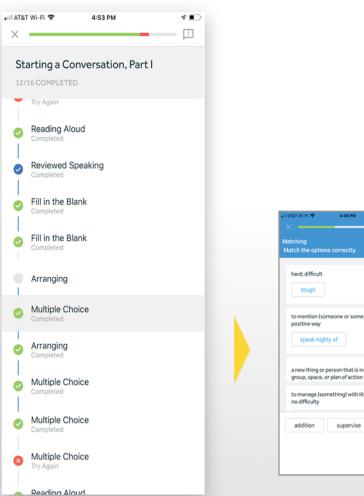


#### **Self-paced Digital Education**

#### **Virtual Human Interactions**



### Micro-Activities Bite sized learning





1 ♥ 4:48 PM ✓ ■⊃	++II AT&T WI-FI ♥ 4:52 PM ♥ •□ ×	+ II AT&T WI-FI ♥ 4-47 PM 4	• III ATAT WI-FI 🌩 4:49 PM 🕈 🗉
e options correctly.	Fill in the Blank Choose the correct answer for each blank. Use what you learned in the lesson.	Matching Match the options correctly.	Reading Aloud Read and listen, and then record yourself reading aloud.
lifficult	I work as a project manager for a large software	hard; difficult	Read Listen Speak
ugh ntion (someone or something) in a	company. I like my boss, but he can be really strong v at times. In order to v all projects v smoothly, he asks each member of the team to send him daily reports of what we've done. He rarely v highly of	to mention (someone or something) in a positive way	Hi, honey! I wish I could speak to you right now. I have some good news. I spoke to the guy that supervises the Paris project managers today. I
way chighly of		a new thing or person that is included in a group, space, or plan of action	thought it was going to be a tough conversation, but actually, it was pretty easy.
thing or person that is included in a space, or plan of action	anyone. However, last week he told me that I did a great job managing my last project and asked me to	to manage (something) with little or no difficulty	He was really friendly. He even knew who I was. When I told him I worked with Ana on the Amazonia project, he said, "You were the
nage (something) with little or liculty	a project that one of the new project managers has just started. I was surprised by his kind words!	to be considered briefly	project manager on that one, right?" He told me that Ana spoke very highly of me, which
tion supervise		tough keep running smoothly cross one's mind addition	made me feel confident enough to ask him about a job in Paris. When he asked me if I was
		speak highly of supervise	Stop recording



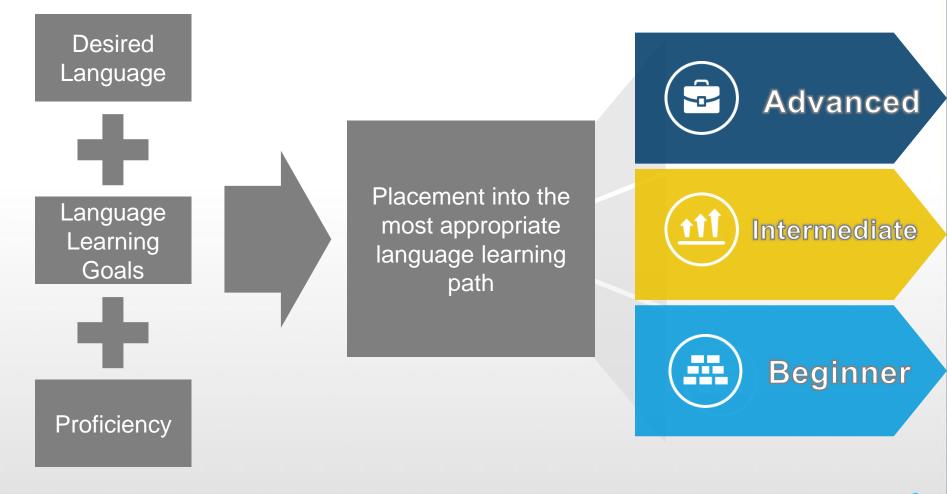
### Rosetta Stone | Pillars of Language Learning

- Reading
- Writing
- Listening
- Speaking





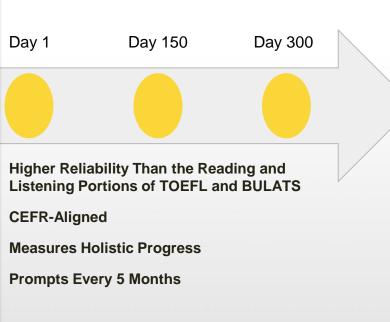
### How It Works – Personalized Learning





