Client-Ready PM

FREE PRACTICE SHEET

Difficult Client? Which Email Gets Your Manager's Support?

A client questions your numbers, and you write to 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.

On 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.

I also spoke privately with the client after each call.

I recommend that you contact the client before Thursday's call, to hear the client's concerns and stand behind our numbers and me.

I also ask that you join the next three calls.

Could we talk 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 recommend that you _____ . I also ask that you _____ . Could we _____ ?

the dates and what happened | *what you checked, and the result* | *what you tried privately first* | *what you recommend your manager does, and by when* | *what else you ask your manager to do* | *when to talk, and why then*

KEY PHRASES

“I have rechecked the forecast”
Shows you checked your own work before you escalated.

“I also spoke privately with the client”
Shows you tried to resolve it with the client first.

“I recommend that you”
Gives your manager one clear action, not a feeling.

“so you can decide before the call”
Gives your manager the reason for the meeting and the deadline.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/36

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

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