

HUMANIDADES E CIÊNCIAS SOCIAIS:

Perspectivas
Teóricas,
Metodológicas
e de
Investigação

Luis Fernando González-Beltrán
(organizador)

VOL II



EDITORA
ARTEMIS
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Dados Internacionais de Catalogação na Publicação (CIP)
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H918 Humanidades e ciências sociais [livro eletrônico] : perspectivas teóricas, metodológicas e de investigação: vol. II / Organizador Luis Fernando González-Beltrán. – Curitiba, PR: Artemis, 2023.
Formato: PDF
Requisitos de sistema: Adobe Acrobat Reader
Modo de acesso: World Wide Web
Inclui bibliografia
Edição bilíngue
ISBN 978-65-87396-90-3
DOI 10.37572/EdArt_300723903
1. Ciências sociais. 2. Humanidades. I. González-Beltrán, Luis Fernando.

CDD 300.1

Elaborado por Maurício Amormino Júnior – CRB6/2422



PRÓLOGO

En este segundo volumen, volvemos a tener el enfoque sobre el ser humano en sus distintas facetas: su bienestar; su salud física y mental; los diferentes ambientes en los que despliega su acción y su interacción; su intercambio; dónde aprende; dónde se comunica; dónde ensaya nuevas formas de participar con los demás; incluso dónde busca la forma de ser más amigable con la naturaleza.

Como en el volumen anterior, invitamos a leer trabajos de diversa índole, de Humanidades y Ciencias Sociales, de varias disciplinas, con sus respectivas variantes en cuestiones teóricas y conceptuales, que responden a distintas metodologías y de investigadores renombrados en sus campos, de diferentes países, con la esperanza de que su lectura provoque un panorama más general, más completo, de la problemática de los seres humanos en sus variados ambientes, tanto naturales como contruados.

Este segundo volumen contiene 17 textos de tópicos que no pierden actualidad, en 4 ejes temáticos, que son: a) El individuo: Comunicación, lenguaje y segunda lengua. A diferencia del volumen 1 que incluía salud y bienestar, aquí se profundiza en cuestiones lingüísticas; b) La escuela: Nuevas tecnologías. Mientras que el volumen anterior se enfocaba en cuestiones del proceso de enseñanza aprendizaje, este volumen incluye las TIC en los diferentes niveles educativos; c) La empresa: Administración y Gestión. Este eje temático es nuevo, acerca del mundo empresarial, su estilo de liderazgo, sus estrategias, las empresas familiares, el consumo y el entrenamiento de los trabajadores; y d) La comunidad: Sustentabilidad y sostenibilidad. Esta temática que incluía en el volumen 1 cuestiones de Sociología y Política ahora centra su objetivo en la Etnografía de espacios urbanos, el turismo y el Patrimonio cultural.

Esperamos que los resultados que cada investigador difundió en esta obra no agoten la curiosidad científica del lector, en cambio que aumenten la necesidad de saber más, de hacerse más preguntas, de reflexionar con mayor profundidad, y quizá hasta provocar mayor investigación.

Les deseamos a todos una agradable lectura!

Luis Fernando González-Beltrán
Universidad Nacional Autónoma de México (UNAM)

SUMÁRIO

EL INDIVIDUO: COMUNICACIÓN, LENGUAJE Y SEGUNDA LENGUA

CAPÍTULO 1..... 1

ENACCIÓN Y NEUROFENOMENOLOGÍA EN EL LENGUAJE

Roberto Aristegui

 https://doi.org/10.37572/EdArt_3007239031

CAPÍTULO 2..... 39

PROCESS TYPES OF THE TRANSITIVITY SYSTEM IN ESL CLASSROOMS

Cecilia Folasade Ojetunde

 https://doi.org/10.37572/EdArt_3007239032

CAPÍTULO 3..... 59

EL USO DE LA HERRAMIENTA PIXTON EN LA ENSEÑANZA DEL INGLÉS

Bertha Guadalupe Rosas Echeverría

Carmen Reyes Márquez

Angel David Bustos Nuñez

Elías Vicente González Herrera

 https://doi.org/10.37572/EdArt_3007239033

CAPÍTULO 4..... 68

LAS ABEJAS LABORIOSAS DE LA CASA - REFLEXIONANDO DESDE EL CUERPO

Regina Katz

 https://doi.org/10.37572/EdArt_3007239034

LA ESCUELA: NUEVAS TECNOLOGÍAS

CAPÍTULO 5..... 77

EL USO DE LAS TECNOLOGÍAS DIGITALES DE LOS ADOLESCENTES DE LA ENSEÑANZA SECUNDARIA PÚBLICA DE MONTEVIDEO-URUGUAY Y SUS BENEFICIOS. APORTES METODOLÓGICOS