### Precise Assessment & Milestones

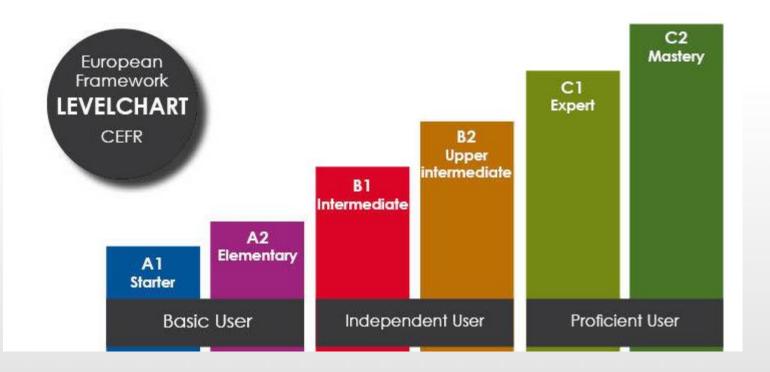






#### Rosetta Stone

- Follows the CERF Scale
  - Common European Framework for Reference Languages





### Foundations CEFR

E	Below A1	A1	A2	B1	B2	C1
Below A1	A1			A2		
I can read and spell basic introductory language.	I can understand familiar names, words and very simple sentences, for example on notices and posters. I can fill in forms with personal details, for example entering my name, nationality and address.		I can find specific, predictable information in simple everyday material. I can write short, simple notes and messages relating to matters in areas of immediate needs.			
Can pronounce the sounds of the alphabet.		and sentences to describe where ords and very basic phrases.	e I live and people I know.	background.	es and sentences to describe in sir nd high frequency vocabulary.	mple terms my family and



## Fluency Builder CEFR

Below A1	Α1	A2	B1		B2	C1
B1	B2			C1		
Make notes on routine matters, such as taking/placing orders.		nd the general meaning of a report even if the topic isn't le. imple report and begin to evaluate, advise, etc.		Deal with all routine requests for goods and services. Understand most reports that they are likely to come across.		
Follow a simple presentation/demonstration. Offer advice to clients within own job area on simple matters.		pinion, and present arguments to a prepared presentation on a familia		against	in an extended conversation on	



### Course Overview

UNIT1 Language Ba	sics			
Lesson 1	Lesson 2			Lesson 4
Core Lesson	Score: 100%		- 0	Review
Pronunciation	Score: 95% 20 correct / 1 incorrect		- 📀	Review
Vocabulary	Score: 100% 26 correct		- 0	Review
Grammar	In Progress 4 correct / 1 incorrect / 3 skipped	4	_	Resume

Teaches Through Context Setting And Problem Solving

Activities Build Off Of Core Lesson

Focuses on Pronunciation, Grammar And Other Skills

Menu Shows Activity, Score and Progress



## Foundations Unit Overview

### una $\odot$ un niño hombre mujer niña $\odot$

#### Rosetta Stone

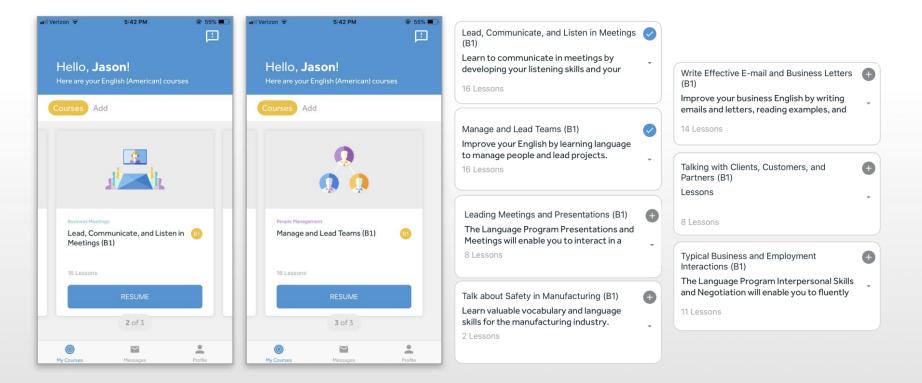
#### 20 Units

Learners Are Placed Into The Most Appropriate Unit

Able To Jump Forward Or Revisit Units As Needed

Topics Range From "Greetings" to "Business and Industry"

### Fluency Builder Goal-driven Courses





## Example Goal Topics

- Customer Service Skills
- Business Communication
- Understanding & Giving Presentations
- Arranging Travel & Hosting Visitors
- Leading & Participating in Meetings
- Phone Calls and Conference Calls
- Writing Emails & Letters
- Writing and Interpreting Reports
- Managing and Being Managed





## Example Industry's

- Administrative Professions
- Building & Construction
- Energy & Fuel
- Industry, Manufacturing and Logistics
- Human Resources
- Sales and Marketing





## Unlimited Tutoring

- 25 Minute Online Session
- Scheduled at Learners' Convenience 24/7
- Ability to practice one on one or in small groups of learners at the same level
- Practice speaking to gain conversational confidence
- Unlimited Access- learners can attend as many sessions as they like!

