Task 3

Emotional Intelligence & Client Handling

الاسم /يحيى أحمد رمضان رمضان

رقم الطالب /21063586

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CLIENT TYPE 1: "ALL PRICE" CLIENT

Scenario:

As a freelance .NET developer, I was approached by a client who needed a custom business management system. After reviewing the requirements, I quoted $2500 for development using ASP.NET Core with authentication, reporting, and third-party API integration.

The client replied:

"Why so much? My nephew can build this for $300."

EQ-Based Response:

1. **Self-Regulation**:
   I stayed calm and professional. I didn't let the comment affect my tone or cause me to respond emotionally.

2. **Empathy**:
   I understood that the client might not fully grasp the value of secure and scalable development, or they could be working with a tight budget.

3. **Social Skills:**
   I said:

   "I understand that budget is an important factor for you. My pricing reflects the time and expertise needed to build a secure, scalable solution with proper testing and long-term maintainability. If your current budget is limited, I can recommend a junior developer or a low-code solution. If you'd like a robust .NET application tailored to your business, I'm happy to help when the time is right."

CLIENT TYPE 2: "I KNOW IT ALL" CLIENT

Scenario:

Client hired me to build the backend of a mobile application. They provided a basic database schema and said:

"This is simple stuff. Just hook up the database and build a few endpoints — it should take two hours max."

EQ-Based Response:

1. **Self-Regulation:**
   I remained composed and professional. I didn't feel the need to defend myself emotionally or argue.

2. **Empathy:**
   I realized the client likely had limited backend development experience and didn't fully understand what a complete .NET Core API involves.

3. **Social Skills:**
   I said:

"Thanks for sending over the schema it's a great start. While the concept may look simple on the surface, developing production-ready APIs requires proper structuring, validation, security, and testing. That takes more than a couple of hours, but it ensures quality and prevents future issues. I'd be glad to explain the process more if you'd like."