



Part 1: Workplace Etiquette

Read each action below. Is it a **Good Idea** or a **Bad Idea** at work?

- Check ☐ the box and **explain why** to your partner.

1. You make a mistake and tell your manager immediately.

☐ Good Idea ☐ Bad Idea

Why? _____

2. A colleague makes a mistake, so you tell everyone in the office.

☐ Good Idea ☐ Bad Idea

Why? _____

3. You do not understand an instruction, so you ask your boss for clarification.

☐ Good Idea ☐ Bad Idea

Why? _____

4. You disagree with an idea and say, "That's stupid."

☐ Good Idea ☐ Bad Idea

Why? _____

5. You are too busy to finish your work, so you explain the problem early.

☐ Good Idea ☐ Bad Idea

Why? _____

6. You have a problem with a colleague, so you speak to them privately.

☐ Good Idea ☐ Bad Idea

Why? _____

Part 2: Fix the Conversation

These dialogues sound rude or unprofessional. **Rewrite one or both sentences** to make them polite and professional.

- 1. A: "Send me the report." B: "No, I'm busy."**

Better: _____

- 2. A: "You made a mistake." B: "It's not my fault."**

Better: _____

- 3. A: "I don't understand." B: "It's easy. Just do it."**

Better: _____

- 4. A: "We need more time." B: "That's your problem."**

Better: _____

Part 3: Unexpected Workplace Problems

Work in pairs (**Student A** and **Student B**).

- Choose ONE scenario from the list below.
- **Student A:** Explain the problem using polite language.
- **Student B:** Respond professionally and suggest a practical solution.
- (When finished, swap roles and choose a new scenario!)

Scenario	The Problem
1	A project deadline has suddenly moved to tomorrow.
2	An angry customer calls to complain about a mistake.
3	A colleague has not sent you the information you urgently need.
4	You are scheduled to be in two different meetings at the exact same time.
5	Your computer crashes 10 minutes before an important presentation.
6	Your manager asks you to do a task you have never done before.

Part 4: The Big Workplace Challenge

Choose A, B, C or D. Talk for 3–4 minutes.

Try to solve the problem without reading a script.

- A. A project is behind schedule. Explain why and agree on a new plan.
- B. Two team members disagree about a task. Find a solution.
- C. A customer has complained. Decide what you can do.
- D. You have too much work. Explain the situation and agree on priorities.

Part 5: Self-Check & Reflection

Rate your confidence level from **1 (Need more practice)** to **5 (Very confident)**.

1–5 **I can...**

- [☐] ask colleagues for help politely.
- [☐] explain a workplace problem clearly.
- [☐] suggest solutions.
- [☐] disagree politely.
- [☐] use natural workplace English.
- [☐] keep a workplace conversation going.

REAL ENGLISH BOX

Instead of: I will tell you later.

Try: I'll get back to you on that.

Instead of: Wait.

Try: Bear with me for a moment.

Instead of: I understand.

Try: I see what you mean.

Instead of: Let's talk about it.

Try: Let's talk it through.

Instead of: I will do it.

Try: I'll take care of it.

My goal for my next workplace English lesson:
