Client-Ready PM

FREE PRACTICE SHEET

An Inaccurate Statement in the Meeting: The Polite Fix

A client says a decision was approved when it was not

PRACTICE THESE LINES

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

Thanks for flagging that.

Let's make sure we are aligned.

My notes from last week show we sent three tile options for review, but we do not have a confirmed selection yet.

I recommend we lock the finish on this call, so the order goes out this week.

MAKE IT YOURS

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

how you open without arguing . _why you slow the room down_ . _what actually happened, from your notes_ ,

but _the one plain fact_ . _the path forward you offer_ , _the reason to decide now_ .

KEY PHRASES

“Thanks for flagging that”
Acknowledges the client without agreeing with the wrong statement.

“Let's make sure we are aligned”
Moves the room from the claim to the shared record.

“My notes from last week show”
States the fact as your record, not as a correction of the client.

“I recommend we lock the finish on this call”
Turns the correction into a decision made now.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/37

Watch on YouTube. https://www.youtube.com/watch?v=HYahO1yeM4c

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