

Business Conversation 01: Business Etiquette

Practice 1 | Useful Expressions

Directions: Listen and repeat.

- **etiquette** (noun) – expected behavior within society from individuals, groups or class within a business
- **inception** (noun)– the beginning of something
- **piecemeal** (adverb)– piece by piece, in stages
- **stretched to the limit** (adjective)– extended or enlarged beyond the usual limit

Practice 2 | Article

Directions: Read the Article aloud with your teacher.

Our communication styles and methods are being stretched to the limit by email, technology, lack of time and demands on our ability to do so much in our days.

There are rules of common courtesy that have not changed since the inception of humans dealing with each other in a high value way. If you want to be a remembered, trusted and respected leader, you will practice these courtesies with every business contact.

Email - In business be brief and be informational.

Cell phones - Put them on vibrate or shut them off. Take and make calls when you are with people sparingly. If you need to take or make a call, excuse yourself and then make it brief.

Returning phone calls - People who return phone calls are trusted and respected. You do not need to make the calls long. In fact, returning all calls twice a day instead of doing it piecemeal all day long is a good way to manage your time more appropriately.”

(Natalie R. Manor, CEO, author, business consultant, speaker and executive coach)

Check your understanding: Answer the following questions.

1. What hasn't changed in the business world?
2. How should an email be written?
3. What should you do to be considered a respected business leader?

Practice 3 | Role-Play

Directions: This is a sample dialogue. Have a role-play with your teacher while using this as an example.

[Returning a phone call]

Manager : Hello, Mr. Smith! The secretary said that you were trying to get in touch with me while I was in a meeting.

Mr. Smith : Yes, I called to thank you for quickly getting to the bottom of the computer software problem.

Manager : You're most welcome, Sir!

Mr. Smith : Have a great day.

Manager : You, too!

Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. What rules of etiquette would you like to change or add? Why?
2. Which foreign gesture is considered rude in your country?
3. What do you do if two of your colleagues are talking loudly and you find it difficult to concentrate?
4. In your country, what customs or social manners do you practice in business dealings?
5. When you are at work, what kind of behavior annoys or irritates you? Why?