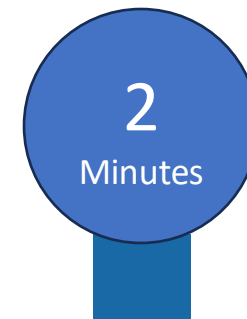


# Let's play a game

- The rules are very simple when you play The 5 Seconds Rule game.
- Players are tested on their ability to come up with answers on the fly.

## Tips for Success:

- Stay calm and think quickly!
- Be clear and loud with your answers so everyone can hear.
- Have fun and enjoy the challenge!



# Name 3 Animals

**GO!**



# Name 3 Fruit

**GO!**



# Name 3 Sports

**GO!**



# Name 3 Days

**GO!**





# Name 3 Animals

**GO!**





# QUIZ!

10 minutes

<https://bit.ly/3C46vhx>

Introduce  
yourself  
professionally  
in  
**30 seconds  
or less**





# Agenda

Speak about your  
experience and skills  
**efficiently**

Use language and  
strategies that is needed

For professional  
communication

In meetings

Client negotiations

Portfolio presentations

Document agreements.

1 minute

# True or False



- Hello, my name is Adam, and I'm a digital artist specializing in multimedia. I create visually compelling content that enhances brand storytelling. I have served multiple satisfied clients over the past 5 years, like .....
- Understanding your needs is my top priority, and I'm eager to bring your ideas to life.
- Could you tell me more about your objectives for this project?
- Just to clarify, you're looking for [brief summary of their needs]. Is that right?

3 minutes

- **Introduction**
- **Client-Centric Approach**
- **Engaging through Questions.**
- **Active Listening.**



- Hello, my name is Adam, and I'm a digital artist specializing in multimedia. I create visually compelling content that enhances brand storytelling. I have served multiple satisfied clients over the past 5 years, like .....
- Understanding your needs is my top priority and I'm eager to bring your ideas to life.
- Could you tell me more about your objectives for this project?
- Just to clarify, you're looking for [brief summary of their needs]. Is that right?

1 minutes

- Introduction
- **Client-Centric Approach**
- Engaging through Questions.
- Active Listening.



# ICEA Method

Introduction → *Who you are and what you did.*

Client-Centric Approach → *How collaborative you will be*

Engaging Through Questions → *Showing interest*

Active Listening → *Summarizing and clarifying*



# I C E A

Hello, my name is Alex Johnson! I'm a freelance software engineer specializing in web and mobile applications. With over five years of experience in developing scalable solutions for various industries, I've worked with clients ranging from startups to large enterprises, helping them enhance their digital presence. I am **proficient** in various programming languages like \_\_\_\_\_. I have **expertise** in creating **innovative** applications. I have already created \_\_\_\_\_ I'm here to **collaborate** with you and make sure I can provide **insightful** solutions. I'm eager to learn more about your **objectives** for this project—what key features are you looking to **implement**? To **ensure alignment**, you mainly expect me to focus on three points, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_. \_\_\_\_\_ . Am I right?

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Innovate

insightful

Objective

ensure  
alignment

Expertise

Proficient

Collaborate

a goal or aim to be achieved

to make sure we are on the same page.

specialized knowledge or skill in a certain area.

work jointly on a project.

skilled at something.

make changes by introduce  
new methods and ideas.

showing deep understanding and intelligence.

5 minutes

Objective

a goal or aim to be achieved

ensure  
alignment

to make sure we are on the same page.

Expertise

specialized knowledge or skill in a certain area.

Collaborate

work jointly on a project.

Proficient

skilled at something.

Innovate

make changes by introduce  
new methods and ideas.

insightful

showing deep understanding and intelligence.

( innovative - proficient - collaborative - insightful - objective - expertise - ensuring alignment )

1. "I am \_\_\_\_\_ in software development, particularly in Java and Python."
2. "My \_\_\_\_\_ lies in user experience design, which is crucial for your project."
3. "I follow a \_\_\_\_\_ approach to ensure all stakeholders are working together."
4. "My main \_\_\_\_\_ is to deliver solutions that meet your specific needs."
5. "I pride myself on developing \_\_\_\_\_ strategies that drive new creative results."
6. "My \_\_\_\_\_ analysis of market trends can enhance your strategy."
7. "\_\_\_\_\_ between our goals will lead to successful outcomes."

