Questions for discussion:

**Topic 3. Business calls and letters**

1. Why are telephone operations important to many businesses?
2. What are some common things employees say when answering company phones?
3. What reasons might people have for leaving telephone messages at a business?
4. What are some important things to remember when taking a telephone message?
5. What are some common types of business correspondence?
6. What tone is appropriate for different kinds of correspondence?
7. Why are introductions important for business people?
8. What are some ways to make a good impression when meeting new people?

**Topic 4. Business talk**

1. Why is small talk important for business people?
2. What are some common casual conversation topics?
3. Why is delegating tasks an important part of a manager’s job?
4. What factors might a manager consider when delegating tasks?
5. Why is it important to check on the status of a project?
6. What are some common things that employees need to follow up on?
7. What are some common reasons that plans are changed?
8. Why is it important to be flexible about one’s plans?
9. What are some common situations in which feedback is important?
10. What are some strategies for giving effective feedback?
11. Why is it important to motivate staff members?
12. What are some effective motivational strategies?