Susana Lamschtein Levy

 https://doi.org/10.37572/EdArt_3007239035

CAPÍTULO 6..... 88

ENSEÑANZA DE LA MATEMÁTICA BÁSICA A TRAVÉS DE HERRAMIENTAS WEB EN INSTITUCIONES DE EDUCACIÓN DE NIVEL SUPERIOR EN MODALIDAD ABIERTA

Samuel Jiménez Abad

Itzel Natalia Lendechy Velázquez

 https://doi.org/10.37572/EdArt_3007239036

CAPÍTULO 7..... 95

LA IMPLEMENTACIÓN DE LAS TÉCNICAS DE ORGANIZACIÓN COMO ESTRATEGIA DE VINCULACIÓN DE LOS ESTUDIANTES DE PEDAGOGÍA SEA CON LOS DISTINTOS SECTORES DE LA SOCIEDAD

Itzel Natalia Lendechy Velázquez

Juana Velásquez Aquino

 https://doi.org/10.37572/EdArt_3007239037

CAPÍTULO 8..... 106

CONTENIDO PEDAGÓGICO ACTUAL: PERCEPCIÓN POR PARTE DE LOS DOCENTES

Julia Matilde Cruz-Fabara

Narcisca Cecilia Castro-Chávez

Mayra Robinson-Saona

Ruth Aracely Lopez-Litard

 https://doi.org/10.37572/EdArt_3007239038

CAPÍTULO 9..... 118

ATIVIDADES DESENVOLVIDAS NA INTERNET: CARACTERIZAÇÃO E DESAFIOS NO SÉCULO XXI

José Joaquim Costa

Jéssica Duarte

Maria João Mimoso Soares

Florbela Vitória

Ana Paula Matos

 https://doi.org/10.37572/EdArt_3007239039

CAPÍTULO 10..... 131

LIDERANÇA DE UMA EMPRESA: ANÁLISE DA EMPRESA SCEMAI

Luis Almeida
Ana Peixoto
Adalmiro Pereira
Tânia Teixeira

 https://doi.org/10.37572/EdArt_30072390310

CAPÍTULO 11.....138

DIAGNOSIS OF TRAINING NEEDS FOR AN ASSEMBLY COMPANY DEVELOPED AT THE TECN M CAMPUS INSTITUTO TECNOLÓGICO SUPERIOR FRESNILLO

Jose de Jesus Reyes-Sanchez
Mario Alberto Garcia-Camacho
Jannet Maricela Barrientos Luján
Omar A. Guirette-Barbosa
Selene Castañeda-Burciaga

 https://doi.org/10.37572/EdArt_30072390311

CAPÍTULO 12145

COMPORTAMIENTO DEL CONSUMIDOR: APROXIMACIÓN EPISTEMOLÓGICA DESDE LOS ENFOQUES NATURALISTA, INTERPRETATIVO Y CRÍTICO

Javier Solano-Solano
Jean Palomeque-Jaramillo
David Zaldumbide-Peralvo

 https://doi.org/10.37572/EdArt_30072390312

CAPÍTULO 13.....158

LA TRANSFERENCIA UNIVERSITARIA COMO EXPERIENCIA DE PRODUCCIÓN DE CONOCIMIENTO: EL DESAFÍO DE TRANSFERIR AL SECTOR DE LA AGRICULTURA FAMILIAR

