

Meeting Monday

When arriving late to a meeting is unavoidable, it is important to inform the people waiting for you that you will be late. They can then decide if they want to delay or cancel the meeting.

Week 1

Scenario

You are driving to a meeting and have 20 miles left to go. You are unexpectedly met with road construction and have been informed there will be a 15-minute wait. Your cell phone has just died and you have no charger. What are some of your options to inform your waiting party that you will be late?

Tip Tuesday

Supporting materials (computer bag, pens, notepads, etc.) are a reflection of your style and project an image of you and your organization.

Scenario

You have just met a new business associate who carries a torn and ripped computer bag over his shoulder. They have forgotten a notepad and all their pens are out of ink. What is your first impression?

World Wednesday

In Australia, dinner is served between 6 and 8 pm and a late evening supper is eaten a few hours after dinner.

When invited to a home, it is appropriate to give a gift to the host/hostess.

Scenario

You are staying in Australia for work. An associate invites you over to their house at 5pm. How do you prepare for this evening?

Tasteful Thursday

When making food choices with business associates, think about who you are with and who you will be with.

Scenario

You are at a job interview for a position you really want. The hiring agent meets you at a restaurant for an informal interview. They inform you they are very allergic to garlic. Why should you consider ordering a meal that does not include garlic as an ingredient?

Fast Friday

Time management is a crucial skill in today's business world.

Employers value the ability to work faster, and employees benefit from this skill as well.

Creating a calming workspace can help you be more efficient.

Week 1

Scenario

When you enter your place of employment, you are met with a giant mess. You have a lot of tasks to complete today that did not include cleaning a mess left by someone else. Do you clean the mess first or try to do your job around the mess. Explain your reasoning.

Meeting Monday

Arriving in someone's office more than 5-10 minutes before a scheduled meeting time is an etiquette no-no.

Company meetings require you to arrive no more than 3-5 minutes before the scheduled meeting time.

Week 2

Scenario

You arrive at your boss's office 10 minutes before your scheduled meeting. You notice that she is on the phone and typing on the computer. What should you do?

Tip Tuesday

Passports can take anywhere from 5-11 weeks to process. You should apply at least 4-6 months before planned travel. Children under age 16, all first-time applicants, and applicants who have lost their passport or had their passport stolen must apply in-person.

Week 2

Scenario

It's currently January and you are planning a family trip to Russia for December. You are currently 15 years old and do not have a passport. When should you apply for a passport?

World Wednesday

When working with people from France, it is appropriate to maintain certain formalities (using last names) and to be punctual even though people in southern France are more laid-back with meeting times. If dining with a customer, you should always act as the host and only discuss business after the meal.

Scenario

Your French customer wants to meet for dinner. You know they will probably be at least 30 minutes late and you are anxious to discuss business with them. When do you arrive for your 6pm dinner and when do you start talking business?

Tasteful Thursday

If you are a part of a business that allows you to use your phone during working hours, it is important to follow proper cell phone workplace etiquette to help reduce the chances of you getting these privileges taken away.

Scenario

You work at a job that allows their employees to use their personal phones during the day. What are two general rules about personal phone use that would be acceptable at this company?

Fast Friday

When making a to-do list, put the most important tasks at the top of the list. If you only focus on checking items off your list, you will miss doing what is most important first which can lead to procrastination.

Scenario

Make a list of three things you have to do. Be sure to put the most important thing first, even if it is the hardest.

Meeting Monday

When you miss a meeting, apologize rather than making an excuse. You should always confirm important business meetings one day in advance by phone or email. Develop a routine where you check your daily calendar first thing in the morning.

Week 3

Scenario

You receive a phone call from Mrs. Posh because she is waiting for you at a restaurant. You check your calendar and realize you forgot the scheduled lunch meeting that started 10 minutes ago and the restaurant is 30 minutes away. How do you handle this situation?

Tip Tuesday

Many people have difficulty or are uncomfortable with initiating small talk at social gatherings with strangers.

Rather than feeling uncomfortable, take a beverage and stand at the nearest window with your back to the window. Having something to hold will put you at ease and make you look approachable and people gravitate towards natural light.

Scenario

You are at your company's award ceremony and are waiting for the event to begin. You do not know anyone else in attendance at the moment. What can you do to help make yourself more comfortable? What would be one topic of interest you could bring up in conversation?

World Wednesday

When working in Germany, it is proper to say goodbye to people in a group by addressing everyone. You should begin with the top-level person.

Scenario

You are saying goodbye to the following people after a meeting in Germany. Record who you would say goodbye to first, second, and third.

- CEO
- Secretary
- Head accountant

Tasteful Thursday

Getting a good night's sleep will make all the difference in how you show up at work. You'll feel better, have more energy, and be able to concentrate. Appearing tired or sluggish at work won't be perceived well by your coworkers.

Week 3

Scenario

You had a restless night of sleep and are feeling tired and sluggish this morning. How can you wake yourself up so you will arrive to work ready to tackle the day?

Fast Friday

To stay focused on your current task, make a distraction list.

Whenever a distracting thought pops up, write it down on the list and get back to work.

Complete the items on your list when you are done with your work.

Week 3

Scenario

You have two pages left to write of a proposal at work. Your mind keeps being interrupted with thoughts of what you need to do after work tonight and important people you need to contact. How can you stay focused on your proposal?

Meeting Monday

Time is one of the most priceless commodities we have. If someone is going off topic at a meeting, it is important to guide them back to the scheduled topic on the agenda. This is the responsibility of the person who is conducting the meeting.

Week 4

Scenario

You are leading a meeting about last month's sales data. One of the attendees starts talking about the upcoming training on the new point of sale systems (POS). How do you guide this person back to the topic of sales data?

Tip Tuesday

Simple greetings are the key to acknowledging others before beginning a conversation (ex: good morning or good afternoon). These can typically be overlooked in our hurry to receive information.

Scenario

You are at the airport and are in need of directions to where you can pick up your baggage. Even though you are eager to pick up your bag and go home, how should you first address airport staff? Why do you think this is important?

World Wednesday

Germans may not smile as a nonverbal cue that they are pleased about something. Being on time is of the utmost importance.

Scenario

You are giving a presentation in Germany, but no one in the room has smiled at you during your 20 minutes of speaking. Should this concern you? Explain your reasoning.

Tasteful Thursday

Pay attention to what your coworkers and manager wear to help guide your decisions in how to dress for work.

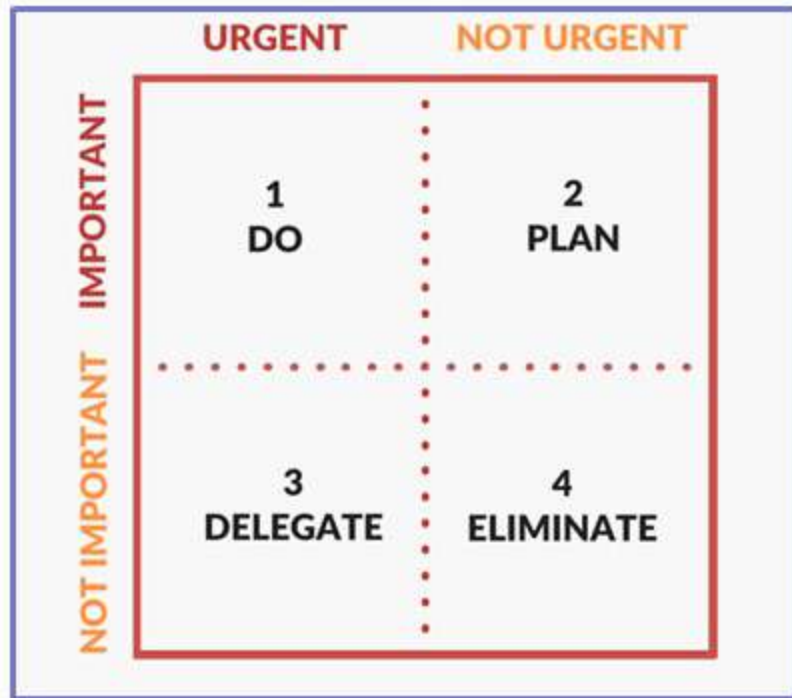
The same goes for remote work—be sure to look pulled together on video.

Scenario

The dress code for work states you must wear jeans. You notice that your coworkers will wear sweatpants on the days the manager is not around. What should you wear to work? Why?

Fast Friday

The Eisenhower Matrix can help you quickly determine what you should work on and what you should ignore.



Week 4

Scenario

Where would each of the following tasks go on the Eisenhower Matrix?

