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Business Situations – What to do?

1. You are in a meeting with a client and he provokes you by using some negative words.

Emotion: anger

Reaction: After I have identified my current emotion which is “anger”, I will try to neglect any negative words and focus on the problem he encountered that made him say what he did, I will also control my emotion and behavior the best and calmly say the following:

“Can you please tell me what would you have done differently and what adjustment do you currently have in mind.”

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

Emotion: anger

Reaction: After he made the problem publicly viewable, I have to reply publicly. I will try not to make the bad problem worse. Politely I will explain my point of view in a very respectable way and try to do my best not his post gets many reactions and comments.

“I understand your frustrations, I wish you had come to me before going public I could have then helped you better, it is a well known bug that anyone could have fix even by a small search on google!”