Gabriela Cilla

 https://doi.org/10.37572/EdArt_30072390313

LA COMUNIDAD: SUSTENTABILIDAD Y SOSTENIBILIDAD

CAPÍTULO 14.....185

PROYECTO DE RESPONSABILIDAD SOCIAL UAT-COIL Y FCAV-FDCSV

Giuseppe Francisco Falcone Treviño

Susana Gómez Loperena

Zaida Leticia Tinajero Mallozzi

Eliete Alejandra Coronado Rojano

Joel Luis Jiménez Galán

Cruz Alberto Martínez Arcos

 https://doi.org/10.37572/EdArt_30072390314

CAPÍTULO 15206

HARNESSING HERITAGE: UNRAVELING ITS IMPACT ON URBAN COMPETITIVENESS THROUGH GOVERNMENTAL POLICIES

Eko Nursanty

Lê Hồ Trung Hiếu

Djudjun Rusmiatmoko

Muhammad Fahd Diyar Husni

 https://doi.org/10.37572/EdArt_30072390315

CAPÍTULO 16218

DA INOVAÇÃO SOCIAL AO TURISMO DE INTERESSES ESPECIAIS: O CASO DA REGIÃO DE ANTOFAGASTA

Emilio Ricci

 https://doi.org/10.37572/EdArt_30072390316

CAPÍTULO 17240

UMA PERCEPÇÃO DO FAZER A FEIRA CONSTRUÍDA A PARTIR DA PRÁTICA ETNOGRÁFICA

Marina Ramos Neves de Castro

 https://doi.org/10.37572/EdArt_30072390317

SOBRE O ORGANIZADOR..... 257

ÍNDICE REMISSIVO258

CAPÍTULO 11

DIAGNOSIS OF TRAINING NEEDS FOR AN ASSEMBLY COMPANY DEVELOPED AT THE TECNM CAMPUS INSTITUTO TECNOLÓGICO SUPERIOR FRESNILLO

Data de submissão: 23/06/2023

Data de aceite: 10/07/2023

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ABSTRACT: The present project on Diagnosis of Training Needs for the personnel of the APTIV company in Fresnillo Zacatecas, its general objective is to identify the training needs of workers, to know the deficiencies that the employees of said company have and with this to be able to Generate a specific

training program according to the lack of skills and aptitudes found within the company and thus achieve an increase in productivity and higher quality in production processes. Precise results were obtained that followed up on the recommendations made for each variable identified within the company thanks to measurement instruments such as surveys, data collected and conclusions obtained in the development and application of diagnostics. Particularly necessary in today's changing environment, as new technologies and flexible work practices become widespread and give rise to changes in the skills required by employees.

KEYWORDS: Diagnosis. Training. Needs. Organization and Competitions.

1 INTRODUCTION

Training is one of the most important current issues when it comes to competitiveness, innovation and continuous improvement. The level of training that employees have is the level that the organization will have compared to the competition, therefore, the commitment to train permanently represents a benefit.

The process involves: detection of needs, planning, implementation, evaluation, feedback and monitoring of results. The

backbone of this process is the Diagnosis of Training Needs (DNC), since it indicates precisely the aspects on which the organizational trainer must work. Due to its importance, it was decided to address the issue in the present investigation, whose general objective is: "To diagnose the training needs of the APTIV company personnel. Showing in turn one of the most used methods currently in Mexican organizations. The methodology for preparing a DNC meets the requirements of the scientific method: problem statement, data collection, analysis and interpretation of information, and presentation of findings.

The action of diagnosing is fulfilled when the behavior analyzed does not satisfy the requirements established by the company, this means that the staff needs to acquire and develop certain traits to perform their job according to organizational expectations, and it is precisely this set of knowledge, skills and attitudes that the DNC showed in the present investigation.

2 METHODOLOGY

Diagnosis of Training Needs (DCN) is understood to be the procedure from which information necessary to develop a training program is obtained. (Aguilar-Morales, 2010).

The Diagnosis of Training Needs is the process to obtain information about the training needs of workers, since the information obtained from this type of diagnosis helps organizations carry out training courses correctly for their employees. employees, and with this have qualified labor that can effectively carry out their job.

2.1 OBJECTIVES OF THE DIAGNOSIS OF TRAINING NEEDS

What can be expected with the Training Needs Diagnosis is:

- Knowledge of the lack of skills, knowledge of people to effectively perform their job.
- The start of a learning organization.
- The basis of effective training programs. (Pray, 2006)

According to Guiñazú G. (2004) Training is the process that allows the organization, depending on the demands of the context, to develop the learning capacity of its members, through the modification of knowledge, skills and attitudes, guiding it to the action to face and solve work problems.

Therefore, training is the means that allows companies and organizations to detect the training needs required in the context of each organization, in order to obtain the necessary skills and attitudes and with this the person adequately adapts to their work environment. job.

There are two orientations of training that influence both the company and the worker, in addition both are of great importance to increase labor productivity.

On the one hand, there is specific training, as a tool that can be used to support efforts to build sustainable businesses by moving from compliance to adopting them and integrating environmental, social and economic factors into business strategies.

On the other hand, there is polyvalent training, which is where the worker acquires knowledge of the entire operation itself and is useful not only to work in a certain organization, but is also useful in the case of working in another place or different position. (Rodríguez-Fonseca, 2016).

The specific training is aimed at the worker specializing in his job, so that the company can obtain a competitive advantage due to social or even environmental factors, while polyvalent training tries to enable the worker to develop in different positions. If it is needed, then it is trained for that.

The personnel of a company are a group of people who carry out activities or functions, in other words, it is the human capital that a company has that is found in the different jobs that a company has, for the operation of the organizations according to their business line.

2.2 STAFF TYPES

- Highly potential employees are those who have no limits and who are always looking for ways to surprise senior managers, are willing to fill themselves with knowledge and also share it with others, they are also men and women capable of facing any challenge and to whom any function can be delegated with the certainty that they will perform it well.
- Moderately potential employees, are people who, thanks to their knowledge and skills, are able to provide the contribution that the company needs. Most of them are people with a lot of experience who have achieved it over the years, but who, by assuming greater challenges, can reduce a its performance little.
- Low performance employees, it is possible that their performance and performance is not the best, they are willing to be taught and despite their low performance they always try to learn something that is useful to them. (Anonymous, 2022).

Within the staff of a company there are different types of employees, since not all employees contribute the same within organizations there are those who always give their best, so that the objectives are met and there are also those instead of adding subtraction

to the companies becoming obstacles to the fulfillment of objectives and productivity, from there the companies know and identify the types of employees that are within them, to determine action plans to promote and motivate them to give 100% at your job.

This research on the Diagnosis of Training Needs focuses on a methodology of five main steps, in order to know the training needs of employees to improve their knowledge, skills and abilities required in their job, in step 1 the theoretical framework of the investigation was obtained with the purpose of knowing the background, previous investigations and theoretical considerations that support the research project, as step 2 the sampling procedure was carried out where the members of the company are selected, To make statistical inferences from the selected members and thereby estimate the characteristics of the entire company, in step 3 the resource measurement instrument was developed to record the data on the established variables. In the next step 4, the data was collected in order to obtain a complete and precise picture of the research topic, in step 5 the conclusions and recommendations were made for each variable that was selected according to the work. before it was done.

3 SAMPLING PROCEDURE

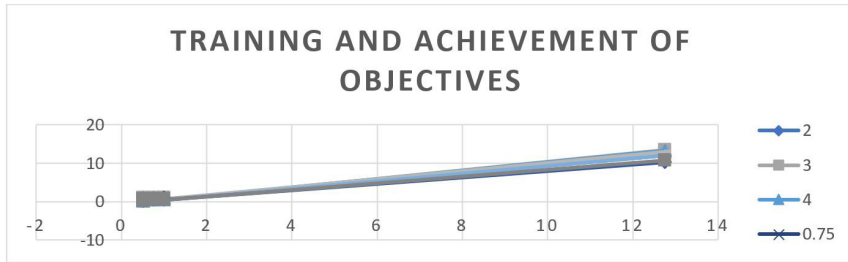
220 employees of the APTIV company, shift A, were taken into account to be able to apply the following 24-question survey which covered the dimensions of training, experience, skills, as well as achievement of objectives, profile improvement and optimization of resources, with This can collect the necessary data.

4 DATA COLLECTION

A sample of the data collection is presented.