# Now it's your turn!

Say a short introduction about yourself using the ICEA method.  
Include:

- 1.Introduction.
- 2.Client-Centric part.
- 3.Engaging Question
- 4.Active Listening (Question and clarification)



# Asking Questions Professionally



**What questions can you ask the client \_\_\_\_**

at the beginning to get better understanding of the project?



**What questions can you ask the client \_\_\_\_**

**in the middle while providing updates and getting feedback?**



**What questions can you ask the client \_\_\_\_**

**by the end when the project is completed?**



## Professional ways to introduce your question:

- "I'd like to ask a question concerning \_\_\_\_"
- "I would like to know if \_\_\_\_."
- "Could elaborate more on \_\_\_\_?"
- "Could you clarify something about \_\_\_\_?"
- "I'm trying to understand \_\_\_\_ better, and I have a question."
- I'd be grateful if you could + verb \_\_\_\_."

## First Meeting: Understanding the Project

- 1.What do you want to achieve with this project?
- 2.Who is the target audience for the final product?
- 3.Are there any specific features you envision?
- 4.What is the desired timeline?
- 5.Do you have similar projects that you admire?

## Second Meeting: Providing Updates and Feedback

- 1.How do you feel about the progress made so far?
- 2.Are there any changes you would like to suggest?
- 3.What would you like me to focus on next?

## Final Meeting: Project Completion

- 1.Are you satisfied with the final outcome?
- 2.Is there anything you would like to modify?
- 3.Would you be open to providing a testimonial based on your experience?

minutes

"I'd like to ask a question concerning \_\_\_\_"

"I would like to know if \_\_\_\_."

"Could elaborate more on \_\_\_\_?"

"Could you clarify something about \_\_\_\_?"

"I'm trying to understand \_\_\_\_ better, and I have a question."

I'd be grateful if you could + verb \_\_\_\_."



# Clarifying and Understanding

# Confirming Understanding / Rephrasing / Seeking Clarification

????	????	????
<ul style="list-style-type: none"> <li>- I'm not entirely clear on this point. Could you elaborate, please?</li> <li>- I'm a little confused about this point. Could you provide more information?</li> <li>- To make sure we're on the same page, could you tell me what you mean exactly by _____?</li> </ul>	<ul style="list-style-type: none"> <li>- Just to confirm, are you saying that _____.</li> <li>- I want to make sure I've understood correctly. What you mean is _____</li> <li>- So, to be clear...</li> <li>- To make sure I got everything right, the key takeaways are...</li> </ul>	<ul style="list-style-type: none"> <li>- Just to summarize, ____</li> <li>- What you mean is...</li> <li>- What you are trying to say is...</li> <li>- To recap...</li> <li>- To put it briefly...</li> </ul>

Seeking Clarification	Confirming Understanding	Rephrasing
<ul style="list-style-type: none"> <li>- I'm not entirely clear on this point. Could you elaborate, please?</li> <li>- I'm a little confused about this point. Could you provide more information?</li> <li>- To make sure we're on the same page, could you tell me what you mean exactly by _____?</li> </ul>	<ul style="list-style-type: none"> <li>- Just to confirm, are you saying that _____.</li> <li>- I want to make sure I've understood correctly. What you mean is _____</li> <li>- So, to be clear...</li> <li>- To make sure I got everything right, the key takeaways are...</li> </ul>	<ul style="list-style-type: none"> <li>- Just to summarize, ____</li> <li>- what you mean is...</li> <li>- What you are trying to say is...</li> <li>- To recap...</li> <li>- To put it briefly...</li> </ul>



# Role Play

"I'd like to ask a question concerning \_\_\_\_"

"I would like to know if \_\_\_\_."

