**Relational Effectiveness**

1. **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?**

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

**Write the dialogue between you and your colleague.**

**-Me:** Since you are angry right now and I'm sure of my skills and what I have achieved in this company I'll appreciate that you watch your attitude and you may consider to take few lessons of self-control

**After that I’ll just leave the room**

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1. **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?**

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

**-Me: Listen Emna, I appreciate that you trust me with this task, but if you really want this task to be done right I have to take some rest. I’m going go home now and your task will be among my priorities tomorrow morning. Have goodnight**