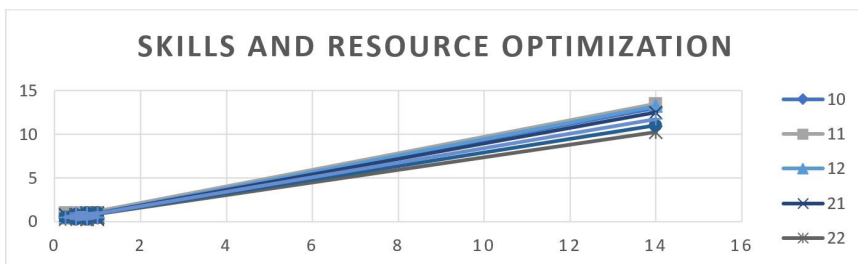
PREGUNTA	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24		
SUJEITO																										
1	0.5	0.5		1	0.75	0.5		1	0.75	0.25	0.5	0.75	1	0.5	0.25	0.75	0.25	0.5	0.25	1	0.75	0.75	0.5	0.5	0.75	0.75
2	0.5	0.75	0.75	1	0.75	0.75	0.75	0.75	1	0.5	0.5	0.75	0.75	0.5	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.5	0.5	0.5	0.5
3	0.5	0.75	0.75	0.5	0.75	0.75	0.75	0.75	0.75	0.5	0.5	0.5	0.5	0.75	0.75	0.75	0.5	0.5	1	1	0.75	0.5	0.5	0.5	0.5	0.5
4	0.75	0.75	0.75	0.5	0.75	0.75	0.75	0.75	0.75	0.5	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.5	0.5	0.75	0.75	0.5	0.5	0.5	0.5	0.5
5	0.5	0.5	0.5	0.25	0.75	0.75	0.5	0.75	0.75	0.75	0.75	0.75	0.75	0.5	0.5	0.25	0.5	0.25	0.5	0.5	0.5	0.25	0.25	0.25	0.25	0.25
6	0.75	0.5	0.5	0.5	0.75	0.75	0.75	1	0.75	1	1	1	1	0.75	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.75	1	1	1	1
7	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.5	0.5	0.75	0.5	0.5	0.75	0.75	0.75	0.75	0.5	0.5	0.75	1	1	0.75	0.5	0.75	1	1
8	0.5	0.5	0.25	0.75	0.25	0.5	0.5	1	0.75	0.5	0.25	0.5	0.5	1	0.5	0.25	0.5	1	0.5	0.75	1	0.25	0.5	1	1	1
9	0.75	0.75	1	1	1	0.75	0.75	0.75	0.5	0.5	0.5	0.75	0.75	1	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.5	0.5	0.5	0.5	0.5
10	0.5	0.5	0.5	0.75	0.75	0.5	0.75	0.75	0.5	0.5	0.5	0.5	0.5	0.5	0.25	0.25	0.25	0.5	0.5	0.5	0.75	0.75	0.75	0.25	0.25	0.25
11	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.75	1	0.5	0.5	1	0.5	0.25	0.5	0.5	0.5	0.5	0.75	0.75	0.5	0.5	0.5	0.5	0.5	0.5
12	1	1	1	1	1	0.75	0.75	0.5	0.5	0.75	0.75	0.75	0.5	0.75	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.75	0.5	0.5	0.5	0.5
13	0.5	0.5	0.75	0.75	0.75	0.75	0.75	0.75	1	1	1	1	1	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.75	0.5	0.5	0.5	0.5	0.5
14	0.5	0.5	0.75	0.5	0.75	0.75	0.75	0.25	0.75	1	0.5	0.75	1	0.5	0.75	0.5	0.5	0.75	0.75	0.5	0.75	0.75	0.25	0.5	0.5	0.5
15	1	0.5	1	1	0.5	0.75	0.75	0.75	1	1	1	1	1	0.75	1	0.75	1	1	1	1	1	1	1	1	1	1
16	0.75	0.5	0.75	0.5	0.5	0.75	0.75	0.75	1	0.5	0.5	0.75	0.75	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.75	0.75	0.25	0.5	0.5	0.5
17	0.75	0.75	0.5	0.5	0.75	0.75	0.75	0.5	0.5	0.5	0.5	0.5	0.5	0.25	0.5	0.5	0.75	0.75	0.75	0.5	0.5	0.75	0.5	0.5	0.5	0.5
18	0.5	0.75	0.75	0.5	0.5	0.75	0.75	0.5	0.5	0.5	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.5	0.5	0.5	0.5
19	0.5	0.5	0.5	0.25	0.75	1	1	0.75	0.75	0.5	0.75	0.5	0.75	0.5	0.5	0.5	0.25	0.5	0.5	0.5	0.5	1	0.25	0.5	0.5	0.5
20	1	0.5	0.5	0.5	0.5	1	1	0.5	0.5	0.75	0.75	0.5	0.75	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
TOTALES -	12.75	12	13.5	13.25	13.25	15.25	14.75	13.75	14	13	13.5	13.25	13	12	10.25	10.75	11.75	14.75	14	14.25	12.5	10.25	11	11.75		
TOTAL DIMENSION		51.5					57			53.75				46			54.75					45.5				