1. Homework that is due next period
2. Making locker signs for FB LA
3. Planning your Christmas shopping list
4. Studying for tomorrow's test

Meeting Monday

Become an expert at praising the positive intent behind a person's angry response at meetings. Avoid aggressive "you" talk which can escalate the conflict.

Week 5

Scenario

Macy is upset at a meeting that the customer service representatives are not getting the credit they deserve for boosting holiday sale figures this year. How can you respond in a way that praises the positive intent of her comments?

Tip Tuesday

When shaking hands, clasp the other person's palm with your palm. Talk to the person whose hand you are shaking. A simple "nice to meet you" is sufficient. Too tight of a grip can mark someone as a manipulator and too weak of a handshake can make you appear hesitant.

Week 5

Scenario

One "up-down" when shaking hands is sufficient, but sometimes people like to linger while shaking your hand. How can you politely remove your hand from their grasp if someone is taking too long to let go?

World Wednesday

When working in Hong Kong, you should be prepared to use chopsticks. Your business card should be translated to Chinese on one side. Only open a gift in front of the person who gave it to you when requested to do so. You should speak to someone at a distance of two arm lengths.

Week 5

Scenario

You and a colleague are conversing with someone you just met from Hong Kong. You notice your colleague is standing only one foot away from the new acquaintance. Is this acceptable? How can it be addressed discretely?

+ Tasteful Thursday

When starting a new job or welcoming a new employee, take the initiative to introduce yourself. Be friendly, tell them a little about yourself, and also express that you look forward to working with them.

Week 5

Scenario

Your boss was taking you around your new job and introducing you to your coworkers. She had to step away to take a phone call and now you are awkwardly standing by yourself. What should you do?

Fast Friday

To make the most of their time, highly productive people identify the most important 20% of their work. They then look at ways to cut down the other 80% to find more time for the things that make the biggest impact.

Week 5

Scenario

The school bus manager is responsible for the maintenance of all school buses and to ensure all buses are clean. What is the most important part of their job, maintenance or cleaning? How can they find more time to focus on the most important work?

+ Meeting Monday

When inviting others to a meeting, make sure to include the purpose of the meeting, the agenda, and clear date/times. Also set an end time for your meeting, or for each agenda item.

Week 6

Scenario

You are currently at a meeting that was set to run from 1:00-2:00. It is now 1:58 and your coworkers are still discussing the issues on the agenda and you are worried the meeting will run over the scheduled time. You have another meeting starting at 2:05. What should you do?

Tip Tuesday

Avoid responding with an automatic "I'm sorry" when given criticism. Instead, thank the person for their feedback. Ask for help when needed.

Scenario

You submitted a draft budget to your manager and they responded with some mistakes you made on the spreadsheet. How can you respond in this situation without saying "I'm sorry"?



World Wednesday

Indonesians would, as a rule, rather be wrong than not be able to give you directions. While in Indonesia, hugging and kissing in public is considered to be inappropriate.

Scenario

You are lost in Indonesia and need directions. Knowing that you may be given incorrect information from one person, how can you be sure to reach your destination?

Tasteful Thursday

Resist the urge to check your phone at work. You do not want to look distracted or not working. Save scrolling social media and responding to personal messages for lunchtime.

Week 6

Scenario

Lucy's place of employment does not allow the use of personal cellphones during working hours, but she wants to always be available in case her children need to reach her. How can she handle this?

Fast Friday

Reply all sends an email to everyone in the chain. It is important you respect people's time and their email space by only selecting that option when the sender specifically states you reply all to the email.

Week 6

Scenario

You are busy at your desk and receive an email to your entire department asking for a response **ONLY** to the person who sent the email. Five employees reply all which is creating a distraction for you. How can this be handled?

Meeting Monday

Nothing is more boring than listening to a lecture meeting where the presenter reads word-for-word from a PowerPoint screen. If you simply want to share information, do not schedule a meeting.

Week 7

Scenario

You updated the company's dress code policy and need to pass the information along to employees. Rather than holding a meeting, how can this information be distributed? How can you be sure everyone has received and understand the new policy?



Tip Tuesday

When you cannot remember someone's name, do not ask, "Who are you?" Instead, ask questions that may help trigger your memory, ask a friend/colleague afterwards, or get creative!

Week 7

Scenario

Someone comes up to you at a conference who you have met before but whose name has escaped your memory. How could you find out this person's name without having them find out you do not remember it?

World Wednesday

Greet others with a bow in Japan. You always want to bow lower and longer to someone who outranks you. Match bows with those who are considered equals. If you are unsure of status, bow a shade lower than the other person.

Week 7

Scenario

You will soon be traveling to Japan and are unsure how to greet others. You heard it is appropriate to bow at introductions, but you are unsure about the specifics. What can you do to learn more before your trip?

Tasteful Thursday

Work gossip can often result from a lack of information. The best way to manage this kind of gossip is to be as transparent as possible with the information you have.

Week 7

Scenario

Your employees are mumbling amongst themselves because they heard they will need to all work overtime next week. How can you stop any gossiping about this? How can it be avoided in the future?

Fast Friday

Most jobs rely on computers. A slow computer can be frustrating and cause a loss in productivity. Be sure to update your computer, shut down your computer regularly, and delete large files you do not need to increase your computer speed.

Week 7

Scenario

You started a new job and the computer you are assigned to is running very slow. What can you try to do in order to improve its performance?

Meeting Monday

Have meetings because:

1. Your team needs to work together in the same space.
2. You need various perspectives
3. You need to brainstorm

Week 8

Scenario

You are the manager at your company and you have two tasks that need to be completed. First, you need to update your employees of your upcoming holiday hours. Second, you want to come up with ideas how to increase sales. Which one of these topics would justify meeting as a group. Why?

Tip Tuesday

Proper business etiquette states you should always use a person's last name unless you have been invited to do otherwise. Never ask if you can use someone's first name, they will give you permission for you to address them casually by it when they see fit.

Scenario

You are interviewing for a new job at a new company by Mark Canyon. How should you address him?

World Wednesday

If you need to blow your nose in Japan, do so discretely and dispose of your tissue immediately. Putting a used tissue in a pocket or purse is regarded as unsophisticated.

Scenario

You are in Japan but are suffering from allergies which is causing your nose to run more than usual. How would you address this problem?

Tasteful Thursday

Many people place a high importance on well-written documents. It will increase the likelihood of a positive response and also show you care about attention to detail. Use a spell checker but also make sure it's proofread by a qualified person.

Week 8

Scenario

You are emailing back and forth with a manager of a company you are interested in working at. The manager constantly has errors in their messages and keeps misspelling your name. Would you still be interested in working for this company? Why?

Fast Friday

Every time you unnecessarily take your hands off the keyboard to use the mouse, you are wasting precious seconds.

Scenario

Keyboard shortcuts save time while working on the computer. Write down what the following keyboard shortcuts are used for.

Ctrl+Z

Ctrl+Shift+N

Ctrl+P

Meeting Monday

Choose someone to take notes during a meeting. Each attendee should get a copy of these minutes. After meetings, both managers and team members need to know exactly who will do what – and when.

Week 9

Scenario

Minutes were taken at your last meeting but were not sent out in a timely manner to all attendees. The minutes included the next steps people needed to take to complete a company project. What could be a negative effect of not sending the minutes out fast enough?

Tip Tuesday

It is common practice to exchange business cards upon meeting someone new in a business setting. You can ask for someone's business card after you have offered yours first.

Week 9

Scenario

You are a high school student, but you are starting to network with others. While it is appropriate to exchange social media accounts with your peers, how could you impress someone of higher status?

World Wednesday

When sitting in Saudi Arabia, keep the soles to your feet to the ground. When reaching for something, use your right hand. It is considered taboo for the soles of your feet to be showing or to use your left hand.

Scenario

You are traveling to Saudi Arabia for work. You are left-handed and always cross your legs when sitting. How can you remember to use your right hand and to keep your feet on the ground?

Tasteful Thursday

Just because you can design documents however you want to, doesn't mean you should. Stick to one font for headlines and one for the body of your message.

Scenario

Jill sends emails using blue Comic Sans font and John sends his using black Arial. What one is appropriate for business? Why?

Fast Friday

As the saying goes, "a cluttered desk is a sign of a cluttered mind."

Keeping your workspace clean and organized can have a huge effect on your productivity, concentration, and ability to find everything you need.

Week 9

Scenario

Your work area should have your most essential (most used) items close at hand. What are three things that should be close at hand on someone's work desk?

Meeting Monday

Early in a meeting, ask each person to report on their assigned tasks they committed to at the last meeting.

