Answer the questions about the text:
1. What are colleges doing? What about business companies?

2. Why do you think companies allow IM while colleges are blocking them?

3. What are the advantages of using IM for communication with other employees and clients?

4. What are the disadvantages?

5. What will happen if you overuse IM while working?

6. Why shouldn’t confidential information be discussed using IM?

Explain why some companies adopted the use of IM at work and summarize its use etiquette: