Client-Ready PM

FREE PRACTICE SHEET

How to Correct a Client in a Meeting Politely: 3 Ways

A client says a decision was confirmed, but 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.

A. Friendly.

Thanks so much for bringing up the tile.

I want to get this right for you.

Let's double check together, because three options went out last week and I do not see a pick yet.

Could we pick one of the three now, while we are all here, so the order goes out this week?

B. Neutral.

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.

C. Firm.

Thank you for raising it.

Let's settle the finish before we move on, so the order goes out this week.

The three options went out last week and none is confirmed.

Which of the three would you like?

MAKE IT YOURS

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

A. Friendly. _*how you open with thanks*_ . _*why you are checking*_ .

*what actually happened, from your notes* . Could we _*the decision you ask for, and why now*_ ?

Read the full script. Scan the code, or go to https://clientreadypm.com/t/38

Watch on YouTube. https://www.youtube.com/watch?v=_NImWH6xWVk

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B. Neutral. *how you open without arguing* . *why you slow the room down* . *the record, from your notes* . I recommend we *the path forward you offer, and why now* .

C. Firm. *how you open* . *what you do before the meeting continues, and why* . *the plain fact* . Which *the choice you give the client* ?

KEY PHRASES

“Thanks so much for bringing up”
Thanks the client for raising it, so the correction starts warm.

“Let's double check together”
Makes the check a shared task, not a challenge.

“so the order goes out this week”
Gives the reason to decide now.

“Which of the three would you like”
Gives the client a choice they can answer in one line.

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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