



## Handout MENTOR - 2.1 B



**Case 1: In a queue, someone tries to pass you ahead.**

**How do you react?**

A: "I'm sorry but I was here first. You will have to wait."

B: "Maybe you haven't noticed, I believe it is somewhat confusing... Actually I was already here. I would let you pass me, but today I am really running late."

C: "Where do you think you are going? It's my turn now."

D: You do nothing, because you think the person has done nothing wrong and maybe she/he hasn't notice that it was your spot in the queue.



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**Case 1: In a queue, someone tries to pass you ahead.**

**How do you react?**

Which style of communication translates each answer?

A: \_\_\_\_\_

B: \_\_\_\_\_

C: \_\_\_\_\_

D: \_\_\_\_\_



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**Case 2:** A colleague proposes to change the date of a meeting already arranged beforehand. Although all colleagues agree, the date is not convenient to you in any way possible, since you have another commitment at the chosen period. How do you react?

A: “ No way, João! The meeting has been scheduled for how long? Next time organize yourself better.”

B: “ You all know I’m flexible and it’s not because of me... But I think opening a precedent of such kind is not positive. If we change the date of every single meeting every time is it convenient to us, it becomes hard.”

C: You agree. After all, everybody is saying yes. They can try to change your meeting.

D: “I understand you cannot come, João, and I don’t mind changing the date. Nonetheless, we will have to think of an alternative, since to the day you propose I have no availability.”.



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Which style of communication translates each answer?

A: \_\_\_\_\_

B: \_\_\_\_\_

C: \_\_\_\_\_

D: \_\_\_\_\_



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**Case 3: A colleague was unpleasant with you and, in the middle of one conversation, he answered you improperly, turning his back to you. How do you react?**

A: You cut ties with such colleague. “But who does he think he is to treat me in such a manner?”

B: You ignore the situation. After all, the colleague must have been having a bad day.

C: You don’t find it important at the moment, but afterwards you comment the situation with different colleagues, asking them to keep it as a secret.

D: In a calmer moment, you search for the colleague and explain to him how you felt.



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Which style of communication translates each answer?

A: \_\_\_\_\_

B: \_\_\_\_\_

C: \_\_\_\_\_

D: \_\_\_\_\_