

ACTIVITY 1:

Read the following business scenarios and choose the most appropriate indirect question from the options provided. Consider the context and the need for mitigation.

- 1) Scenario: You need to ask a speaker to clarify a complex point in their presentation, but you want to avoid interrupting them abruptly.
- 2) Scenario: You want to ask a team member about their progress on a task, but you don't want to put them under excessive pressure.
- 3) Scenario: You want to ask a client about their budget for a project, but you want to avoid sounding too direct.
- 4) Scenario: You want to ask a colleague if they have any objections to a proposed plan, but you want to encourage open communication.



ACTIVITY 2:

Read the following business scenarios and rewrite the direct questions into more diplomatic, indirect questions. Consider the context and the need for mitigation.

- 1) Scenario: You need to ask a colleague why a project is behind schedule, but you don't want to sound accusatory. Instead of "Why is the project delayed?", you may say:
- 2) Scenario: You want to ask a client if they are dissatisfied with the service, but you want to avoid making them feel uncomfortable. Instead of "Are you unhappy with our service?", you may say:
- 3) Scenario: You need to ask your manager for a salary raise, but you want to approach the topic delicately. Instead of "When will I get a raise?", you may say:
- 4) Scenario: You want to ask a potential investor about their concerns regarding your business plan, but you want to avoid sounding defensive. Instead of "What are your concerns about my business plan?", you may say:

