Client-Ready PM

FREE PRACTICE SHEET

Client's Team Can't Agree? 6 Phrases to Get One Decision

A client's team sends you two different answers and you need friendly phrases that make the disconnect clear

PRACTICE THESE LINES

Read each phrase aloud, in order. Then say all six once more, start to finish.

Thanks for helping us sort this out.

Both emails came in this week.

To confirm, these are the two finishes.

The vendor needs one selection to order.

Could you bring your team together on this?

Happy to help if you need anything from us.

MAKE IT YOURS

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

thank them before you ask _____

what you received _____

the two choices you have _____

why you need one answer _____

what you ask them to do _____

offer your help _____

Read the full script. Scan the code, or go to https://clientreadypm.com/t/70

Watch on YouTube. https://www.youtube.com/watch?v=jDt3g6QhLy8

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KEY PHRASES

“Thanks for helping us sort this out”
Thanks them before you ask for more.

“To confirm”
Says out loud what the choices are.

“The vendor needs one selection”
Gives the reason you need a single answer.

“Could you bring your team together”
Asks them to agree among themselves.

“Happy to help if you need anything”
Offers help without taking over.

ONE CARD TO KEEP

Before You Hit Send

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Four lines, in this order, every time.

1 FACTS	What happened, in one sentence. No blame and no apology.
2 OPTIONS	Two ways forward. Call them A and B so the client can answer with a letter.
3 RECOMMENDATION	Say which one you would choose, and give the reason in one clause.
4 NEXT STEP	Who does what, and by when. Put a date on it and put yourself in it.

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