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The Command Spanish® instructional system incorporates the following ten elements:

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| 1. Work-Specific Language | 6. Diagnostic and Screen Questions |
| 2. Non-Grammar Based Materials | 7. Controlled-Stress Classrooms |
| 3. Phonetic Encoding | 8. Maintenance Audio CDs |
| 4. Generic Spanish | 9. Multiple Instructional Modes |
| 5. One-Way Oral Communication | 10. Qualified Instructors |

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- 1. Work-Specific Language.** Unlike traditional Spanish classes that attempt to teach the whole language over an unspecified time period, Command Spanish® classes utilize techniques that teach specific occupational language in a limited time period. For example, police officers learn how to use Spanish to arrest criminals, not to order tacos in a restaurant.
 - 2. Non-Grammar Based Materials.** In order to facilitate and accelerate language learning, CS materials NEVER refer to grammar. It is the position of Command Spanish®, Inc. that the study of Spanish grammar in beginning classes only serves to restrict and/or impede learning.
 - 3. Phonetic Encoding.** Because Command Spanish® provides survival Spanish for beginners, we utilize a highly effective phonetic system to allow immediate control of Spanish pronunciation. Clients do not have to learn complicated sound system rules! (See “Sample Language Menus” on pages 17-18.)
 - 4. Generic Spanish.** Command Spanish® materials are translated by a team of highly educated native speakers who are multi-national. The team includes Mexicans, Puerto Ricans, Cubans, Colombians, and Hondurans. Before a training manual is sent to press, all Spanish in that manual must be approved by all translators, assuring that all the Spanish will be understood by all Spanish-speakers from any Spanish-speaking country.
 - 5. One-Way Communication.** Typically, Command Spanish® materials use one-way communication techniques. Students learn how to SAY things in Spanish. Instead of spending years studying Spanish for two-way communication, participants engage fully in their work after only a small amount of instruction. By using direct commands and simple statements, students can relay directions and information.
 - 6. Diagnostic and Screen Questions.** In addition to learning commands and statements for one-way oral communication, participants also learn two types of control questions, which are designed to control potential responses and render them comprehensible. The first type of control question requires a “yes” or “no” response. For example: “Are you Diabetic?” The second type of control question is called a “screen question.” It is constructed to screen out all language other than a plausible response. For example: “What is your name?” The only plausible response would include a name or names. Learning to use these types of questions allows participants to engage in information gathering without the years of studying required to have open dialogue.
 - 7. Controlled-Stress Classrooms.** Command Spanish® instructors are trained to promote low-stress language learning to optimize the student’s progress. Clients learn better and faster without pressure.
 - 8. Maintenance Audio CDs.** Command Spanish® language materials come with a complete set of maintenance CDs. These CDs provide ongoing and long-term maintenance of material learned during training. All Command Spanish® maintenance CDs are unconditionally guaranteed.
 - 9. Multiple Instructional Modes.** Command Spanish® instruction targets the senses. It is an enriched mixture of visual, auditory, and kinesthetic learning that engages and integrates all of the student’s learning channels. Instructional modes include: modeling, intensive drill, choral response, alpha-beta line, learning pairs, Total Physical Response, role-playing, simulations, and situation cards.
 - 10. Certified Instructors.** All Command Spanish® classes are taught by instructors who have either been certified by CS or selected and trained by certified providers of Command Spanish® materials.