**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?**

* 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”?

**Taha :** I feel that you are incompetent for this poste and you are not able to complete at this project !

**Najet :** What are the weakest points you see in me?

**Taha :** I feel that you are incompetent because you don’t have knowledge about many things in this project.

**Najet :** Okay, I understand your point of vue but I’m sure that you will change your opinion in the future because every day we learn something new.

**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.

* 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.

**Emna :** Hey Najet, please can you help me to do one of my work tasks ?

**Najet :** Hey Emna, oh yeah with pleasure no problem but we can work this task tomorrow because now I need to go home it’s too late and we will fix this problem together.

**Emna :** Please Najet I need your help now !

**Najet :** I understand you and I would love to help you but I simply cannot.

**Emna :** Ok, thank you in advance.