



I HAD A CONFLICT WITH MY H.O.D

LOOK AT THESE SCENARIOS BELOW AND SELECT THE ANSWER YOU SUSPECT WAS MY REACTION! THE CORRECT RESPONSES WILL BE PROVIDED UPON COMPLETION.

GOOD LUCK!

1. The head of my department wanted me to type an entire document for her to present at the board meeting. It was the day of the meeting and the document was not ready. She thought that she had told me about the document however, she did not. In the meeting she shouted at me asking for the document which she had requested. Everyone was now staring at me; not knowing that she forgot to ask me to type the document in the first place.

What do you think my reaction was?

- a. Because she shouted at me I shouted back at her, letting her know that she did not say anything to me about the document!
 - b. I stormed out of the meeting because I was embarrassed!
 - c. After I analysed the situation and asked to speak with her privately to explain what happened.
 - d. I told her that she had embarrassed me before everyone for something that I was not guilty of and demanded an apology!
2. A mischievous co-worker of mine told my H.O.D that I have been slacking up on the job and not doing my duties. My H.O.D started watching me and asking other

colleagues to watch me when she was not available to and then report back to her (I was always doing my work well but my colleague got very jealous and decided to start trouble). After two weeks of this I started to get annoyed because I found out what was happening. Someone else told my H.O.D the truth about what really happened and she called me to her office to justify what she had done.

How did I respond?

- a. I told her that she was wrong for judging me wrongfully and she should apologise.
 - b. I told her that I was going to leave the job because she does not know how to treat people.
 - c. Because of her actions I called her a hypocrite and left her office.
 - d. Assessing the situation and wanted to conduct myself professionally, I allowed her to explain what happen while I wait to respond in a calm and respectful manner.
3. This particular morning I was running late for work so I missed breakfast. I worked long and hard that day but I was very hungry, I had to wait until lunch time to eat. My lunch time finally came and I was so happy because I was very hungry. Right when I was about to eat my lunch my H.O.D called me and said that she was very hungry and she wanted to go to a restaurant to eat something while I manned the office and complete her filing until she gets back. I told her that I too was about to have lunch but she still insist that I do what she had said because she is the boss.

My reaction was.....

- a. Looking at her from head to toe I asked her 'who are you talking to?' and started to have my lunch.
- b. I respectfully explained that I had missed breakfast and I needed to have something to eat, so immediately after I am finished I will do as she had requested.

- c. I did not respond to her, I just went ahead and have my lunch because I was hungry.