

## Situation 1

- Keep your cool , itw as just a word
- Address the situation
- Try to understand why he said that to you
- Keep an eye on the situation
- Affirming that his so harmful

## Situation 2

- Saying sorry to her
- Don't let it get personal
- Explain the reasons why you can not stay today
- Don't get baited into unprofessional behavior
- Show your eagerness to help for tomorrow