Client-Ready PM

FREE PRACTICE SHEET

# A Client Says Your Team Is Always Late: Friendly, Neutral, or Firm

A client says your team is always late, and your manager does not know yet

## PRACTICE THESE LINES

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

**A.** Friendly.

Hi, could I get your advice before Thursday's review?

The client has written twice that our team is always late, and included their director on the second email.

Three of our last four deliveries went out on the agreed date.

The fourth was four days late, because the client's comments came after the agreed date.

I already sent the client our delivery dates, and nothing has changed.

I think it would help if you contacted the client before Thursday, to hear their concerns and tell them you stand behind the team and me, and then joined our next three reviews.

Could we talk on Wednesday, so you can decide before the review?

**B.** Neutral.

Before Thursday's review, I want to brief you on a client issue.

The client has written twice that our team is always late, and included their director on the second email.

Three of our last four deliveries went out on the agreed date, and the fourth was four days late because the client's comments came after the agreed date.

I already sent the client our delivery dates, and the complaint was repeated.

You can contact the client yourself and join the next reviews, or I can keep handling this and send you updates.

I recommend that you contact the client before Thursday, to understand their concerns and stand behind the team and me.

I also ask that you join the next three reviews.

**Read the full script.** Scan the code, or go to https://clientreadypm.com/t/52

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Could we meet on Wednesday, so you can decide before the review?

C. Firm.

I recommend that you contact the client personally before Thursday's review.

The client has written twice that our team is always late, and included their director on the second email.

Three of our last four deliveries went out on the agreed date, and the fourth was late because the client's comments came after the agreed date.

My message with the dates did not change the complaint.

Please hear the client's concerns, stand behind the team and me, and join the next three reviews.

Please keep 15 minutes free with me on Wednesday, so you can decide before the review.

## MAKE IT YOURS

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

A. Friendly. Hi, could I get *your need* ? The client has *the complaint* . *your record* . *the late one* . *what you tried* . I think it would help if you *your ask* . Could we *when, why* ?

B. Neutral. Before *when, what* . The client has *the complaint* . *your record* . *what you tried* . You can *options* . I recommend that you *your advice* . I also ask that you *also ask* . Could we *when, why* ?

C. Firm. I recommend that you *your advice* . The client has *the complaint* . *your record* . *what you tried* . Please *your ask* . Please keep *when, why* .

## KEY PHRASES

**“stand behind the team and me”**
Asks your manager to back you.

**“so you can decide before the review”**
Gives the reason for your date.

**“or I can keep handling this”**
Gives your manager a real choice.

**“did not change the complaint”**
Shows you tried privately first.

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