# WELCOME TO BERLITZ

Helping the World Communicate





**Speak with Confidence** 

# THE WORLD OF LANGUAGES!

In 1878, Maximilian Berlitz founded his first Berlitz School of Languages in Rhode Island, USA. At that time, not even in his wildest dreams could he have predicted the revolutionary success that was to follow.

Today in over 70 countries and 550 centers the name Berlitz is internationally synonymous with high-quality language training. Berlitz has a tailored training program to suit everyone. Whether for adults or children, executives or travel enthusiasts, we provide top trainers, a motivating atmosphere, and modern content.

We hope you enjoy discovering Berlitz!

#### Centers worldwide

Main customer groups Berlitz focuses on the needs of three main customer groups: Corporate, Consumer, and Kids & Teens



**Countries worldwide** 

## $\bigcap$

**Berlitz Levels** The Berlitz Levels allow for a precise evaluation of anyone's oral and written language skills. The classification of Berlitz Levels is based on the standardized "Common European Framework of Reference for Languages".





Languages taught Berlitz instruction is available for English, Spanish, German, French, Japanese, Mandarin, Arabic - more than 50 languages spoken across the globe.

Years of experience Today Berlitz is a global leadership training and education company with a comprehensive portfolio which adds communications skills development, global leadership training and customized dynamic solutions for cultural competency, available via multiple delivery platforms.

## BERLITZ AND THE BERLITZ BENEFITS

- Unique Berlitz Method<sup>®</sup> for encouraging active speaking
- All courses taught by highly qualified native speakers
- Courses available in all living languages
- Tailor-made classes and seminars designed to meet every need

More than 135 years experience. More than 550 locations in over 70 countries. More than 300,000 satisfied customers around the globe every year. Numbers that speak for themselves, making Berlitz one of the leading providers worldwide for language training, intercultural training and business seminars.

That said, we always see the individual as pivotal. The individual's own progress in a language, his newly gained or increased understanding of other cultures, and of course the joy he feels while learning and using what he has learned.

So there are many things that make Berlitz your ideal partner in the field of training. One of the most important being: speaking itself! Based on the proven and continually developed **Berlitz Method**<sup>®</sup>, active speaking takes center stage – and ensures fast learning success in the chosen language in every one of our individual and group courses, all of which are **customized to the specific requirements** of the respective company. While achieving agreed goals within a specific time frame, our corporate clients enjoy working together with Berlitz for many reasons in addition to the Berlitz Method<sup>®</sup>. As well as our **professional Corporate Services**, all courses are taught by **first-rate language instructors** and include **innovative and trend-setting course materials** – with a clear orientation around the needs of companies and participants.

"The people at Berlitz speak many different languages. And one common one: the language of success."



Learning languages with Berlitz means benefiting from numerous advantages – with one clear goal: The best possible result in learning a language for every course participant.

## BERLITZ METHOD® AND BERLITZ INSTRUCTORS

- Focus on teaching speaking skills
- High authenticity through maximum practical relevance
- Application of the latest didactic research
- Absolute autonomy for the learner
- The right course for every learning type
- Both fast and effective learning
- Fun while learning leading to increased motivation

Always improving with Berlitz: this is the goal, as well as the challenge, that Berlitz strives to achieve with its range of different programs and course/instruction formats on offer. No matter which courses a company chooses, for the participants it is always about reaching the desired language level within a given time frame, and learning with as much enjoyment as possible.

In order to guarantee this continuous and goal oriented progress for every course participant – particularly for programs that build on one another – Berlitz continually enhances the fundamental concept of the proven **Berlitz Method**<sup>®</sup>. Both the systematic improvement of language skills and intercultural competence are essentially based on the principles of this method:

- Dialogue exclusively in the target language
- Suitable learning pace for all learning types
- Native speaker instructors
- Active participation of students through a high amount of speaking time
- Positively formulated corrections
- Context-based teaching of grammar

For more than a century, the guarantee for language success has been the Berlitz Method<sup>®</sup>. And through continuous development it always stays up to date. That is how its use around the world always results in true extra value, that benefits both companies and private clients alike.

