

Relational Effectiveness

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Situation 1:

I keep my calm, patiently waiting for him to finish speaking, after that I will answer with the same calm that I respect his opinion without appreciating his words, that he must give me the reason for what he said, hoping that one day I could be at his high level of skills.

Situation 2:

I would explain to her cordially that it was impossible for me to help her this evening, but I would convince her that the next morning I would be at the office in the morning to finish with her the work still to be done.