**Situation 1**: During a work meeting, your colleague Taha called you incompetent in front of your team. You felt humiliated.

**What would you do in this situation?**

* verify Taha’s vailability and check if the time is suitable
* The exchange should be done in private and as discreet as possible.
* Reformulating the question and double-checking so ican have a clear understanding.
* Try to stay on topic and not overwhelm my colleague with criticisms and accusations.
* Use DESC Method : Describe facts - Express Emotions - Solutions - Consequences.

**Write the dialogue between you and your colleague**

**Amani :** Can i have a private discussion with you if you have some time?

**Taha :** Yes sure,we can go outside

**Amani** : I didn't quite understand your question earlier, can we make that more clear to not have confusion. In wich task, you see me icompetent or with some weeknesses.

**Taha :** I found your your tasks not achieved with some delay

**Amani :**I understand your fear for the project but there was a bugg in the software update and i mfixing that with the IT Engineer.After finishing the update you will find the delivreable

**Taha :** Good to hear that.Have a nice day

**Situation 2:**Your colleague Emna is busy at work and cannot complete her tasks. She insists very much that you do one of her work tasks. It’s 5:00 and you want to go home. It’s been a very long and painful day. You’re tired. You can’t help her.

**What would you do in this situation?**

* Analyze the request and ask the person for some time to think about your decision.
* Say no without being too aggressive and without justifying yourself.
* Maintain a positive attitude and demonstrate empathy in my replies.
* Propose an alternative solution and this totally remains optional to you.

**Write the dialogue between you and your colleague.**

**Emna**: My best colleague, i have a lot of tasks to finsh, can you help me please with one, i know that you love working on design?

**Amani :** I would love to help Emna, but as you see i already plan to go back home at 5, i’m very tired and it was a painful day,I cannot.

**Emna :**Please Amani, i can t finish all that tomorrow. I’m in rash, i don’t have any body to help me please

**Amani:** I cannot today. Tomorrow morning, i will have time to fix your task if you want.