Scenario

Jack was supposed to contact the Radisson hotel to make hotel reservations for the upcoming company trip. Jack forgot to do his assigned task. How can this situation be handled?

Tip Tuesday

Use two hands when offering and receiving items. This practice started in Japan but is now common among all countries. It shows that you are giving 100 percent of your attention to the other person.

Week 10

Scenario

Jill received a business card with one hand and John with both hands. They both made good eye contact, but who made the better impression? Why?

World Wednesday

When doing business in Singapore, expect a gift to be refused a few times before it is accepted. Do not give gifts when establishing a business relationship as this could be seen as a bribe.

Week 10

Scenario

You are offering a person in Singapore a gift but they refused it the first time. What should you do?

Tasteful Thursday

Monitor the progress of a faxed document or one sent by mail. Ensure the item was received safely by calling the recipient and checking that it was delivered.

Scenario

You faxed an important, time sensitive document to a client yesterday and have not heard a response from them. What should you have done?

Fast Friday

Secondary items are things that see a lot of use but are non-essential supplies.

These should be stored away but still close at hand.

Scenario

You use your computer the most at work but still occasionally need a notebook and paper. Where can you store these items?

Meeting Monday

You should consider each person's workload before assigning action steps to employees at meetings. Take time to think through who would be the best fit for the assigned task.

Week 11

Scenario

You need to assign someone the task of entertainment for the upcoming holiday party. Jim and Sue have both volunteered for this task. Jim has done this for the past two years and has done a good job, but he currently has a lot on his plate. Sue has more available time but has never done this before. Who do you choose and why?

Tip Tuesday

You can and will be judged by your personal appearance. In professional business settings, avoid jeans, worn and wrinkled shirts, sneakers, scuffed shoes, and revealing shirts. "Dress-down days" should only be one notch down from what is normally acceptable in the office.

Scenario

What would be appropriate for you to wear during a "dress-down day" at an office where business dress (button shirt, tie, dress pants, skirts, etc.) is the typical dress code?

World Wednesday

South Koreans place a high value on families. It is appropriate to comment on the good health of an older person and polite for them to deny the compliment. Topics of politics, especially socialism and communism, should be avoided.

Scenario

You are working in South Korea and are introduced to a new business associate. What three topics of conversation could you bring up?

Tasteful Thursday

There are things you bring to work every day that need to go somewhere. However, rather than leaving your purse, wallet, phone, or keys on your desk, designate a specific area for those items.

Scenario

You ride your bike to work every day with a backpack to hold your items. Where can you store your helmet and backpack while you are at work?

Fast Friday

Digital messes count as clutter too, and can be distracting when you're trying to focus. At least once a week, clean up any stray files on your desktop computer.

Scenario

You have fallen into a habit of saving all your documents with the default file name in your document folder. There are over 50 files in that folder and you are not sure what they are. How can you tackle this problem?

Meeting Monday

Guest speakers can provide both education and entertainment value. A great speaker can provide an external perspective of a company and be a break from monotony.

Scenario

Your class is raising money for the local dog shelter. Why would you want to invite a guest speaker from the dog shelter to talk to your class about the fundraiser?

Tip Tuesday

If you're employed by a company that lets you work from home, request the equipment you need as soon as you start working from home. It's extremely important to set a precedent early that you will ask for what you need to get your job done comfortably.

Week 12

Scenario

You have been working from home for three months and have put off asking for a dual monitor system, a computer chair, and a scanner. Why might the company deny your request?

World Wednesday

When eating in a Chinese, Japanese, or Korean restaurant be ready to eat your food using chopsticks.

Scenario

You do not want to embarrass yourself on your travels by needing to ask for a fork. How can you prepare for a trip to China where you are expected to eat with chopsticks?

Tasteful Thursday

When tensions get high, it is nice to get out of your working area for a little while and let your brain rest. Break rooms can be the perfect area for employees to take a break.

Scenario

You are designing your company's break room area. What things would you like to include to help employees unwind for 15 minutes?

Fast Friday

The average length of a single ring of the phone is about six seconds. Answering too fast can catch people off guard, but waiting too long to answer will leave people feeling frustrated.

Scenario

You are the receptionist at a company and your primary job is to answer and transfer phone calls. What would the appropriate number of rings be for incoming calls?

Meeting Monday

While you have the option to join virtual meetings on your phone, the desktop version typically has greater bandwidth, leading to better audio and video quality.

Scenario

You have a Zoom meeting scheduled for this afternoon and are debating between using your phone or computer. Besides better connection, what would be another reason to use your computer versus your smartphone?

Tip Tuesday

Sometimes money is not enough of a motivator for employees. Worker morale can be improved by adding fun to the work week through things like team lunches, casual Fridays, and relaxing activities.

Scenario

Besides being paid more, what activities could your job do to help motivate you? What things would help make you look forward to going to work?

World Wednesday

Business meetings in Brazil often last longer than planned. Do not leave before the meeting has officially ended since leaving early is considered rude.

Scenario

You are in Brazil and have a meeting scheduled from 9-10 am and another meeting scheduled at 10:15 am. Do you think you will make you 10:15 meeting? What should you do?

Tasteful Thursday

Starbucks' round tables were created specifically so customers would feel less alone. Research shows that round tables are more friendly than square ones.

Scenario

Your company has square tables in their breakroom because they offer more capacity. What reasons might the company have to switch to round tables?

Fast Friday

At the end of every day, take the time to wipe down your desk before you head out. Doing this will make you put away anything you've left on your desktop, meaning you'll come to work each morning with a clean desk and a fresh start.

Week 13

Scenario

Mason takes the time to clean his work area at the end of his shift, whereas Mary does not. How will the start of their next shift be different?

Meeting Monday

When meeting virtually, look at others while they speak, but look at your camera while you speak. Although this can feel uncomfortable, it will appear as if you are looking at the other people online.

Scenario

You have been participating in a lot of meetings via Zoom and have a hard time staring into your web camera as you speak. What could you put on your computer to help you focus on your camera?

Tip Tuesday

Language influences work culture. How managers speak about their company and to their employees influences the work atmosphere. Instead of projecting worry and unhappiness, focus on inspiring growth and reward.

Week 14

Scenario

Management is worried because they will be short staffed tomorrow. How can they motivate the crew that is coming into work to have a positive outlook?

World Wednesday

It is proper to give flowers to your host in Russia, but make sure they are an odd number. An even number of flowers in an arrangement is associated with burials.

Scenario

You are going to dinner at an business associate's house in Russia. On the drive there, you notice that the florist has put 12 flowers in your bouquet. How do you fix this problem?

Tasteful Thursday

Be specific when leaving a phone message. Provide your full name, reason you called, and how and when they should respond to you.

Scenario

You own a cake business and received the following voice mail:

"Hello. I want to order a cake for my wedding this weekend. Thanks."

Are you going to be able to respond? Why?

Fast Friday

Put a trash can next to or under your desk. The longer clutter piles up, the more you get used to it, and the more likely you are to let it stick around indefinitely.

Week 14

Scenario

You like the trash can on the other side of the room because it gives you a little break to stretch your legs and rest your eyes from the computer screen. However, every time you throw something away, you get sidetracked by conversation which takes up valuable time. What could be a solution to this problem?

Meeting Monday

To give employees something to look forward to at meetings, considering offer snacks or drinks. This little perk can boost company morale.

Scenario

What type of food and drink would be appropriate to serve at a business meeting?

Tip Tuesday

No matter how or when you take your breaks, make sure to take them in their entirety. For example, if you plan for an hour break and return to your desk after only 40 minutes, walk away for another 20.

Scenario

You may be tempted to return from breaks early to get a head start on a project or to answer emails. Give two reasons why it is important to take your entire allowed time during breaks.

World Wednesday

In Mexico, it is not uncommon for businesses to start their daily operations around 9:30 am and to remain open until 7 pm. Email communication is best in the early hours.

Scenario

You are working on a project with customers who live in Mexico. You have a question you need to ask your customer, but it is 8:30 am in their country. What should you do?

Tasteful Thursday

A desk caddy to hold office supplies is still creating visual clutter. If possible, make a spot in a desk drawer to hold your office supplies, especially the ones that very rarely get used.

Scenario

How can you keep all your office supplies (Pens, paper clips, whiteout, highlighters, etc.) organized inside your desk?

Fast Friday

No one gets anything done when they're constantly answering texts or checking their most recent phone notifications.

Scenario

Constant buzzes and interruptions are a common source of workplace stress. What would be the easiest and most effective way to keep you from checking your phone?

Meeting Monday

Choose a meeting location that is easy for your attendees to get to. Make sure the distance traveled is as equal as possible among all parties.

