Client-Ready PM

FREE PRACTICE SHEET

Pushing Back on a Client? Do Not Try to Win the Argument

You need to push back on a client without making it about winning or hiding behind fake options

PRACTICE THESE LINES

Read each sentence aloud, in order. Then read the whole passage once more, start to finish.

Even if you are right and the client is wrong, if the client feels attacked, they go defensive.

And then their leadership gets involved.

State the fact.

Defend the position.

Then pivot to options.

MAKE IT YOURS

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

why it backfires _____ *what happens next* _____

what you do first _____

what you keep _____

where you go next _____

KEY PHRASES

“if the client feels attacked”
Names what makes a client go defensive.

“they go defensive”
Says what happens when a client feels attacked.

“State the fact”
Starts the pushback with what is true.

“Defend the position”
Keeps your professional judgment in place.

“Then pivot to options”
Moves from the fact to real choices.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/71

Watch on YouTube. https://www.youtube.com/watch?v=5-sLq3FKdYo

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