



Communication scenarios

Read the scenarios and decide if you think it is a personal or work scenario.

You're watching your favourite TV show on Saturday evening. There is an exciting scene and you want to text someone to talk about what you have just watched. You decide to text your friend Joe.

Is this a personal or work text?

Personal

Work

You are writing an email to ask about an upcoming deadline. You have a few questions that you need answered to help you with the task. You decide to email your boss.

Is this a personal or work email?

Personal

Work

You have been to a work event and bump into an old friend. The next day you decide to call them to have a catch up and find out what they have been up to since the last time you saw them.

Is this a personal or work call?

Personal

Work



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You've just got tickets to a concert and will need to book a day off work to travel to London.
You email your manager to let them know you'll be booking the day off work.

Is this a personal or work email?

Personal

Work

You hear some gossip in the office that you want to tell your colleague. You wait until you get home to call them and fill them in with what you heard.

Is this a personal or work call?

Personal

Work

You have a big project to work on in your team, with multiple people. You decide to put in a group meeting video call to discuss the project and everyone's roles.

Is this a personal or work video call?

Personal

Work