How to Talk Professionally | Free guide

How to Talk Professionally

Greet, request, listen, call, message and stay calm



Made for

You

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Hello You

Namaste! In this small workbook you will learn to speak politely like a confident student. With short daily practice from everyday life in India, you will greet people, ask clearly, and handle tough talks calmly.

How to use this workbook

- Do 15 minutes a day. Read one lesson slowly.
- Write your answers in the space under each task with a pen.
- Ask a family member to take a phone photo of your page to keep your work.

Your plan · about 75 minutes in all

Day	What	Minutes
1	Chapter 1: Hello With Confidence	15
2	Chapter 2: Ask Clearly, Listen Carefully	15
3	Chapter 3: Polite on Phone and Video	15
4	Chapter 4: Messages and Calm Words	15
5	Final task	15

Chapter 1

Hello With Confidence

Greet and introduce yourself politely in person.

When you meet someone for work or school, start with a greeting, your name, and why you are there. Stand straight, smile a little, and look at the person. Say Namaste, Good morning, or Hello as it fits.

Speak slowly and clearly. Say your full name and one line about yourself, like your class, job, or place. Then say your reason in one short line.

End with Thank you. Avoid slang like Hey, bro, or What's up in professional talks. A calm hello builds respect at once.

Worked example: Introducing yourself at the school office

1. Greet: Good morning, sir.
2. Name and role: My name is Ananya Sharma, I am in Class 11.
3. Reason: I have come to ask about the library timings.

1.1 Read the 3 lines. Write the most professional greeting below.

Hint: Think which line sounds respectful and clear.

Stuck? Open task 1.1 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

1.2 Complete this introduction for a visit to a coaching centre.

Hint: Use greeting + your name + class or work + one reason.

Stuck? Open task 1.2 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

1.3 Write your own 3-line introduction for a school event or part-time work.

Hint: Think how you would speak to a teacher or manager.

Stuck? Open task 1.3 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

Check yourself: You can greet with a smile and introduce yourself in 3 short lines.

Chapter 2

Ask Clearly, Listen Carefully

Make clear requests and listen with good questions.

A professional request is short, clear, and polite. Use words like Please, Could you, and Thank you. Say exactly what you need and when, like Please send the photo by 5 pm today.

Listening means looking at the speaker, not interrupting, and nodding. When they finish, repeat in your words: So you mean... This shows you understood.

Ask one helpful question at a time. Use What, When, or Could you explain, like What time should I come? This avoids confusion in school and work.

Worked example: Asking a classmate for help politely

1. Start soft: Excuse me, please...
2. Request clearly: Please share yesterday's maths notes for 10 minutes?
3. Thank and listen: Thank you. Then repeat back: So I will return them by lunch, correct?

2.1 Read the 3 requests. Write the clearest and most polite one below.

Hint: Pick the line with please and clear details.

Stuck? Open task 2.1 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

2.2 Your teacher is busy. Write how you would politely ask for 5 minutes.

Hint: Start with please and add what and when.

Stuck? Open task 2.2 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

2.3 Write a polite request from your own life, plus one listening question.

Hint: Think of a real person you need help from this week.
Stuck? Open task 2.3 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

Check yourself: You can make a polite request and show you are listening.

Chapter 3

Polite on Phone and Video

Speak professionally on phone and video calls.

On phone and video calls, introduce yourself first because the person cannot see you well. Say your name, where from, and the reason. Ask, Is this a good time to talk?

Keep your voice medium-slow, sit straight, and keep background quiet. On video, look at the camera, wear a neat dress, and keep your mic on mute when not speaking.

Close the call with a thank you and next step. Say Thank you, I will come tomorrow at 10 am. Then say Goodbye and cut the call politely.

Worked example: Calling a shop about a delivery on phone

1. Start: Namaste, this is Kabir from Delhi. Am I speaking to Priya ma'am?
2. Middle: I am calling about tuition fees. Is this a good time for 2 minutes?
3. Close: Thank you for the information. Goodbye.

3.1 Read the 3 call openings. Write the best professional one below.

Hint: A good start has greeting, name, reason, and permission.

Stuck? Open task 3.1 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

3.2 Write what you would say on a video call when your internet freezes.

Hint: Remember greeting, name, reason, and thank you at end.

Stuck? Open task 3.2 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

3.3 Plan your own 4-line phone call to a teacher, shop, or office.

Hint: Think of a real call you need to make for school or family.
Stuck? Open task 3.3 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

Check yourself: You can start, speak, and close a phone or video call politely.

Chapter 4

Messages and Calm Words

Write professional messages and handle disagreement calmly.

Professional messages and emails are short and neat. Start with a greeting and your name. Write one clear point, like the date or need. End with Thank you and your name.

Write in full words, not short forms like plz, u, or hiiii. Check spelling and time before sending. For email, always write a subject line, like Request for Leave on Monday.

When you disagree, stay calm and soft. Say I understand your point. Use I feel and Can we, not blame. Example: I understand, but can we please check the bill again?

Worked example: WhatsApp message to a teacher about homework

1. Start: Good evening, sir,
2. Message: I am Aditya from Class 10-B. Please share the holiday homework PDF when free.
3. End: Thank you, Aditya

4.1 Read the 2 messages. Write the more professional one below.

Hint: Look for greeting, name, clear reason, and thank you.

Stuck? Open task 4.1 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

4.2 A shopkeeper overcharges Rs 20. Write 2 calm lines to disagree.

Hint: Use calm words like I understand and please.

Stuck? Open task 4.2 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

4.3 Write a real WhatsApp or email message you need for school or family.

Hint: Think of a message you really need to send this week.
Stuck? Open task 4.3 online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

Check yourself: You can write a short polite message and stay calm in disagreement.

Final task

Put it all together

Final task You missed a cricket practice due to a family puja. Write your full talk plan: greeting, polite reason, request for next practice, and one calm line if coach disagrees.

Hint: Use all you learned: greet, request, listen, close, and stay calm.

Stuck? Open task final online and copy the ready prompt into ChatGPT, Gemini, Claude or our AI teacher.

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