Client-Ready PM

FREE PRACTICE SHEET

A Client Raised Their Voice Twice: What You Tell Your Manager

A difficult client and your manager

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 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.

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

After each call, I spoke privately with the client about their concerns, and the behavior has continued.

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

I also ask that you stand behind the numbers and me, and join the next three calls, so the relationship heads in a positive direction.

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

MAKE IT YOURS

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

I need to _what you need to brief, and when_. _the dates, and what happened_.

what you checked, and what you found. _what you already tried, and the result_. I recommend that you _what you recommend, and why_. I also ask that you _what else you ask, and why_. Could we _when to meet, and why then_?

KEY PHRASES

“I need to brief you on”
Opens a message to your manager with its purpose.

“the figures are correct”
States the fact calmly, with no defense.

“stand behind the numbers and me”
Asks your manager to publicly back you and your work.

“so you can decide before the call”
Gives the reason for the date you ask for.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/28

Watch on YouTube. https://www.youtube.com/watch?v=xe1ljb1XL6A

Want it in friendly or firm too? Get 5 free escalation scripts: clientreadypm.com/escalation-scripts