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Chapter 11: Speaking Informally

Tools:

- Printer
- 8.5" x 11" paper
- Scissors

Directions:

1. Print
2. Fold paper in half vertically
3. Cut along dashed lines

direct

To give instruction or guidance.

- FOLD -

01 of 05 E-Flash Cards



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etiquette

The art of using good manners in any situation.

- FOLD -

02 of 05 E-Flash Cards



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impromptu speaking

A situation in which you did not have advance notice to prepare your speech or presentation.

- FOLD -

03 of 05 E-Flash Cards



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persuade

To convince a person to take the course of action you propose.

- FOLD -

04 of 05 E-Flash Cards

telephone etiquette

Using good manners on the
telephone.

- FOLD -

05 of 05 E-Flash Cards



- FOLD -



- FOLD -



- FOLD -