"Could elaborate more on \_\_\_\_?"

"Could you clarify something about \_\_\_\_?"

"I'm trying to understand \_\_\_\_ better, and I have a question."

I'd be grateful if you could + verb \_\_\_\_."

Seeking Clarification	Confirming Understanding	Rephrasing
<ul style="list-style-type: none"> <li>- I'm not entirely clear on this point. Could you elaborate, please?</li> <li>- I'm a little confused about this point. Could you provide more information?</li> <li>- To make sure we're on the same page, could you tell me what you mean exactly by ____?</li> </ul>	<ul style="list-style-type: none"> <li>- Just to confirm, are you saying that ____.</li> <li>- I want to make sure I've understood correctly. What you mean is ____</li> <li>- So, to be clear...</li> <li>- To make sure I got everything right, the key takeaways are...</li> </ul>	<ul style="list-style-type: none"> <li>- Just to summarize, ____</li> <li>- what you mean is...</li> <li>- What you are trying to say is...</li> <li>- To recap...</li> <li>- To put it briefly...</li> </ul>

# Break

سيتم استكمال المحاضرة بعد وقت الإستراحة

15 minutes





# SURVEY

☒ Excellent

☐ Average

☐ Good

☐ Poor

SUBMIT

# Which of the following phrases can be used to:

Giving Updates – Seeking feedback – responding to feedback

1. "We've successfully completed \_\_\_\_\_ " (Highlights achievements.)
2. "We're currently working on \_\_\_\_\_ and we are on track for completion by [date]."
3. "I understand your concern about [issue]. Let me explain more."
4. "Is there anything you'd like to discuss or change regarding [topic]?"
5. "Thank you for your feedback. I appreciate your insights."
6. "We're at a stage where your feedback is crucial for moving forward." (Emphasizes the importance of their input.)
7. "We encountered a minor challenge with \_\_\_\_\_, but we've implemented a solution and are back on schedule."
8. "That's a great point. We'll definitely take that into consideration."
9. "Based on your feedback, we can adjust \_\_\_\_\_ to better meet your needs."
10. "Let's take a look at the key deliverables we've completed so far"
11. "I'll make sure to incorporate your suggestions into the next phase of the project."
12. "I'd love to get your feedback on \_\_\_\_\_."

# Which of the following phrases can be used to:

Giving Updates – Seeking feedback – responding to feedback

1. "We've successfully completed \_\_\_\_\_ " (Highlights achievements.) Giving Updates
2. "We're currently working on \_\_\_\_\_ and we are on track for completion by [date]." Giving Updates
3. "I understand your concern about [issue]. Let me explain more." responding to feedback
4. "Is there anything you'd like to discuss or change regarding [topic]?" Seeking feedback
5. "Thank you for your feedback. I appreciate your insights." responding to feedback
6. "We're at a stage where your feedback is crucial for moving forward." (Emphasizes the importance of their input.) Seeking feedback
7. "We encountered a minor challenge with \_\_\_\_\_, but we've implemented a solution and are back on schedule." Giving Updates
8. "That's a great point. We'll definitely take that into consideration." responding to feedback
9. "Based on your feedback, we can adjust \_\_\_\_\_ to better meet your needs." responding to feedback
10. "Let's take a look at the key deliverables we've completed so far" Giving Updates
11. "I'll make sure to incorporate your suggestions into the next phase of the project." responding to feedback
12. "I'd love to get your feedback on \_\_\_\_\_" Seeking feedback

# What can you say in the following scenarios?

Scenario 1: You are a freelance designer updating a client on the progress of their logo design project.

Scenario 2: You are a freelance writer who has finished a report for the client and now seeks feedback.

Scenario 3: You are a freelance social media manager responding to client feedback on a campaign you created.

Scenario 4: You are a freelance photographer updating a client on their photoshoot project.

# Negotiating different Aspects



What points / aspects would you expect to negotiate with your client during the project?



# Here are some aspects we might negotiate with our clients

**Suggesting Alternatives**

**Negotiating a Point of View**

**Negotiating Fees**

3 minutes

# Suggesting Alternatives

# Scenario 1: Client needs a simple logo design.

- **Client's Need:** "I need a simple logo for my new business."
- **Freelancer's Need:** The freelancer knows that a more complete branding package (including logo, color palette, and fonts) will help the client's business more in the long term.

*How would you respond as a freelancer to that?*

- "While I can certainly do \_\_\_\_\_, I was thinking that \_\_\_\_\_ might be more aligned with your overall goals."

# Scenario 2: Client asks for more revisions while the freelancer is working on multiple projects.

- **Client's Need:** "Can you make more changes to the report you gave me last week?"
- **Freelancer's Need:** The freelancer is already working on two other tasks and needs to adjust the schedule.

*How would you respond as a freelancer to that?*

"I'm happy to take on \_\_\_\_\_, but given the current workload, we need to adjusted the deadline for [other tasks]."



## Suggesting Alternatives:

1. "While I can certainly do \_\_\_\_\_, I was thinking that \_\_\_\_\_ might be more aligned with your overall goals."
2. "I'm happy to take on \_\_\_\_\_, but given the current workload, we need to adjusted the deadline for [other tasks]."

# Negotiating a Point of View

# Scenario 3: Client wants to use a bright color scheme for their brand.

- Client's Need:** "I think we should use bright colors like yellow and red for the logo. It will attract attention."
- Freelancer's Need:** The freelancer believes a more neutral color palette will work better for the brand's professional image.

*How would you respond as a freelancer to that?*

## Respectful Disagreement:

"I understand your perspective. However, I have a slightly different viewpoint."

"While that's certainly a valid approach, I've also been considering \_\_\_\_\_."

# Scenario 4: Client is asking for a low price on a large project.

- Client's Need:** "I want to reduce the cost of the project. Can you give me a discount?"
- Freelancer's Need:** The freelancer wants to explain why the project's price is fair.

*How would you respond as a freelancer to that?*

## Presenting Your Case:

"My reasoning behind this is \_\_\_\_\_."

"Based on my experience with \_\_\_\_\_, I believe that \_\_\_\_\_ would be more effective."

# Scenario 5: Client wants too many revisions on a project, making the timeline longer.

- Client's Need:** "I want to add more revisions to the project. Can we do that?"
- Freelancer's Need:** The freelancer believes that too many revisions will push the project's completion time too far.

*How would you respond as a freelancer to that?*

## **Finding Common Ground:**

"Perhaps we can find a middle ground by [suggest a compromise]."

"Ultimately, we both want to achieve [shared goal], so let's work together to find the best way to get there."

## Negotiating a Point of View:

- **Respectful Disagreement:**

- "I understand your perspective. However, I have a slightly different viewpoint."
- "While that's certainly a valid approach, I've also been considering \_\_\_\_\_."

- **Presenting Your Case:**

- "My reasoning behind this is \_\_\_\_\_."
- "Based on my experience with \_\_\_\_\_, I believe that \_\_\_\_\_ would be more effective."

- **Finding Common Ground:**

- "Perhaps we can find a middle ground by [suggest a compromise]."
- "Ultimately, we both want to achieve [shared goal], so let's work together to find the best way to get there."



# Negotiating Fees

# Scenario 6: Client asks about the freelancer's rate and wonders why it's higher than others.

•**Client's Need:** "I've found other freelancers who offer lower rates for this type of work. Why is your rate higher?"

*How would you respond as a freelancer to that?*

## **Justifying Your Rate:**

"My rate for this type of work is [amount] because it reflects my expertise and the value I bring to the project."

"Given the complexity and scope of this project, I believe that [amount] is a fair and competitive rate."

"I've researched industry standards for similar projects, and my rate is in line with the market value."

# Scenario 7: Client wants to stick to their budget but needs additional services added.

- Client's Need:** "I'd like to add some additional features to the project, but we need to stick to the budget. Is that possible?"
- Freelancer's Need:** The freelancer needs to offer options to include the extra features without exceeding the budget.