Whether at a Berlitz center or at your company, Berlitz instructors deliver lessons using the Berlitz Method<sup>®</sup> and facilitate the achievement of your language

goals. In order to ensure this at all times, Berlitz instructors are exclusively native speakers, specially trained and experienced – making them an integral part of the promise of quality made to clients and course participants.

- Recruitment locally and abroad
- Intercultural know-how
- Predominantly with a business background
- Intensive training in the Berlitz Method®, Berlitz course materials, teaching methods and classroom management
- Guarantee of quality through continuous teaching evaluation

"Professional service, leaving us time for more important things? When we decided for Berlitz we really hit the jackpot.,

## BERLITZ LEARNING **CYCLE**

mastery.



The clear and exact documentation of the return on investment of training - That is the objective of Berlitz's Training Evaluation System. Within this process the regular assessment of the learning progress gives an overview of every participant's performance.

### THE BERLITZ LEVELS

#### The Berlitz Online Placement Test

evaluates your language competence and skills in English, Spanish, French, Italian, or German. Choosing the right course and suitable Berlitz Level – the Berlitz Placement Test delivers significant results within the shortest time and makes it easy for you to make a decision. Based on an oral test in your local Berlitz language center or a short multiple-choice test on the internet (available in English, French, German, Spanish and Italian) listening and reading comprehension, current vocabulary and grammar skills are assessed. Based on this a recommendation is made for the appropriate program, and a student is placed into the correct Berlitz Level. The Berlitz Levels allow for a precise evaluation of anyone's oral and written language skills. The classification of Berlitz Levels is based on the standardized "Common European Framework of Reference for Languages", but due to its more detailed breakdown allows for a more exact evaluation. Thus the range of language courses offered can be tailored better to each participant – to ensure that they achieve their individual learning goals.



You can understand and use familiar, everyday expressions and simple sentences. You can introduce yourself and ask other people simple questions about themselves. You are able to understand and communicate general, simple messages. You can cope with information that is expressed clearly, and hold simple conversations. You can understand the general essence of a conversation on familiar topics, both in social and business situations. You can initiate, maintain and end a conversation. You are able to understand information on familiar topics in the relevant context and to hold a conversation about general topics. You are able to make professional contacts, give your advice and make suggestions. You can hold conversations on a range of situations and topics. You can explain or describe things in context. You can ask and respond to questions in the workplace. You find it easy to give general instructions for work processes.



You can communicate competently and effortlessly in many professional and personal situations, and can find different ways of expressing the same thing. You can deal with a variety of topics in the appropriate manner. You can easily take part in conversations with several native speakers. You can express different You can communicate points of view and can defend your ideas in a discussion. You can understand native speakers' proverbs. You are able to master challenging situations or, for example, settle any differences of opinion.

efficiently and correctly in challenging activities and situations. You can effortlessly take part in all conversations in a social and professional environment. You are, for instance, able to give a professional presentation in a meeting or a sales presentation.

You can communicate efficiently with various audiences on a wide range of familiar and new topics and fulfill all language requirements whilst doing so.

Your language skills largely correspond to those of an educated native speaker.

#### The "Common European Framework of Reference for Language Learning, Teaching and Assessment" (CEF) divides all languages into

six levels of language competence in order to make language learning and testing more transparent and comparable. Berlitz will test your language level, free of charge, prior to every course. The ten Berlitz levels can then very easily be aligned with both the CEF levels and online score (for E-Learning).



## TOTAL IMMERSION®

The convenient and efficient way to schedule and master conversation.

