BUSINESS SITUATIONS

First situation: A client provokes you with negative words during a meeting.

What I do? :

- Stay calm and control my reactions. Don't respond with the same negative tone.

- Focus on the issue, not the person. Bring the discussion back to facts and solutions.

- If the client keeps provoking me, redirect the conversation to the main topic politely.

- If it escalates too much, suggest ending the meeting and rescheduling when things are calmer.

- After the meeting, document what happened in an email or a report to protect yourself if needed.

Second situation: Someone writes negative feedback about my work and posts it on social media.

What I do? :

- Don't react immediately or emotionally. Read the comment carefully.
- If the feedback is valid, acknowledge it professionally and explain what actions you'll take to improve.
- If the feedback is unfair or false, reply politely with the facts and clarify your side.
- If possible, contact the person privately to resolve the issue.

- If the post is defamatory or damaging, involve your manager or legal team if necessary.