Client-Ready PM

FREE PRACTICE SHEET

A Client Criticized You in Front of Your Team: Tell Your Boss?

A client has criticized you in front of your team

PRACTICE THESE LINES

Read each sentence aloud, in order. When you reach the end, read the whole email once more, start to finish.

I need to brief you on a client issue before Thursday's coordination call.

On the calls of October 1 and October 8, the client raised their voice and questioned our cost forecast in front of our team.

On October 6, the client called our coordination sloppy in an email copied to our design team.

I have rechecked the forecast, and the figures are correct.

After each call, I spoke privately with the client about their concerns.

The behavior has continued.

You can speak with the client yourself, or I can keep handling this and send you notes.

I recommend that you contact the client personally and privately before Thursday's call, so you can understand the client's concerns and point of view.

The project depends on the client's satisfaction.

I also ask that you stand behind the numbers and stand behind me, so the client knows the company supports our work.

Please join the next three calls, so the calls stay professional and the relationship heads in a positive direction.

Could we meet for 15 minutes on Wednesday, so you can decide before the call?

My dated notes from both calls are attached.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/31

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MAKE IT YOURS

Now say it about your own project. Fill each blank with your details.

FACTS

I need to brief you on *what you need to brief, and by when* . On *what happened on the calls and in the email* . I have *what you checked and tried, and the result* .

OPTIONS

You can *your manager's two options* .

RECOMMENDATION

I recommend that you *what you recommend, by when, and why* . *why this matters to the project* . I also ask that you *what else you ask, and why* . Please *your last ask, and the reason* .

NEXT STEP

Could we *how long, when, and why then* ? *what you attach* .

KEY PHRASES

“I need to brief you on”
Opens the message and tells your manager why you are writing.

“The behavior has continued”
Says the problem did not stop, with no word about feelings.

“I recommend that you”
Gives your advice in plain words.

“so you can decide before the call”
Gives your manager the reason for the deadline.

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