#### Your Benefis of Berlitz Individual Instruction at a Glance:

- One-on-one learning: just you and your language trainer
- Possible in all living languages
- You determine the content and pace
- Very high student-totrainer speaking ratio
- Maximum results in the shortest time

### LEARNING A LANGUAGE IN THE SHORTEST TIME POSSIBLE

Berlitz Total Immersion<sup>®</sup> is an especially intensive and effective form of private tuition. This intense personalized program is one of the fastest and most certain way to master conversation.

#### Why?

Because in only two to three weeks you can learn to communicate in your new language in both social and business situations!

How does it work?

You will be speaking, listening and thinking in your new language all day long!

### AN OVERVIEW OF THE PROGRAM'S FEATURES:

- Maximum learning intensity with 12
  instructional units daily
- Individual training with a focus on oral expression and communication
- Double lesson with two instructors
  simultaneously in order to simulate group
  discussions
- Improved spoken competency through rapid question and answer exchanges
- Business lunch together with the instructor in an authentic environment
- Easiest schedule to make rapid advances without interruptions and stress

"Individual instruction in its most intensive form. This program is especially suitable for learners who want to see significant language improvement in a very limited time.,

# INDIVIDUAL INSTRUCTION

The fast track to your chosen language – Tailor-made and effective.



### JUST YOU AND YOUR LANGUAGE

Individual instruction is the most efficient way to master language skills. Your instructor focuses on your unique needs. Only private instruction allows you to speak during 50% of each class, developing your fluency and confidence.

Course content, learning speed and tuition schedules are set according to your level and goals. Your program can incorporate internal company materials such as brochures, correspondence etc.

The ideal course type for individuals with demanding lifestyles who, in spite of packed schedules, need to reach their language goals in the fastest time possible.

#### **YOUR ADVANTAGES:**

- Learning at your level
- Mutual setting of language goals, priorities and contents
- Unlimited attention of the language teacher
- Self-determination of the pace of learning
- Thinking and speaking in the new language without the need to translate

## CORPORATE GROUP INSTRUCTION

Efficient language training for employees.

Your Benefits of Berlitz Corporate Group Instruction at a Glance:

- High degree of customization through tailor-made course content, flexible scheduling, as well as additional parameters defined according to the requirements of the company
- Focus on what is important for the company: no external influences on learning pace or group dynamics
- Easy to plan, thanks to the swift achievement of pre-defined language goals
- Incorporation of specialized company terminology and creation of customized timetables
- Complete learning management

### INSTRUCTION ACCORDING TO YOUR RULES

Training groups of employees requires careful coordination and planning, so you will receive top-class consultation from the start.

In a joint needs analysis you indicate the levels and content your company requires and identify your probable participants. We will test participants` language skills and help organize harmonious groups.

Groups can come to our Berlitz Center or our language instructors can come directly to your company.

#### **AN OVERVIEW OF YOUR ADVANTAGES:**

- Tailor-made program that meets your guidelines regarding course content, time planning etc.
- Reasonably-priced and practical alternative to other forms of tuition
- Learning speed and dynamics of the group are not affected by external participants
- Company's jargon and technical terms are integrated into the program
- Our comprehensive range of services guarantee the efficient achievement of language goals
- Checks of learning progress through pedagogical reports and test procedures
- Participation verified through attendance reports

"Perfect service, proven success. It's great to be supported all the way to your goal."

## OPEN GROUP INSTRUCTION

Moving together towards your language goals.

#### Your Benefits of Berlitz Group Instruction at a Glance:

- Available for many languages
- Small groups with homogenous language levels
- Group dynamics that motivate
- Highest quality for affordable conditions



### LIVELY INSTRUCTION IN SMALL GROUPS

Learn English, French, Italian, Spanish, German or other desired languages in a pleasant atmosphere and enjoy all the advantages of the Berlitz Method<sup>®</sup> in the process.

Group courses take place once or twice a week at fixed hours in a Berlitz Center of your choice, or are offered as intensive "crash" weeks.

### **CHOOSE YOUR TUITION TYPE:**

#### Semi-private

- Two to three participants with similar prior knowledge of the language and similar goals learn a new language
- Intensive instruction and fast learning success
- Schedule fixed in advance

#### Intensive Group

- Small group of participants with similar language skills
- Motivating and entertaining instruction
- Schedule fixed in advance

### **Berlitz Class**

- A group of participants who would like to achieve their learning goals over a long term.
- Each individual participant benefits from the contributions of the other participants
- Schedule fixed in advance

## BERLITZ KIDS & TEENS

Experience the foreign language fun factor!

#### Your Benefits of Berlitz Kids & Teens Programs at a Glance:

- Pedagogically-proven approach for motivating, easy learning
- Age-appropriate topics and cutting-edge course materials
- Small groups taught by specially-trained native speakers
- Ideal preparation or supplement for language learning at school
- Improves job opportunities

At Berlitz we recognize that fun is the best tool for motivating children and adolescents. By integrating exciting role-plays, language games, and age-appropriate topics, all our language programs are designed to engage our students at every moment. Cramming vocabulary and grammar is off limits!

Kids and teens are divided into small groups based on their ages (usually 4-7, 8-11 and 12+) and their prior language knowledge. Our grouping strategy encourages dialog and creates a fun and casual atmosphere. Speedy learning success with Berlitz strengthens personalities, creates self-confidence, and opens up new possibilities – both in school and in future careers.

### OUR LANGUAGE PROGRAMS FOR KIDS AND TEENS AGES 4 TO 18:

#### Mimi & Me for Ages 4 to 7

The Mimi & Me English language program for young children and preschoolers is designed to make the most of this fascinating talent. With Mimi & Me, class time becomes playtime. Through playful language activities, songs, games and stories, children can learn English without inhibition. Learning new vocabulary and grammar is made fun and easy, and their language communication skills improve as they speak and interact in English.

### Berlitz Global Adventure for Ages 8 to 11

Our Berlitz Global Adventure English course for kids is full of language activities for children

- all designed to spark their imagination and curiosity. Amazing course materials developed by National Geographic Learning, in unique partnership with the National Geographic Society, covering topics from geography, science and nature, bring English vocabulary and grammar to life. Educational games and language learning activities help kids practice their English speaking and listening skills.

And now, with the Berlitz Global Adventure Community, learners from around the world can make new friends and have fun as they explore and learn.

#### Time Zones for Ages 12 to 18

The time is right to tap into the global teen experience. Presenting the wonderful world of English from an international perspective, teens can practice English in interactive language activities and workshops designed to improve listening and speaking proficiency. Language skills are fine-tuned across the board using teaching materials developed in unique partnership with National Geographic.

As a supplement to standard English education, this fun program ideally complements school learning by casting a spotlight on global pop culture while also sharpening critical thinking skills. As teens learn English, they discover more about the world around them and how to engage it, opening doors to exciting academic and professional opportunities both at home and abroad.



#### BERLITZ INTERNATIONAL CAMPS FOR AGES 10 TO 18

Berlitz International Camps are specially designed study abroad programs offered during school vacation periods throughout the year. At the camps, kids and teens from around the world learn and live together. The programs focus on experiential learning to broaden their horizons and encourage them to become global citizens.

Berlitz International Camps focus on "Learning by Speaking." At the camps, the students learn to use the foreign language naturally, correctly and intuitively. Our aim is for them to use the speaking skills that they already have by actively joining in the activities. This means that they practice how to choose the right verb tense, vocabulary and sentence structure to fit each situation.

Berlitz International Camps offer the perfect combination of communicative language learning and a variety of stimulating activities. Participants will:

- Expand and improve their foreign language skills
- Become familiar with communication, interviewing and presentation techniques
- Participate in stimulating, fun activities and workshops
- Experience the chance to make new friends from different countries
- · Become more aware of cultural differences
- Share fun activities with new friends from different backgrounds
- Be completely immersed in a foreign language environment that encourages speaking

# eBERLITZ

The new freedom in language learning: Learning languages online with Berlitz.

