

Relational Effectiveness checkpoint

1- Situation 1 :

- First keep calm, it was just a word not a fact.
- Trying to understand why he say that to you, what has stimulated his anger to this point.
- Describing his reaction as useless and doesn't give any adding value to the discussed topic or the actual meeting
- Affirming that his is so harmful (express disagree)
- Suggest discussing this out of the work meeting or asking if he have advices to be “competent”?

2- Situation 2 :

- First, saying sorry to her
- Explain the reasons why you cannot stay today.
- Suggest that she can take a short break and continue the work at her home.
- Show your eagerness to help for tomorrow.