Client-Ready PM

FREE PRACTICE SHEET

Break the News of a Slipped Timeline Three Ways: Friendly, Neutral, or Firm

A vendor misses a milestone

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, I wanted you to hear this from me first.

Our structural engineering firm needs three more days for an additional check of the calculations.

We can submit the permit package Thursday without the structural sheets, or submit the complete package next Tuesday, which I recommend.

Could you let me know by Wednesday, so we can prepare if you prefer Thursday?

If I have not heard from you by then, I will hold the package and send the complete one next Tuesday.

B. Neutral.

The structural submittal will be three days late, due to an additional independent check of the calculations.

We can likely recover the three days elsewhere in the permitting process.

We can submit Thursday without the structural sheets, or submit the complete package next Tuesday.

I recommend holding it.

Please let me know which you prefer by Wednesday, so we have time to prepare Thursday's submittal if you choose that option.

If I have not heard from you by then, I will hold the package and submit the complete package next Tuesday.

C. Firm.

The structural submittal will be three days late.

I recommend holding the permit package and submitting it complete next Tuesday, because an incomplete package usually brings agency comment rounds and resubmittal fees.

I need your answer by Wednesday, so we have time to prepare if you choose Thursday.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/20

Watch on YouTube. https://www.youtube.com/watch?v=KIB7AqOgFgA

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

If I do not have your answer by then, I will hold the package and submit the complete package next Tuesday.

MAKE IT YOURS

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

A. Friendly. Hi, I wanted you to hear this from *who they hear it from, and when* . *who is late* needs *how much more time they need* for *why they need it* . We can submit *what you submit, and the planned day* *what option one leaves out* , or submit *the complete option, and the new day* , which I recommend. Could you let me know by *your reply deadline* , so we can prepare if you prefer *the planned submission day* ? If I have not heard from you by then, I will *what you will do if there is no reply* .

B. Neutral. *what is late* will be *how late* late, due to *why it is late* . We can likely recover *the time you can recover* *where you can recover it* . We can submit *the planned submission day* *what option one leaves out* , or submit *the complete option, and the new day* . I recommend holding it. Please let me know which you prefer by *your reply deadline* , so we have time to *what you need time to do* if you choose that option. If I have not heard from you by then, I will *what you will do if there is no reply* .

C. Firm. *what is late* will be *how late* late. I recommend holding *what you hold* and submitting it complete *the new submission day* , because *the cost of the other option* . I need your answer by *your reply deadline* , so we have time to *what you need time to do* . If I do not have your answer by then, I will *what you will do if there is no reply* .

KEY PHRASES

“I wanted you to hear this”
Opens a hard message by putting the client first.

“We can likely recover”
Says you expect to win the time back without promising it.

“If I have not heard from you by then”
Says what happens next without sounding like a threat.

“I need your answer by”
Asks plainly, with a date, in a firm tone.

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