Client-Ready PM

FREE PRACTICE SHEET

Telling Your Manager About a Client Problem? Facts, Not Feelings

You need to tell your manager about a client problem

PRACTICE THESE LINES

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

You describe what the client did, and you leave their character out.

And there is no word about how the calls felt.

Your manager can check a date.

A feeling can't be checked.

MAKE IT YOURS

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

what you describe

what you leave out

what a manager can check

A feeling can't be checked.

KEY PHRASES

“leave their character out”
Do not comment on what kind of person the client is.

“the calls felt”
What the calls were like for you.

“can check a date”
Can confirm that a date is true.

“can't be checked”
Cannot be confirmed as true.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/78

Watch on YouTube. https://www.youtube.com/watch?v=mcSB8K9a4pE

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