



## 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?

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2. Why weren't the risks identified earlier?

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3. Do you realise how serious the consequences are?

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### 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

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