1 BREAKING THE ICE

Learning Objectives

After this chapter, you will be able to...

- start a conversation with unfamiliar people.

Getting Started

Describe the picture below and talk about the question.

Key Patterns

Look at the key patterns and make your own sentences using them.

① I don’t believe...
- we’ve met
- we’ve been introduced
- I’ve seen you before

② Looks like I’m not the only one who...
- forgot an umbrella
- needs energy
- loves sugar

③ Not only... but...
- did we do it... we did it well
- is he intelligent... also friendly
- are we prepared... we are determined

Key Conversation

Review the conversation answer some questions from your instructor.

Business Expressions

Look at the following expressions and make your own sentence for each.

① need a boost: need energy or motivation
② take a power nap: get short, restful sleep
③ can’t even imagine: it’s difficult to consider (often indicating sympathy)
5 The Formal Sort
Sort the questions and explain why you believe they are formal or informal. (F= formal / I= informal)

- It's beneficial for... (F / I)
- It's good for... (F / I)
- I support... (F / I)
- I'm for... (F / I)
- ...yet it may lead to... (F / I)
- ...but it is bad for... (F / I)

6 Let's Discuss
Choose 1 or 2 questions that interests you the most and discuss.

1) What are safe topics to talk about when breaking the ice with someone? What makes them safe?
2) Have you ever failed in trying to break the ice with someone? What happened?
3) What can you say to people at a convention who try to talk to you, but you don't want to talk to them?
4) What are different strategies for ice breakers that you use?

7 Pros & Cons
Look at each topic and think of pros and cons of it.

- setting early: Pros: ___________  Cons: ___________
- owning your own company: Pros: ___________  Cons: ___________
- being an executive: Pros: ___________  Cons: ___________
- working for an NGO: Pros: ___________  Cons: ___________
- transforming overseas for work: Pros: ___________  Cons: ___________
- ... _________  _________
- ... _________  _________
- ... _________  _________
- ... _________  _________
- ... _________  _________

8 Quote of the Day
Read the quotes and answer the question from your instructor.

A man and a friend are playing golf one day at their local golf course. One of the guys is about to chip his ball onto the green when he sees funeral cars next to the course. He stops in mid-swing, takes off his golf cap, closes his eyes, and bows down in prayer. His friend says: “Wow, that is the most thoughtful and touching thing I have ever seen. You truly are a kind man.”

The man then replies: “Yeah, well we were married 35 years.”

Wrapping Up
Share two things you learned from this lesson and review.

1. ____________ 2. ____________
Pre Business Basics 2

IT’S TIME!

Learning Objectives

After this chapter, you will be able to…

✓ schedule time to meet someone.
✓ use hour-first and minute-first time expressions.

LESSON

Getting Started

Describe the picture below and talk about the question.

Key Patterns

Look at the key patterns and make your own sentences using them.

Anne
I’m free anytime this week after work.

Allen
When do you usually get off?

Anne
Most days I’m off by five-ish.

Allen
After 5:00 pm is fine. Okay, well, Tuesday works best for me.

Anne
I have a meeting at four o’clock that should wrap up by half-past five at the latest.

“Negotiating a Meeting Time”

① I’m free...

... anytime before 8 pm
... after 6:30 pm
... in the afternoon

② I’m off by...

... 6:00 pm
... 9 o’clock
... nightfall

③ Let’s say...

... 8:15
... after work
... tomorrow at lunch

Key Conversation

Review the conversation answer some questions from your instructor.

Anne
Let’s say quarter to six?

Allen
5:45 it is. Do you mind meeting at the coffee shop on 8th Avenue?

Anne
That works for me.

Allen
I’ll call you Tuesday morning to confirm.

Anne
Thanks, Anne.
Business Expressions
Look at the following expressions and make your own sentence for each.

① Do you have a moment? (F / I)
② Are you free? (F / I)
③ At approximately five o'clock... (F / I)
④ When would you like? (F / I)
⑤ Around five-ish... (F / I)
⑥ When's good? (F / I)

The Formal Sort
Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

① wrap up: complete a task
② o’clock sharp: at exactly the hour
③ push something back: postpone

Let’s Discuss
Choose 1 or 2 questions that interests you the most and discuss.