Scenario

Teachers meet for monthly meetings in the elementary gym. All teachers who work at the high school need to travel to the elementary school every month for this meeting. How can the administration change this meeting location to be more convenient and fair for all teachers?

Tip Tuesday

A lunch hour and two 15-minute breaks is standard for full-time employees who work 8 hours a day.

Scenario

When would you schedule your one hour lunch and two 15-minute breaks if you worked from 9-5? Explain why you chose those times.

World Wednesday

When in Iran, always give and receive business cards with the right hand only or both hands together. If given a colleague's business card, take a moment to review it in front of them before putting it away.

Week 16

Scenario

You are in Iran and exchanging business cards with an associate. You are holding your coffee and briefcase while the associate hands you their business card. What should you do?

Tasteful Thursday

Your phone should be put away while you are at a position to help customers. Don't put it on your lap and resist checking it frequently.

Focus on the person that should have your attention.

Scenario

You need to check out at the doctor's office but the receptionist is texting on her phone.

You wait patiently for them to finish their text, 30 seconds, before they realize you are waiting. What is your impression of their company?

Fast Friday

When you want be productive at work, mark yourself as busy in your office chat, close your door, or put in headphones so people understand you are not available to them.

Scenario

You need to focus and cannot afford to be interrupted for the next two hours. What can you do so other people know not to disturb you?

Meeting Monday

When possible, schedule important meetings during a slow part of the business day.

Scenario

Dairy Queen is open from 11am-10pm. What time of the day would be the best to schedule a team meeting? Why?

Tip Tuesday

Wearing pajamas is a work-from-home perk for some, but a bad strategy for others.

Scenario

If you were allowed to work at home, what would be a perk of dressing in comfortable clothing such as sweatpants or pajamas? Do you think you would work more productively if you dressed nicer? Explain your reasoning.

World Wednesday

It is not uncommon to find nepotism in Kenyan businesses as a way to uphold obligations to one's family. Nepotism is the practice of favoring relatives or friends, especially by giving them jobs.

Scenario

You are on an interview team to fill a position at your company in Kenya. Who can you expect the representatives from Kenya to favor for the open job? How do you handle that situation?

Tasteful Thursday

Office gossip creates an unpleasant work atmosphere and can damage both personal and professional reputations. Confront any gossip with class.

Scenario

You heard that Linda, a coworker, is upset with you because you took last Friday off from work and she had to answer a phone call from one of your clients. How can you handle this situation in an appropriate manner?

Fast Friday

Online tools, such as Doodle, remove the back-and-forth emails people send when picking a meeting time.

It provides a form where attendees check when they can attend. The person hosting then picks the time that works for everyone.

Week 17

Scenario

You need to schedule a meeting with your boss and two other employees. What would be the fastest way to schedule a meeting time?

Meeting Monday

Some people will try to dominate the meeting while others say nothing. Politely and firmly tell talkative people their input is valuable but you need to hear from others.

Scenario

Your last meeting was dominated by one attendee while four other people could hardly say anything. How can you start this meeting to make sure everyone has equal speaking time?

Tip Tuesday

When working online, set a schedule and try to stick to it. Have clear guidelines for when to work and when to quit for the day.

Scenario

You have set a schedule to work from 9-5 at home along with your allowed break times. Your boss wants to meet with you at 7pm. How do you handle this meeting?

World Wednesday

Canada, like many nations, use the metric system and refer to distances in meters and kilometers. A soft drink comes in a bottle that holds 500 milliliters (about 16 ounces), and a hot day may hit 35 degrees Celsius (95 degrees Fahrenheit).

Week 18

Scenario

You need to travel to Canada for business but are not familiar with the metric system. To not embarrass yourself, how can you prepare for your upcoming trip?

Tasteful Thursday

Reply all should only be used when requested and not for clarifying questions, correcting someone, venting, or sharing small bits of information.

Scenario

You received a group email and have a question because you think the date for a meeting mentioned in the email is incorrect. You feel everyone who received this email would have the same question. Should you reply or reply all? Why?

Fast Friday

Every time you unnecessarily take your hands off the keyboard to use the mouse, you are wasting precious seconds.

Scenario

Keyboard shortcuts save time while working on the computer. Write down what the following keyboard shorts are used for on Google Chrome.

Ctrl and +
Ctrl+Shift+T
Space