1. In a meeting with a client who provokes you using negative words:

Reaction:

"I appreciate your honesty, and I understand that some concerns might be frustrating. Let's focus on the issue at hand so we can work toward a productive solution together."

Why this: It shows emotional intelligence, keeps the conversation professional, and redirects negativity into problem-solving — a key soft skill in client communication.

2. Someone writes negative feedback on your performance and posts it on social media:

Reaction:

"Thank you for sharing your thoughts. I take all feedback seriously and use it as an opportunity to grow. I'm always open to constructive criticism and would be happy to discuss this further in a more direct way to ensure improvements."

Why ?: It reflects maturity and accountability while maintaining your reputation online. It shows you don't get defensive and you're open to development — a strong trait in any team player.

Mock Script – Situation 1: Client Provokes You in a Meeting

Client:

"Mostafa, I don't think your team knows what they're doing. This project is a mess."

Me (Mostafa Shanab):

"I understand your concerns, and I'm really sorry you feel that way. Let's take a moment to walk through the specific points you're not satisfied with, so we can align better and move forward more efficiently."

(Optional follow-up if they continue harshly):

"I'm here to help you get the best results possible, so let's keep the conversation focused on solutions — I'm confident we can fix this together."

Mock Script – Situation 2: Negative Feedback on Social Media

Post:

"This developer doesn't deliver on time and lacks attention to detail. Disappointed."

Me (Mostafa), commenting or responding in DM if possible:

"Hi, I appreciate you taking the time to share your feedback. I take full responsibility for any gaps and I'm always working to improve. If you'd like to share more details privately, I'd be happy to understand your experience better and make things right."

(Optional tone for a more public, mature response):

"I always welcome feedback and see it as a chance to grow — even if it's tough to hear. I'll use this to improve and do better."