1) Are you a good manager of time or is time a good manager of you? Explain.
2) What time of day are you most/least productive?
3) What would you change in your daily schedule if you could?
4) Which time is most valuable to you: time with family, time at work, or time alone? Why? How would you rank them?

My Today’s Schedule
Look at the events and plan for your schedule for today.

Quote of the Day
Read the quotes and answer the question from your instructor.

"Time does not change us. It just unfolds us."
Max Frisch

"They always say time changes things, but you actually have to change them yourself."
Andy Warhol

Wrapping Up
Share two things you learned from this lesson and review.

1. __________________________
2. __________________________
NAVIGATING YOUR AREA

Learning Objectives
After this chapter, you will be able to...
✓ identify common places and features in an office building.

Getting Started
Describe the picture below and talk about the question.

Key Patterns
Look at the key patterns and make your own sentences using them.

① Where might I find...?

• ... the men's/ ladies room
• ... Matt from Billing
• ... the closest exit
• ... ________________________

② It's... down...

• ... 2 doors... on your left
• ... all the way... the hall
• ... several blocks... this street
• ... ________________________

③ It's right...

• ... next to the boardroom
• ... across the hall from reception
• ... past the copy machine
• ... ________________________

Key Conversation
Review the conversation answer some questions from your instructor.

"Asking at Reception"

John
Excuse me, could you tell me what room the staff meeting is in?
Rcpt.
Sure. Do you know where the copy room is?
John
No, sorry, I'm new here.
Rcpt.
Ok, it's on the third floor. Take the elevator and go left as soon as you get off.
John
So it's right there?
Rcpt.
Not quite, you'll have to walk past some workstations. It's the big office near the end of the hall.
John
I see. Which side is it on?
Rcpt.
The only place to go is right. Don't worry, you can't miss it.
John
Great; so third floor, left, end of the hall.
Rcpt.
That's right. Good luck!

Business Expressions
Look at the following expressions and make your own sentence for each.

① wind down: in the final stages of a process, gradually preparing to finish

② catch someone next time: informal. meet someone at an unspecifed later date

③ firm up: make plans more definite
The Formal Sort
Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

1. Could you tell me where... (F/I)
2. Do you know where... (F/I)
3. Sure, just go... (F/I)
4. Certainly! Follow this hall... (F/I)
5. Hang a left... (F/I)
6. Turn left... (F/I)

Let's Discuss
Choose 1 or 2 questions that interests you the most and discuss.

1) What do you do when you clearly see that someone is lost?
2) What do you think of the idea that bad directions lead to good detours?
3) What were the worst directions you ever received or gave? What happened as a result?
4) If you have time, is it better to ask for directions or find a place on your own? Why?

Giving Directions
Look at the diagram and label the each room and give directions to your new office assistant, John.

Giving Directions:
- make copies of morning report
- put copies in boardroom
- water the greenery
- make coffee in breakroom

Quote of the Day
Read the quotes and answer the question from your instructor.

"Life is a journey, not a destination."
Unknown

“If you tell people where to go, but not how to get there, you’ll be amazed at the results.”
George S. Patton

Wrapping Up
Share two things you learned from this lesson and review.

1. ____________ 2. ____________
LEARNING OBJECTIVES

After this chapter, you will be able to...
✓ communicate basic trends on a graph.
✓ use simple past, present perfect, and dummy subjects for market analysis.

LESSON

Getting Started

Describe the picture below and talk about the question.

Grant

As you can see by the blue line, annual sales took a big hit in 2010.

Grace

Sorry, I can’t read that. What did they bottom out at?

Grant

$50,000. But then there was a gradual rise in sales that peaked at $400,000.

Grace

Since then they’ve more or less leveled off.

Grant

Exactly, but not for our competitors.

Key Patterns

Look at the key patterns and make your own sentences using them.

① ... hit a peak of...
• Sales... around $12,000
• The stock... just over $17
• Funding... $3m

② This... tells us...
• pie chart... each party’s contribution
• line graph... an increase in spending
• bar graph... total visitors each year

③ As you can see...
• sales rose 30%
• stock prices declined
• more people chose bottled water

Key Conversation

Review the conversation answer some questions from your instructor.

Grant

As you can see by the blue line, annual sales took a big hit in 2010.