### CyberTeachers: A unique solution to your needs:

- Easy to use: platform is available from anywhere, 24/7
- Business oriented: courses are designed for over 200 job specializations and 20 business sectors
- Best-value offer: the program allows remarkable training budget savings while improving speed of learning
- Reliable: the software enjoys an outstanding user satisfaction of over 98%

Despite your busy work and personal schedule, would you like to learn a new language flexibly and regardless of your location? Do you require a training concept that is tailored precisely to your needs? eBerlitz makes all this possible without you having to leave your office, hotel or your home.

#### CYBERTEACHERS BY BERLITZ

is an award-winning online program for business language learning. The innovative platform generates lessons that are customized to your job, business sector and areas of interest. You are able to use the new language in your professional environment from the very first day. Programs are available in 3, 6 or 12 month subscriptions.

CyberTeachers is suitable for:

- Beginner/Elementary levels: those with very little or no knowledge of the new language.
- Intermediate levels: those lacking confidence when using the language
- Advanced levels: those wishing to master the language and maintain consistent practice

#### CyberTeachers

This award-winning, self-study program, designed for your business-language learning purpose uses an innovative platform which allows you to generate lessons customized to your job, business sector and areas of interest. With CyberTeachers you will use the new language in your professional environment from the very first day.

Languages offered: English, French, German, Italian and Spanish

#### CyberTeachers Coach

CyberTeachers Coach provides live, ongoing tutoring support for your e-learning program throughout the day. This innovative platform generates e-lessons that are customized to your job, key industry and areas of interest while also offering live language teachers, at designated times, to respond to your questions and to accompany you through your program. You are able to use the new language in your professional environment from the very first day. You will see progress and be highly motivated to continue on the learning path.

Languages offered: English, French, German, Italian and Spanish.

#### CyberTeachers Live

CyberTeachers Live is a tutor-assisted version of online program for business English learning. CyberTeachers Live provides you with unlimited access to a live tutor 5 days a week, 24 hours a day. At the click of a button, contact a Live Coach who will appear on your screen and answer your questions or in addition, you can take part in open conversations monitored by a teacher.

Languages offered: English

#### Your Benefits of Berlitz Virtual Classroom at a Glance:

- Time saving: no travel time. Participants can begin learning immediately
- Flexible: Learn before, during or after work. Lessons can take place at any time
- Cost saving: no travel costs. Homogeneous learning groups worldwide, making use of trans-national synergies
- Administration: standardized syllabi, tests and learning progress checks, consolidated invoicing and intelligent account management.
- One person can coordinate the training for all the company's employees worldwide
- Technology: Berlitz Virtual Classroom works with current off-theshelf technology



#### **BERLITZ VIRTUAL CLASSROOM**

Live instruction via the internet. Modern technology in conjunction with the proven Berlitz Method® ensures a flexible, uncomplicated and success-oriented learning experience. Conducted by native speaker instructors in real-time as individual or group instruction and 100% in the target language, Berlitz Virtual Classroom allows you to gain more language skills over the web - and offers full flexibility of location: Wherever the participants happen to be, they simply log in at the prearranged times to the website of Berlitz Virtual Classroom and work live with their language instructor. Interactive learning, combined with the atmosphere of a personal training and with content identical to that of face-to-face instruction: Berlitz Virtual Classroom offers participants all the options of Berlitz faceto-face courses in a center, but with the additional freedom of choice as to when and where to learn.

#### The Program:

- Free placement test and preparatory introductory session
- · Customized live instruction via the internet
- Lesson content identical to face-to-face instruction
- Supporting course materials in the target language
- Recording function: Lessons can be reviewed any time
- Defined timetables, progress checks and final tests for measurable success
- Continuous feedback and interim reports evaluating the current language level
- Can be offered as individual or group instruction

## BERLITZ STUDY ABROAD

Success on an international level.

Learn a language where it is spoken, with the opportunity to use and reinforce what you have learned straightaway in daily life. Berlitz Study Abroad makes this possible - and provides you with an intensive learning experience of the language in its cultural context with lasting success.

Students can attend language at camps in Europe or at our affiliated ELS Language Centers in the US.

#### LOCAL LEARNING MADE SIMPLE

Is there a better place for language training than the place where your desired language is spoken as the local language? Probably not. Berlitz can organize various programs of study abroad at our Berlitz locations around the world.

#### HIGHEST GLOBAL STANDARDS GUARANTEED

In order to ensure a high level of Berlitz quality globally, the programs and services offered worldwide are standardized and subject to strict tests.

Training content, sequences, evaluations, etc. all conform with worldwide standards. Only the course fees and the time schedules are specific to countries and will be discussed with you in detail in advance. We offer programs for teenagers, college students and adults.

You will divide your time between instruction and discovery tours. The main advantage with Berlitz Study Abroad lies in the individual design of your program: you can choose between half-day and full-day tuition, private or group training. You decide whether you prefer accommodation in a host family, a furnished apartment or a hotel.

#### AN EXAMPLE OF HOW WE SET STANDARDS

The Berlitz Centers worldwide permanently review and improve their programs. Continuous quality control through regular external inspections as well as the internal Berlitz quality control guarantee you a high standard. You can rest assured that your English course has a double seal of quality!



## BERLITZ PROFICIENCY TESTING

Fast and accurate assessment of language fluency.

#### Which Test for Which Occasion?

#### Test for high-level decisions:

Assessment of language skills in recruiting or as an independent test as part of the performance review of company employees. • BOPT

• BPI

### Test for mid-level decisions:

Language assessment with certification as proof of language skills for international seminars or for job applications. • BOPT

The decision on which test to use should depend on the purpose of the test in a given situation. In order to effectively test language competence and skills Berlitz offers different options: the **Berlitz Online Proficiency Test** (**BOPT**) and the **Berlitz Proficiency Interview** (**BPI**). These tests are used to evaluate participants' language skills – making it possible to effectively improve areas of weakness and to measure progress made, quickly and meaningfully.

The Berlitz Online Proficiency Test is simple to take and available in five languages. The test results are based on the Common European Framework of Reference for Languages (CEF) and are sent via email immediately upon test completion. Thus you have a way to test current language skills quickly, clearly and cost effectively – and as the test is based on worldwide standards it provides the ideal basis for comparison. And so the Berlitz Online Proficiency Test is the ideal tool for assessing employees and for focusing their continued language training.

#### THE BERLITZ ONLINE PROFICIENCY TEST

- Standardized online language test for English, Spanish, French, Italian, German
- User interface in English, Spanish, French, German, Italian and Dutch
- Tests listening and reading comprehension
- Tests grammar skills and vocabulary
- Test results immediately via email
- Assessment aligned to the Common European Framework of Reference for Languages
- Length: 60–90 minutes

A further option for assessment is the Berlitz Proficiency Interview. This consists of an oral communication test via telephone, during which the tester conducting the interview can get an exact picture of the current language level of the person being tested. The evaluation of this individually customized interview is usually completed within 36 hours. These results are also based on the Common European Framework of Reference for Languages.

#### THE BERLITZ PROFICIENCY INTERVIEW

- Telephone interview
- Available in practically all languages
- Evaluation of communication skills according to the Common European Framework of Reference for Languages
- Test results via email after 36 hours
- Interview length approximately 20 minutes

"Assess my current language skills myself? I'd rather leave that to the professionals."

## CULTURAL AND MANAGEMENT SOLUTIONS

Having the edge in cultural awareness worldwide.

