

Situation 1: During a work meeting, your colleague Taha called you incompetent in front of your team. You felt humiliated.

This comment would of baffled me for a minute but I'd try to keep myself calm in this situation and try to make the team involved by saying : "In what way do you think I'm incompetent exactly?" (by asking this question, my colleague will try to give arguments to support his opinion there for he will try to convince everyone present in the meeting not only me that he is in the right, If I tried to give the arguments to which I try to convince him that I'm not incompetent it will incriminate me more.)

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.

Since It was my time to clock out of work and I was very exhausted, I'd try to say the truth and be as calm, and as nice as possible to her : " I'm so sorry Emna I can't really stay at the office cause I have a rather busy schedule and I don't want to mess it up . If you would've asked me at an earlier time I would have been my pleasure to help you. "