Grace

Sorry, I can’t read that. What did they bottom out at?

Grant

$50,000. But then there was a gradual rise in sales that peaked at $400,000.

Grace

Since then they’ve more or less leveled off.

Grant

Exactly, but not for our competitors.

Grace

Is the red line R. Motors?

Grant

That’s B. Automotives. R. Motors is the green line.

Grace

It looks like they’re trending in different directions.

Grant

But we’re staying the same.

Grace

Okay, so let’s discuss how to keep up with B. Automotives.
Pre Business Basics

4 Business Expressions
Look at the following expressions and make your own sentence for each.

① level off: stay the same after a previous period of gains or decline
② bottom out: hit the lowest point
③ take a hit: suddenly get worse, especially as a result of something

5 The Formal Sort
Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

① level off: stay the same after a previous period of gains or decline
② bottom out: hit the lowest point
③ take a hit: suddenly get worse, especially as a result of something

6 Let’s Discuss
Choose 1 or 2 questions that interests you the most and discuss.

1) What is the biggest trend of the last five years that you didn’t follow? Why did you avoid it?
2) What trend are you most embarrassed being a part of?
3) Think of a company that has steadily trended upward for decades. What made it so successful?
4) What is the most popular tech company at the moment? How long do you think they will stay at the top? Why?

7 Quote of the Day
Read the quotes and answer the question from your instructor.

“Follow sound business trends, not fashion trends.”
Janice Dickinson

“Great things are not accomplished by those who yield to trends and fads and popular opinion.”
Jack Kerouac

Wrapping Up
Share two things you learned from this lesson and review.

1. ____________ 2. ____________
Learning Objectives
After this chapter, you will be able to...
✓ talk about wants, hopes, and dreams.

Getting Started
Describe the picture below and talk about the question.

Key Patterns
Look at the key patterns and make your own sentences using them.

1. My dream is to...
   - ... open up a restaurant
   - ... retire while I’m young
   - ... have a large family

2. I’ve been wanting to...
   - ... ask you
   - ... get promoted for a bit
   - ... get that report finished

3. Keep... and I’ll keep...
   - ... your US dollars... my gold
   - ... producing... paying
   - ... your beliefs... mine

Key Conversation
Review the conversation answer some questions from your instructor.

“Visiting a friendly Co-worker”

Ruth
Hey superstar, what’s going on in here?

Mark
Hey! Nothing out of the ordinary. Just slaving away.

Ruth
I could really use a drink. I’ve been wanting to get out of here since lunch.

Mark
And I’ve been wanting to sleep since I got up, but here we are.

Ruth
You know, there’s a way to solve this problem.

Mark
Retirement?

Ruth
Now you’re talking. Most people in here have been secretly hoping for that merger with Genetix... and a nice severance package.

Mark
Keep dreaming and I’ll keep working.

Ruth
All right, I’ll let you get back. But let me know if you change your mind.

Mark
Will do. Thanks for stopping by.
Business Expressions

Look at the following expressions and make your own sentence for each.

1. could use something: desire something, especially to relieve stress
2. have an ulterior motive: have a hidden reason for doing something
3. count someone in: to include someone

The Formal Sort

Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

① could use something: desire something, especially to relieve stress
② have an ulterior motive: have a hidden reason for doing something
③ count someone in: to include someone
④ It would have been be of benefit to... (F / I)
⑤ I aspire to... (F / I)
⑥ My greatest desire is to... (F / I)

The Formal Sort

Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

① What is your greatest hope for you, your family, or your friends?
② What dreams of yours have come true so far?
③ What position do you want in the next 5 years? What will it take to achieve that?
④ Do you still chase dreams that haven’t come true? If yes, will you ever give up? If no, what made you stop?

Let’s Discuss

Choose 1 or 2 questions that interests you the most and discuss.

1) What is your greatest hope for you, your family, or your friends?
2) What dreams of yours have come true so far?
3) What position do you want in the next 5 years? What will it take to achieve that?
4) Do you still chase dreams that haven’t come true? If yes, will you ever give up? If no, what made you stop?

Quote of the Day

Read the quotes and answer the question from your instructor.

“Everything that is done in the world is done by hope.”

Martin Luther

“Hope in reality is the worst of all evils because it prolongs the torments of man.”

Friedrick Nietzsche

Wrapping Up

Share two things you learned from this lesson and review.

1. ____________ 2. ____________

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Learning Objectives
After this chapter, you will be able to...
✓ explain a past action that was interrupted.

Getting Started
Describe the picture below and talk about the question.

What happened?

Quinn: What happened?
Paige: I was updating my software when the screen froze.

Quinn: Did you try restarting it?
Paige: Yeah, restarting didn’t help. I tried turning the power off and on. No luck.

Quinn: You’re the second person today with that problem. I’ll have a look.

Paige: Do you think you can fix it by the end of the day?
Quinn: I’ll try, but I wouldn’t get my hopes up. That’s actually what I was working on when you came in.

Paige: Ugh. When it crashed, I was working on a presentation. It has all my files.
Quinn: You didn’t save to the cloud?
Paige: That’s what the update was for!
Quinn: Right... sorry. I’ll do my best.
Paige: That’s all I can ask. Here’s my card; could you call me at this number when you’re done?

Key Patterns
Look at the key patterns and make your own sentences using them.

I was... when...
•... typing an e-mail... my PC crashed
•... driving to work... a car hit me
•... saving a file... my computer shut down
•_____________________

I tried... but...
•... restarting... it didn’t help
•... contacting him... didn’t hear back
•... calling... couldn’t reach him
•_____________________

Could you... when you’re done?
•... call me
•... e-mail me
•... text me
•_____________________

“ What Happened? ”

Quinn
Paige
What happened?
I was updating my software when the screen froze.

Did you try restarting it?
Yeah, restarting didn’t help. I tried turning the power off and on. No luck.

You’re the second person today with that problem. I’ll have a look.

Do you think you can fix it by the end of the day?
I’ll try, but I wouldn’t get my hopes up. That’s actually what I was working on when you came in.

Ugh. When it crashed, I was working on a presentation. It has all my files.

You didn’t save to the cloud?
That’s what the update was for!

Right... sorry. I’ll do my best.

That’s all I can ask. Here’s my card; could you call me at this number when you’re done?
Business Expressions
Look at the following expressions and make your own sentence for each.

1. get your hopes up: be overly optimistic about an outcome
2. have a look: examine something to find the problem
3. nip something in the bud: stop a potential problem from becoming an actual problem

The Formal Sort
Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

1) What are the most common work-related problems you have?
2) What advice do you give someone when their problem is unsolvable?
3) What is the biggest trouble at work that you’ve had to overcome? What happened?
4) What is the best way to deal with stress at work?

Let’s Discuss
Choose 1 or 2 questions that interests you the most and discuss.

Quote of the Day
Read the quotes and answer the question from your instructor.

“Man only likes to count his troubles; he doesn’t calculate his happiness.”
Fyodor Dostoyevsky

“My mother had a great deal of trouble with me, but I think she enjoyed it.”
Mark Twain

Wrapping Up
Share two things you learned from this lesson and review.

1. ____________ 2. ____________
LEsson 7 GETTING SOME HELP

Learning Objectives
After this chapter, you will be able to...
✓ ask for help.
✓ use politeness strategies.

1 Getting Started
Describe the picture below and talk about the question.

2 Key Patterns
Look at the key patterns and make your own sentences using them.

Would you mind...?
• giving me a hand
• helping me
• writing an e-mail

I need you to...
• send an e-mail
• get back to me soon
• help me with something

You might want to...
• use a spell checker
• try another way
• call someone else

3 Key Conversation
Review the conversation answer some questions from your instructor.

“Getting Help with an E-mail”

Will Would you mind helping me with something?
Liz Sure, what’s up?
Will I need you to look at an e-mail for me. Does this look right to you?
Liz Yeah, but you might want to change the valediction.
Will The what?
Liz Valediction. The closing words in your e-mail.
Will Why? What’s wrong with my “valediction?”
Liz “I expect your reply” sounds bossy.
Will I couldn’t come up with anything else. What can I say instead?
Liz Try, “I look forward to.” It’s a lot friendlier.

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Business Expressions

Look at the following expressions and make your own sentence for each.

① give someone a hand: help someone
② look right: have the correct appearance; be accurate
③ come up with: invent, think of

The Formal Sort

Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

① give someone a hand: help someone
② look right: have the correct appearance; be accurate
③ come up with: invent, think of

The Formal Sort

Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

Would you mind... (F/I)
Can you... (F/I)
Unfortunately, there’s no way I could... (F/I)
Sure, what’s up? (F/I)
No, not at all. (F/I)
Sorry, I’m a little busy. (F/I)

Let’s Discuss

Choose 1 or 2 questions that interests you the most and discuss.

1) Many companies have programs to help their communities. How does this help companies? Give an example from your experience.
2) What volunteer work have you done? How has it helped you?
3) Do you ever give money to charity? Why or why not?
4) Is society becoming more or less responsible for others? Why do you think so?

Quote of the Day

Read the quotes and answer the question from your instructor.

“Our prime purpose in this life is to help others. And if you can’t help them, at least don’t hurt them.”
Dalai Lama

“The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well.”
Ralph Waldo Emerson

Wrapping Up

Share two things you learned from this lesson and review.

1. ____________ 2. ____________
Learning Objectives

After this chapter, you will be able to...

✓ identify common Western etiquette practices.

Getting Started

Describe the picture below and talk about the question.

Key Patterns

Look at the key patterns and make your own sentences using them.

① If someone... do the same.
   ● ... orders a drink...
   ● ... texts back immediately...
   ● ... compliments you...
   ● __________________

② I’ll be sure to...
   ● ... try that
   ● ... heed your advice
   ● ... give that a shot
   ● __________________

③ I’ve got to say...
   ● ... that works for me
   ● ... that’s quite insightful
   ● ... I can’t see myself doing that
   ● __________________

Key Conversation

Review the conversation answer some questions from your instructor.

Troy: I’ve got to say, dinner with the CEO is a little scary. I don’t even know what fork to use.

Claire: You don’t have to. Just start from the outside and work your way in.

Troy: All right, I can do that. Let’s keep the advice rolling.

Claire: Okay, avoid answering your phone, texting, or anything like that. In fact, just turn it off.

Troy: I’ll be sure to do that. What about alcohol? It might calm the nerves a bit.

Claire: If I were you I’d follow Mr. Thompson’s lead. If he orders a drink, do the same. Join him.

Troy: That’s great, but what do I even talk about with him?

Claire: The website has a lot of info on him. You could probably dig something up there.

Troy: That’s great, but what do I even talk about with him?

Claire: The website has a lot of info on him. You could probably dig something up there.

Troy: I’ll look into that, thanks.

Claire: And last but not least, you absolutely cannot eat with your mouth open!
Business Expressions
Look at the following expressions and make your own sentence for each.

1. follow someone's lead: do as someone else does
2. dig something up: find something after extensive searching
3. look into: research facts about something

The Formal Sort
Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

1) Which rule of etiquette really bothers you when people break it? How can you deal with someone who regularly breaks it around you?
2) What do you do if your boss has offensive manners? Have you ever been in this situation?
3) How do you tell someone you care about that their etiquette embarrasses you?
4) How would you react if someone told you were doing something ill-mannered?

Let's Discuss
Choose 1 or 2 questions that interests you the most and discuss.

Table Manners
Are they acceptable or not?

1. Belching
2. Chewing with your mouth open
3. Putting your purse/wallet on the table
4. Resting elbows on the table
5. Stacking dishes when you're finished
6. Slurping your drink or soup
7. Using utensils to gesture
8. Answering your phone
9. Eating before others at your table have been served
10. Blowing your nose at the table
11. Picking up dropped utensils
12. Fix your hair

Quote of the Day
Read the quotes and answer the question from your instructor.

“My advice to you is get married: if you find a good wife you’ll be happy; if not, you’ll become a philosopher.”
Socrates

“I see it all perfectly; there are two possible situations: one can either do this or that. My honest opinion and my friendly advice is this: do it or do not do it; you will regret both.”
Soren Kierkegaard

Wrapping Up
Share two things you learned from this lesson and review.

1. ____________ 2. ____________
Get Started
Describe the picture below and talk about the question.

Key Patterns
Look at the key patterns and make your own sentences using them.

Key Conversation
Review the conversation answer some questions from your instructor.

