



Using Questions

Activity 1: Instructions: Rewrite each direct question to sound **more diplomatic and professional**.

Use **indirect questions, softeners, or negative questions**.

1. Who approved this budget without consulting finance?

2. Why weren't the risks identified earlier?

3. Do you realise how serious the consequences are?

Activity 2: Question Analysis & Choice

Instructions: Choose the most appropriate question and explain **why**.

1.

- a) Didn't anyone think to inform the staff?
- b) Was anyone aware that staff hadn't been informed?

2.

- a) Could you explain where the delays originated?
- b) Where did the delays originate?

EXPLANATION