Ask any group of people for a list of basic leadership traits and they will suggest competencies such as (but not necessarily limited to):

- Establishing a vision
- · Motivating and mentoring people
- Defining a common goal
- Critical thinking skills
- Communication skills

• Business acumen and content knowledge among others, depending upon the context. However, each of these activities is made more complex and challenging when operating at a global level, where factors such as language, communication style, and culture come into play. Global Leaders need to be able to execute their leadership duties successfully with teams of people from highly diverse linguistic, cultural, ethical, religious and business practice backgrounds.

The distinguishing factor of Global Leadership is the ability to recognize, adapt to and harness diversity and manage inclusion. The creation of Global Leadership capabilities at all levels of an organization is critical to success in a complex and fast-changing global business environment.

#### **CULTURAL SOLUTIONS**

Berlitz provides solutions beyond language for clients to function in business and society according to cultural values. The Cultural Navigator® and Cultural Orientations Indicator® (COI) by TMC –A Berlitz Company help improve cultural competence within an organization to reduce risk, enhance innovation and maximize effectiveness.

#### The Cultural Navigator®

Through an online learning platform, the Cultural Navigator<sup>®</sup> provides valuable information in support of critical business performance objectives including:

- Attracting, developing, deploying and retaining global talent
- Leveraging diversity and practicing inclusion for competitive advantage and enhanced innovation

Customizable at both the organizational and individual level, the Cultural Navigator<sup>®</sup> provides a robust and unique learning experience. It includes:

- Country guides that deliver a wealth of original research into cultural norms and management practices
- Resources that cater to different learning styles
- Collaboration and networking opportunities that promote peer-based learning

#### **MANAGEMENT SOLUTIONS**

Berlitz Management Solutions is a suite of capability development solutions which equips Global Leaders with the skills they need for global success. It provides personnel at all levels of an organization with the necessary leadership skills to successfully achieve their objectives in a complex global environment.

#### Customized & Integrated Solutions

Berlitz will work with you, your team and your organization to:

- Identify challenges
- Understand the underlying causes of those challenges
- Define, document and recommend a set of tailored development solutions
- Deliver training services wherever your organization needs them



Berlitz provides competitive competency development in three key areas:

#### COMMUNICATION

Acquiring the necessary language and incremental communications skills for particular markets and context-specific activities (delivering presentations, conducting negotiations, managing meetings etc.)

#### CULTURE

Developing a sense of a leader's own cultural profile, preferences and style

Building cultural agility and the ability to adapt their own cultural style to that required for a particular environment

#### LEADERSHIP

Developing global business knowledge and acumen

Acquiring market-specific business practice, knowledge and insights to maximize the chances of success when entering a new marketplace

Acquiring and practicing Inclusive Leadership skills

### **BERLITZ LOCATIONS** WORLDWIDE

#### **NORTH AMERICA**

Canada

Calgary

Markham

Montreal

Vancouver

Arizona

Phoenix

California

**Beverly Hills** 

Costa Mesa

Palo Alto

Pasadena

San Diego

Torrance

Colorado

Westport

Connecticut

Coral Gables

Schaumburg

Massachusetts

Maryland

Odenton

Boston

Detroit

Michigan

Minnesota

Minneapolis **New Jersey** 

Princeton

Summit

New York

White Plains

Raleigh

Cincinnati

Ohio

Texas

Austin

Dallas

Houston

Virginia

Wisconsin

Milwaukee

Tysons Corner

North Carolina

Independence

Pennsylvania

Philadelphia

Garden City/Mineola

Rockefeller Center

Ridgewood

Washington, DC

Denver

Florida

Miami

Illinois

Chicago Oak Brook

DC

San Francisco

Ottawa Toronto

USA

#### LATIN AMERICA

Argentina Brazil Alphaville Curitiba Fortaleza Sorocaba Chile Colombia Cali(2) Medellín Pereira Republic Ecuador Guayaquil Quito Mexico Cancún Culiacán León Mérida Metepec Oaxaca Puebla Reynosa Saltillo Tampico Tijuana Toluca Veracruz

Buenos Aires (3) . Belo Horizonte Campinas Porto Alegre Rio de Janeiro São Paulo (6) Concepción Santiago (4) Viña del Mar Barranguilla Bogotá (5) Bucaramanga Cartagena Costa Rica San José (4) Dominican Santiago de los Caballeros Santo Domingo **El Salvador** San Salvador Guatemala Guatemala City (2) Aguascalientes Ciudad del Carmen Cuernavaca Guadalajara (2) Mexico City (10) Monterrey Playa del Carmen Querétaro (2) San Luis Potosí (2) Villahermosa

Paraguay Asunción (2) Peru Lima (3) **Puerto Rico** Arecibo Caparra Carolina/Isla Verde Hato Rey Ponce Uruguay Montevideo Venezuela Caracas(3) Lecherías Maracaibo Puerto Ordaz Valencia ASIA/PACIFIC OCEAN Australia Sydney China Beijing Chengdu Guangzhou Shanghai (3) Suzhou Tianjin Hong Kong Hong Kong India Gurgaon Indonesia Jakarta (2) Japan Aichi (5) Chiba (3) Hiroshima Hyogo(3) Kanagawa (9) Kyoto (2) Miyagi Okayama Osaka(5) Saitama Shizuoka (2) Tokyo (28) Pakistan Karachi (2) Lahore Philippines Makati Mandaluyong San Juan Singapore Singapore South Korea Seoul (2) Thailand

Bangkok (3)

Panama Panama City

### EUROPE

Austria Graz Klagenfurt Linz Salzburg Vienna (4) Wiener Neustadt Belgium Antwerp Brussels (2) Charleroi Gent Hasselt Liège Louvain Namur Turnhout Tournai Waterloo Bulgaria Plovdiv Sofia Stara Sagora Varna Croatia Zagreb **Czech Republic** Prague Denmark Copenhagen Germany Aachen Augsburg Berlin (3) Bielefeld Bonn Braunschweig Bremen Chemnitz Cologne Darmstadt Dortmund Dresden Duisburg Düsseldorf Erfurt Eschborn Essen Flensburg Frankfurt Freiburg Freising Hamburg Hanover(2) Heidelberg Heilbronn Ingolstadt Karlsruhe Kassel Kiel Koblenz Krefeld Leipzig

Berlitz Locations Worldwide

Lübeck Magdeburg Mainz Mannheim Mönchengladbach Munich (2) Münster Norderstedt Nuremberg Offenbach Ratingen Regensburg Rendsburg Reutlingen Rosenheim Rostock Saarbrücken Stuttgart Ulm Wiesbaden Wolfsburg Wuppertal Finland Helsinki France Arras Bordeaux **Boulogne Billancourt** Cergy-Pontoise Dunkerque Evry Grenoble Le Havre Lille Lyon (2) Marseille Nantes Nice Noisy-le-Grand Paris (4) Rouen Saint-Denis Saint-Etienne Saint-Germain-en-Lave Strasbourg Toulouse Versailles Villepinte Greece Athens Hungary Budapest (2) Ireland Dublin Italy Milan Rome (3) Siracusa Turin Luxembourg Luxembourg Malta St. Julians Netherlands

Amsterdam Den Haag Maastricht Rotterdam Norway Oslo Stavanger Poland Gdańsk Katowice Crakow Łódź Poznań Warsaw (3) Wrocław Portugal Lisbon Romania Bucharest Timisoara Russia Moskow Krasnodar Serbia Belgrade (3) Slovakia Bratislava Slovenia Ljubljana Maribor Celje Kranj Novo Mesto Spain Barcelona (2) Madrid (4) Palma de Mallorca San Sebastián de los Reyes Sevilla Valencia Sweden Gothenburg Stockholm Switzerland Basel Bern Biel Geneva (2) Lausanne Luzern Zug Zurich Turkey Ankara United Kingdom Brighton Edinburgh London Manchester Oxford Windsor

### MIDDLE EAST/ AFRICA

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