

The **Business 2.0**

Office etiquette – Video Worksheet Teachers' Notes - Answers

Pre-viewing

1 Definition of 'etiquette': a set of rules for behaving correctly in social situations (Macmillan English Dictionary) – for lower level classes – prompt them by writing this definition on the board.

2 Students' own answers.

While viewing

Students' own choices. The speaker mentions:

punctuality / friendliness / being sensitive / harmony / respect / courtesy / tidiness / sharing tasks / helping solve problems / humour / diplomacy / giving compliments / patience / listening

Post viewing

Students' own answers.