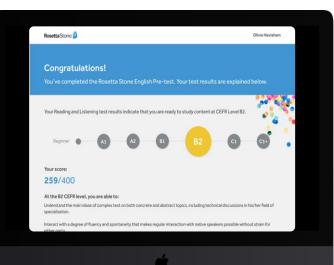




- 10k+ Sessions A Month
- Native Speakers
- Bachelors, 2-years Of Experience
- 80+ Hours Of Training
- Assessed Yearly



### End-to-End Traditional Computer to Mobile

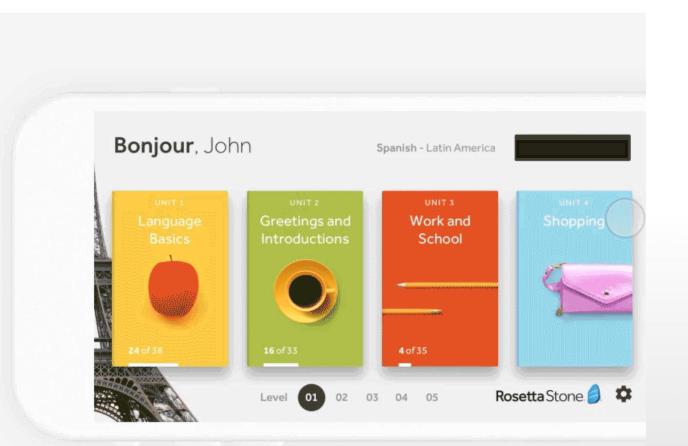






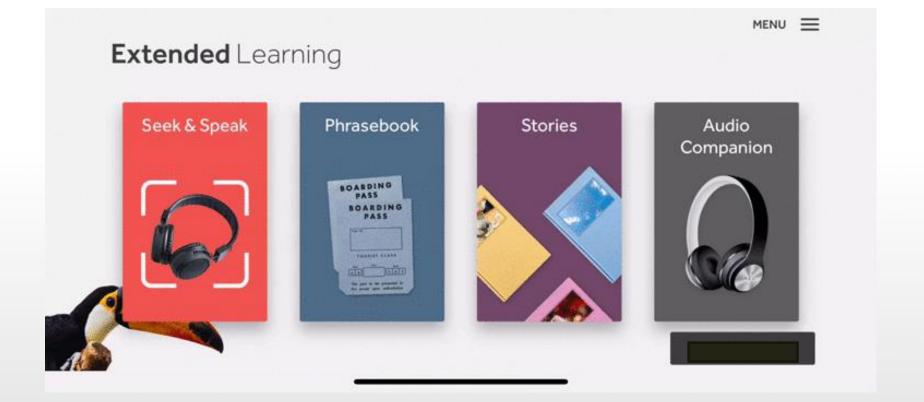


## Mobile Foundations



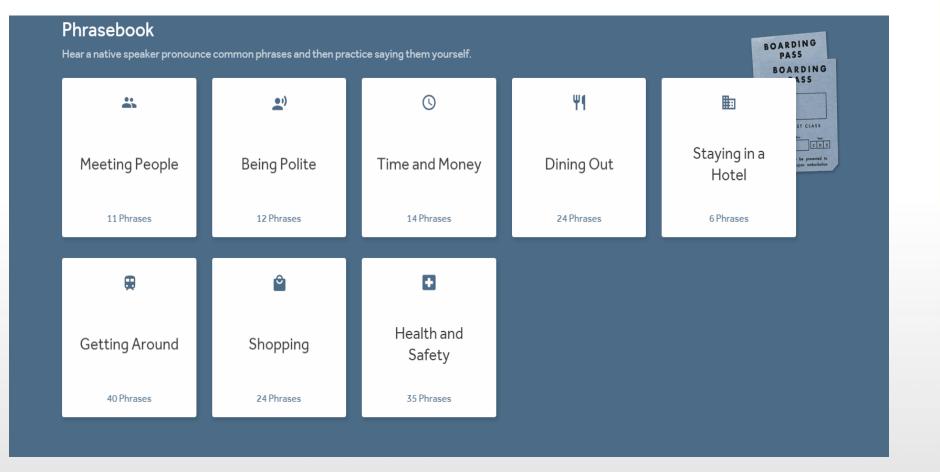


## Mobile Extended Learning



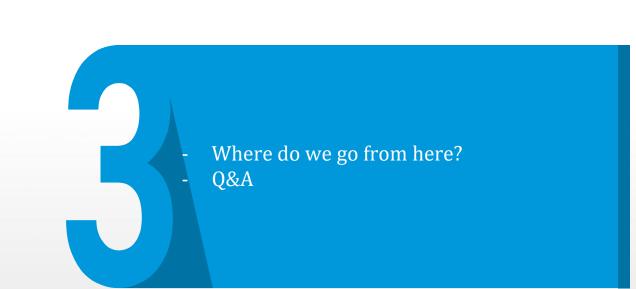


### Mobile Phrasebook





### What's Next?





### What's Next? | How to Implement

- Meet with me to learn more
- Promoting and Gathering
   Interest
- Standardized Ordering
   Process
  - Group or 1:1
  - License Procurement
     Form
  - Net-90
- Sharing and rewarding
   Success
  - Recognizing High Achievers



