1. **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 ?**

1. React only when necessary.
2. Don't go into attack mode.
3. Focus on the big picture.
4. Don't take it personally.
5. Accept that not everyone likes you.
6. Share your concerns.

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1. **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 ?**

1. Know what you want to do—and what you can do. ...
2. Say “no” firmly and calmly. ...
3. Use the word “no” as the first word of your response. ...
4. Give a brief, clear reason for the refusal. ...
5. Avoid long excuses or justifications. ...
6. Suggest an alternative for satisfying the request.
7. **Be consistent in words, voice and body language.**