**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?**

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

**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?**

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