*How would you respond as a freelancer to that?*

## Offering Options:

"I can offer you a few different pricing options, such as [option 1], [option 2], and [option 3], but we will have to change \_\_\_\_\_."

"If budget is a concern, we could potentially adjust the scope of the project to fit within your budget."

## Scenario 8: Client is comparing freelancers and wants to know why they should choose this freelancer over others.

- Client's Need:** "Why should we choose you over other freelancers offering lower rates?"
- Freelancer's Need:** The freelancer needs to explain the value they offer in terms of quality and long-term savings.

*How would you respond as a freelancer to that?*

### Focusing on Value:

"While the initial investment might seem like [amount], the return on investment will be [explain the benefits]."

"I'm confident that my work will save you [time/money/resources] in the long run."

"I'm committed to delivering high-quality work that will exceed your expectations."

# Project completion meeting



5:00

# Quiz Show





## Concluding the Meeting & Thanking the Customer:

- "Thank you so much for your time and valuable feedback. It's been a pleasure working with you on this project."
- "Thank you for your trust in me/us. We're so pleased with how the project turned out, and we couldn't have done it without your partnership."
- "It's been a fantastic experience collaborating with you. Thank you for choosing me/us for this project."

## Looking Forward to Future Collaborations:

- "I'm really looking forward to collaborating with you again on future projects."
- "I hope we have the opportunity to work together again soon. Please don't hesitate to reach out if you have any other projects in mind."
- "We value our relationship with you and look forward to a continued partnership."

## Asking for a Testimonial:

- "Now that the project is complete, I was wondering if you'd be willing to share your experience working with me/us in a short testimonial? It would be incredibly helpful for other potential clients."
- "Would you be comfortable writing a sentence or two about your experience? Even a short testimonial would be fantastic."
- "If you're satisfied with the outcome, we'd be thrilled if you could leave us a review/testimonial on [platform - e.g., LinkedIn, website]."

✗ FALSE

✓ TRUE



**Timing:** It's best to request a testimonial as soon as the project begins to show enthusiasm.

**Timing:** It's best to request a testimonial as soon as the project begins to show enthusiasm.

**(False)**

Don't ask for a testimonial too early. Wait until the project is fully completed and the client has had a chance to experience the results.

**Make it easy:** Providing a pre-written testimonial for the client to simply approve can streamline the process.

**Make it easy:** Providing a pre-written testimonial for the client to simply approve can streamline the process.

**(True)**

Provide a link to where they can leave the testimonial or offer to draft something for them to review and approve.



**Be gracious regardless of the response:** If a client declines to give a testimonial, you should express disappointment to encourage them to reconsider.

**Be gracious regardless of the response:** If a client declines to give a testimonial, you should express disappointment to encourage them to reconsider.

**(False)**

If they decline, thank them for their time and understanding.

**Personalize:** Using generic, non-specific phrases when thanking a client for a testimonial is more professional.

**Personalize:** Using generic, non-specific phrases when thanking a client for a testimonial is more professional.

**(False)**

Tailor these phrases to your specific client and project. A personalized thank you goes a long way.

# Assignment

## Online Meetings AI Prompt

### Instructions:

1. Write a complete dialogue between a client and a freelancer including the following situations:
2. Introducing yourself.
3. Asking questions to know more about the project.
4. Negotiating the fees.
5. Concluding the meeting positively.
6. Save the document.
7. Copy and paste the prompt on any AI tool.
8. Attach the dialogue document to the prompt.
9. Check the corrected parts in your dialogue.
10. Copy and paste the dialogue after correction in a new document
11. Upload both documents on the drive.

### The Prompt:

After viewing the attached dialogue between a freelancer and a client about a project, rewrite the dialogue after correcting all grammar, spelling and punctuation mistakes. Also give a list of one advice up to 5 pieces of advice on the grammar mistakes and another list of one advice up to 10 pieces of advice on the vocabulary relevance mentioning better alternatives.



**TIP**  
of the  
**DAY**