Exercise 1: I could use your help with...
- making an apology
- getting this done
- some advice
- _______________

Exercise 2: It looks like I...
- made a mistake
- might be late
- have to leave early
- _______________

Exercise 3: He's great with...
- finding solutions
- apologizing effectively
- crunching numbers
- _______________

Brooke: I could use your help with something. Unfortunately I sent the wrong quote to a client.

Bryce: It happens. Just get on it before it becomes an issue.

Brooke: That’s the thing. They already placed a rush order.

Bryce: How big was the order?

Brooke: Over $500,000.

Bryce: What were you off by?

Brooke: A zero. It should have been $5,000,000.

Bryce: What? Okay, tell them ASAP. Include an apology and hope they understand.

Brooke: What should I say?

Bryce: It happens. Just get on it before it becomes an issue. Run it by Charles first. He’s great with apologies.
Business Expressions

Look at the following expressions and make your own sentence for each.

1. **get on something**: do something before it’s too late
2. **be off by something**: miscalculate or be wrong by an amount
3. **run something by someone**: show someone something for confirmation

The Formal Sort

Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

1. Are you a forgiving person? What should you do when someone keeps making the same mistake?
2. When is it appropriate to apologize through e-mail, social media, or the telephone?
3. What's more important: an apology or never making the mistake again? Why?
4. When do apologies make you feel awkward? Give an example from your life.

Let’s Discuss

Choose 1 or 2 questions that interests you the most and discuss.

Quote of the Day

Read the quotes and answer the question from your instructor.

*Sienna Miller*

“I've made apologies to people I needed to, but I can’t apologize to people I don’t know for things they don’t understand.”

*Ike Barinholtz*

“You don’t want to have to come into work on Monday already apologizing. I try to save my apologies for what I’ve done later in the week.”

Wrapping Up

Share two things you learned from this lesson and review.

1. ____________ 2. ____________
10 SAYING GOODBYE

Learning Objectives
After this chapter, you will be able to...
✓ say goodbye after a business trip.

Getting Started
Describe the picture below and talk about the question.

Key Patterns
Look at the key patterns and make your own sentences using them.

① If you're ever... let me know.
  •... around...
  •... in the area again...
  •... back this way...
  •____________________

② I genuinely appreciate...
  •... what you did
  •... your efforts
  •... your contributions
  •____________________

③ Give my best to...
  •... your staff
  •... the rest of the team
  •... your family
  •____________________

Key Conversation
Review the conversation answer some questions from your instructor.

“Goodbye”

Kim: So you came to say goodbye.
Cam: Yeah, it’s about that time.

Kim: I just want you to know how much we enjoyed having you here.
Cam: Please, the pleasure was mine.

Kim: No really. You helped negotiate an important partnership and I genuinely appreciate your efforts.
Cam: Well thank you for that.

Kim: If you’re ever in the area again, please let me know.
Cam: I’ll be sure to do that. The same goes for you.

Kim: Absolutely. Let’s keep in touch on SynkedIn.
Cam: Definitely. Give my best to the rest of the team. Sorry I couldn’t say goodbye to everyone!
Business Expressions
Look at the following expressions and make your own sentence for each.

- greener pastures: better conditions or opportunities
- cross paths: meet someone in the future
- keep in touch: maintain communication.

The Formal Sort
Sort the questions and explain why you believe they are formal or informal. (F=formal / I=informal)

1. greener pastures: better conditions or opportunities
2. cross paths: meet someone in the future
3. keep in touch: maintain communication.

- You were instrumental in... (F/I)
- You really helped with... (F/I)
- You will be missed. (F/I)
- I’ll miss having you around. (F/I)
- Good luck in the future. (F/I)
- Best of luck in your future endeavors. (F/I)

Let’s Discuss
Choose 1 or 2 questions that interests you the most and discuss.

1) What is the best way to say farewell? Is that what you usually do? Why?
2) Which do you prefer: the excitement of new opportunities or staying with what you know? Why?
3) When was the last time you had an emotional goodbye? What made it so touching?
4) How do you ensure you keep in touch with someone you truly value?

Quote of the Day
Read the quotes and answer the question from your instructor.

“Absence makes the heart grow fonder.”
“Out of sight, out of mind.”

Wrapping Up
Share two things you learned from this lesson and review.

1. __________________ 2. __________________

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