Client-Ready PM

FREE PRACTICE SHEET

Don't Vent to Your Manager About a Difficult Client

A difficult client and 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.

A client raised their voice at you on two calls this month.

Two versions.

A. The typical version.

Hi, I wanted to let you know that the last call with the client was really frustrating.

The client criticized my numbers in front of the team, and I am not sure how to handle this.

Thank you for listening.

One word, 'frustrating', told your manager how the call felt and gave your manager nothing to act on.

B. The clear version.

I need to brief you on a client issue before Thursday's call.

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 spoke privately with the client after each call, and the behavior has continued.

I recommend that you contact the client personally before Thursday, to hear the client's concerns, and join the next three calls.

I also ask that you stand behind the numbers and me.

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

A feeling tells your manager how the call went.

Dates and a clear ask tell your manager what to do next.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/30

Watch on YouTube. https://www.youtube.com/watch?v=2bMXzslofDA

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MAKE IT YOURS

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

what happened, in the lead-in . *number of versions* versions.

A. The typical version. *an opening that only says how the call felt* . *what happened, and a worry with no ask* . *a polite close with nothing for your manager to do* .

why the typical version fails nothing to act on.

B. The clear version. *what you need, and by when* . On *the dates and what happened* . *what you checked, and the result* . *what you tried privately, and the result* . I recommend that you *what you recommend your manager does* . I also ask that you *the support you ask for* . Could we *when to meet, and why then* ?

A feeling tells your manager how the call went. Dates and a clear ask tell your manager what to do next.

KEY PHRASES

"I need to brief you on"
Opens with the purpose, so your manager knows this is a briefing.

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

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

"so you can decide before the call"
Gives the reason for the meeting and the deadline.

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