Business situations

Name: Youstina Abdelmeseh Nakhil.

Group code: NXT14_ONL3_SWD2_S3.

First situation: You are in a meeting with a client and he provokes you by using some negatives words.

What I should do:

I should be calm and don't be nervous cause of these words, if he continues saying these words, I will politely interrupt him by saying that we are partners in the same project who want the work to be perfect, so kindly speak

with me politely without any negative words to help me working with passion.

If he continues speaking by bad words, I will not work with him as I can't work with client who speaks with that way for a long time.

Second situation: *Someone writes negatives feedback on your performance and posts it on social media.*

What should I do:

 I should ask him why he wrote those posts, discuss with him about the problem or apologize for something I did and ask him to delete posts.

If he don't be persuaded, I will write on the post about the problem that he wrote about and the solution that I offer to him in the project's time but he didn't want it and if I made that mistake , I will apologize for that.