4.1 DIMENSIONS: TRAINING AND ACHIEVEMENT OF OBJECTIVES



In this graph, the line that can be seen to have the least relationship is that of the questions: Does the company carry out a training program? and that of Are the deficiencies of the job position clear? Therefore, with the simple fact of reading the questions, it can be seen that they do not have a relationship as strong as the relationship that can be seen in the line of questions: Does the company carry out a training program? And the one of the objectives of the company in the short, medium and long term are clear? In these questions it can be seen that there is a great relationship, since if the company does not provide good training to its workers, the company's objectives will not be clear to the employees. medium and long term are clear? In these questions it can be seen that there is a great relationship, since if the company does not provide good training to its workers, the company's objectives will not be clear to the employees. medium and long term are clear? In these questions it can be seen that there is a great relationship, since if the company does not provide good training to its workers, the company's objectives will not be clear to the employees.

4.2 DIMENSIONS: SKILLS AND RESOURCE OPTIMIZATION



In the case of this graph, the results obtained in the surveys carried out according to the questions of the skills dimension and the optimization of resources are being analyzed, to see how much the relationship exists between these two dimensions of the survey carried out. Therefore, it can be seen that the dimensions were well carried out, since there is a great relationship between these dimensions, as in the questions of Do

I coordinate my time efficiently? And the one of the company uses the optimization of resources? Well, as can be read in these questions, there is a relationship, since if time is not managed efficiently, how could the optimization of resources be carried out. The questions that are least related would be: Do you have communication skills? And do I know information about the resources used in the company? but even so, if there is some relationship, since, if there is not good communication, the information required to be able to work in a good way with the resources that one has and to be able to optimize them in the best way would not be known. Based on the conclusions obtained, reflecting the questions that were less related and that the results were thus a little lower, it is recommended that knowledge of the resources used by the company be integrated into the training, since it is of It is extremely important to familiarize yourself with the resources with which you work, which will help us to kill those dead times within the company, since you will have a better knowledge.

4.3 DIMENSIONS: EXPERIENCE AND PROFILE IMPROVEMENT



With the results obtained from the surveys carried out, they were graphed, to know the relationship that exists between the dimension of experience and improvement of the profile. According to the graph obtained, it can be seen that there is a relationship between these two dimensions, since experience is important to improve the profile of a worker. There is a great relationship, as an example, is the relationship that exists in the questions of: Can you generate knowledge during previous jobs? And the question: Does the company help to improve knowledge? Why do these questions go hand in hand? If the worker generates knowledge from other jobs, this means that he generates experience and if the company helps him to improve his knowledge, it improves his job profile. For this reason, there is a great relationship between these two dimensions.

5 RECOMMENDATION

Based on the conclusions obtained, it is recommended to focus on the points with the least relationship, such as the areas that help us grow within the company, it

was possible to obtain results which indicate that these areas are not clear or are not established within the report. or training process, it is recommended that the company report and recognize areas that can help workers, as well as resolve any doubts that arise before, during and after the training process. Likewise, thanks to the surveys carried out, the implementation of constant training is recommended since, although the company is in constant compliance with the established objectives, it can always be improved, in addition, the result shows us that the training has a positive impact on the company and favors the achievement of objectives.

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ÍNDICE REMISSIVO

A

Actos de habla expresivos 1, 5, 7, 14, 23, 24, 25, 26, 27
Adaptive reuse 206
Agricultura familiar 158, 159, 162, 169, 172, 173, 174, 177, 181, 182
Álgebra 88, 89, 90, 91, 93, 94
Aproximación epistemológica 145

B

Background 1, 9, 15, 23, 48, 141, 206

C

Case study 66, 206
CHATGPT 118, 119, 127, 129, 130
COIL 185, 186, 187, 188, 189, 190, 192, 194, 195, 196, 197, 200, 205
Comics 59, 60, 61, 62, 63, 65, 66, 67
Comportamiento del consumidor 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 156
Comunicación y encuentros 68
Conocimiento local 158, 177, 179
Contenido pedagógico 106, 107, 108, 109, 110, 111, 112, 113, 115, 116, 117

