1. Tell me about a recent situation in which you had to deal with a very upset customer or co-worker

**put at ease , cool-headed, lose my temper, knock me off my balance, keep cool head**

**Notwithstanding** intensity/severity of the situation I

**Due to/ Owing to** this msunderstanding

I approach every

**With a view to** ease downthat person I

1. Give me an example of when you showed initiative and took the lead

**step in , take over, put into action ,**

**Owing to** inaction of my captain I

**In the light of** indecisiveness

1. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

**persuasive , bring round , mindset , provide outline /overview, lean towards, do utmost, compelling argument**

**Even if** someone is stubborn /blinded

**Provided that** I am fully confident about my