

B2–C1 Worksheet: Remote Work Tech Etiquette

Article

Remote work has normalised a new kind of office: one built from calendars, chats and quick calls. Yet the biggest problems are rarely technical. They are about etiquette. When should you hop on a call instead of typing? Who gets to kick off a meeting, and how quickly should you get back to a message? In teams spread across time zones, people often work asynchronously, so a rushed request can feel intrusive and create friction before anyone has even spoken.

Many managers now treat etiquette as a productivity tool. They set expectations around response times, ask colleagues to keep in the loop with short updates, and encourage clear subject lines so tasks do not fall through the cracks. Some teams agree that cameras are optional, that no one should be guilt-tripped for putting notifications on mute, and that it is acceptable to put on mute during deep work. Urgent requests should be flagged up early. The goal is not constant availability, but accountability that respects everyone's bandwidth.

Tone matters too, because nuance is easy to lose in text. A blunt sentence can sound ambiguous or cold, even if it was meant to be efficient. Good habits are surprisingly simple: tone it down when you are stressed, write what you need in one message, and wrap up with a clear next step so the whole group stays on the same page. Remote work is here to stay, but courteous routines can make the digital office feel more human.

True/False

Decide if each statement is True (T) or False (F).

1. The article suggests most remote work problems are caused by faulty technology.
2. The writer says time zones can make work more asynchronous.
3. The article implies that quick calls are always better than written messages.
4. Some teams try to prevent tasks from falling through the cracks by using clear updates.
5. The article states that cameras must be on in remote meetings.
6. The writer argues that urgent requests should be flagged up early.
7. The article suggests tone and nuance can be harder to convey in text.
8. The writer presents etiquette as something that can reduce friction and help teams cooperate.

Phrase Match

Match the phrases (1-10) to the correct definitions (A-J).

Phrases (1-10)	Definitions (A-J)
1. hop on	A. turn the microphone or notifications off
2. kick off	B. sharing the same understanding
3. get back to	C. be missed or forgotten in a process
4. keep in the loop	D. with sound turned off so others cannot hear you
5. fall through the cracks	E. reply to someone later
6. on mute	F. pointed out as important
7. put on mute	G. keep someone informed
8. flagged up	H. finish and conclude
9. wrap up	I. start something, especially an event or meeting
10. on the same page	J. join a call or meeting quickly

Synonym Match

Match the words (1-10) to the correct synonyms (A-J).

Words (1-10)	Synonyms (A-J)
1. etiquette	A. subtlety
2. asynchronously	B. polite
3. intrusive	C. responsibility
4. friction	D. capacity
5. expectations	E. unclear
6. accountability	F. tension
7. bandwidth	G. assumptions
8. nuance	H. pushy
9. ambiguous	I. manners
10. courteous	J. at different times

Discussion Questions

Student A

1. Do you prefer to hop on a call or message first? Why?
2. Who usually kicks off meetings in your workplace or classes?
3. How quickly do you try to get back to messages during the day?
4. What helps you keep in the loop when projects move fast?
5. Have you ever had a task fall through the cracks? What happened?
6. When are you on mute during calls, and why?
7. When do you put on mute during deep work, if ever?
8. What small habit helps you wrap up work calmly?

Student B

1. Should teams set expectations about response times, or is that controlling?
2. How can organisations balance accountability with personal bandwidth?
3. Is asynchronous work better for focus, or worse for teamwork?
4. Do cameras improve communication, or create pressure and inequality?
5. How can people avoid ambiguity and still be concise in chat messages?
6. Does being courteous in writing ever feel fake, or is it essential?
7. What rules would keep everyone on the same page without creating friction?
8. Should remote-work etiquette be trained formally, or learned informally?

Answer Key

True/False: 1=F, 2=T, 3=F, 4=T, 5=F, 6=T, 7=T, 8=T

Phrase Match: 1=J, 2=I, 3=E, 4=G, 5=C, 6=D, 7=A, 8=F, 9=H, 10=B

Synonym Match: 1=I, 2=J, 3=H, 4=F, 5=G, 6=C, 7=D, 8=A, 9=E, 10=B