D

Desempeños 77, 81, 85
Diagnosis 138, 139, 141, 144

E

Educación 59, 66, 67, 68, 72, 76, 77, 78, 80, 81, 84, 85, 87, 89, 93, 94, 96, 97, 105, 107, 109, 113, 115, 116, 117, 155, 156, 163, 164, 166, 167, 169, 173, 174, 179, 180, 181, 182, 183, 184, 188
Educación superior 66, 67, 88, 94, 96, 97, 163, 166, 179, 180, 183, 184, 188
Enacción 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 13, 15, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33
Enaction 1
Enfoque crítico 145, 153
Enfoque cualitativo 62, 106, 107, 108
Enfoque interpretativo 145, 147, 150, 152
Enfoque naturalista 145, 147, 149, 150, 154

Enseñanza de Inglés 59

Escala de actividades desenvolvidas na internet (EADInt) 118

ESL Classrooms 39

Estratégia 95, 115, 131, 132, 133, 134, 135, 169, 192, 218, 224, 226, 241

Estrategias 59, 60, 63, 66, 88, 96, 108, 111, 114, 115, 117, 131, 133, 134, 135, 161, 170, 172, 175, 182, 190, 192, 197, 220, 223, 226, 236, 238, 241, 242, 245

Etnografia sensorial 240, 246, 247, 248, 254, 255

Expressive speech acts 1

F

FCAV 185, 186, 187, 188, 205

FDCSV 185, 186, 187, 188, 205

Feira 240, 241, 242, 243, 244, 245, 247, 250, 251, 252, 253, 254, 255

H

Harnessing heritage 206

Hélice Tríplice 218

Herramientas 59, 60, 61, 62, 63, 73, 88, 89, 90, 91, 92, 93, 94, 95, 96, 99, 113, 114, 115, 159, 172, 185, 186, 187, 191, 195, 197

I

Inovação social 218, 219, 220, 224, 225, 226, 227, 232, 233, 234, 235, 239

Internet 60, 80, 83, 84, 85, 86, 105, 113, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130

L

Liderança 131, 132, 133, 134, 137, 221

M

Mapa Egos 131, 133, 135, 136

Matemáticas 66, 78, 80, 88, 90, 91, 93, 94

Meaning holism 1

Mediación pedagógica 68, 69

N

Needs 138, 139, 140, 141, 144, 216

Neurofenomenología 1, 2, 4, 5, 15, 26, 29, 30, 31, 32, 33
Neurophenomenology 1, 38

O

Organization and competitions 138

P

Performative 1

Performativo 1, 11, 17, 24

Pixton 59, 61, 62, 63, 64, 65, 66

Place identity 206

Práticas curriculares 95, 103, 104

Process types 39, 41, 43, 47, 48, 49, 51, 52, 53, 54, 56, 58

Psicología del color 106, 108

R

Região de Antofagasta 218, 222, 224, 225, 226, 232, 233

Re-pensar la educación 68

RS 186

S

Santiago del Estero 158, 159, 169, 172, 180, 181, 182, 184

SCEMAI 131, 132, 133, 135

Sectores de la sociedad 95, 96, 103, 104

Sensibilidades 240, 241, 244, 248

Systemic Functional Linguistics 39, 40, 41, 46, 56, 58

T

Técnicas de organización 95, 96, 99, 103, 104

Tecnologías digitales 77, 78, 79, 80, 81, 84, 85, 87

TICS 59, 60, 66, 89, 91, 113

Training 96, 138, 139, 140, 141, 142, 143, 144

Transferencia 158, 159, 162, 163, 164, 166, 169, 171, 172, 174, 177, 178, 179, 181, 218

Transitivity system 39, 41, 43, 46, 47, 48, 49, 51, 52, 53, 54, 55, 56, 58

Turismo de Interesse Especial 218, 226, 227, 232, 234

U

UAT 185, 186, 187, 188, 189, 194, 195, 196, 197, 199, 205

Urban competitiveness 206

V

Vinculación 70, 95, 103, 104, 105, 159, 161, 162, 163, 171, 174, 175, 178, 181, 236

W

Web 68, 81, 82, 85, 88, 89, 91, 118, 119