Client-Ready PM

FREE PRACTICE SHEET

Two Answers, One Order: The Message That Gets a Single Yes

Two people on the client's team give different answers to one question

PRACTICE THESE LINES

Read each sentence aloud, in order. When you reach the end, read the whole email once more, start to finish.

We're ready to get this fixture order in, but we have a slight mix-up on the finish.

I received a request for the matte finish from the facilities director, and the polished finish from the design lead.

Since the vendor needs a single selection to process the order, I highly recommend checking in with them so everyone is on the same page.

If you can reply with the confirmed finish by Thursday, we'll make sure the order goes out exactly on time.

MAKE IT YOURS

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

the situation, said lightly . *the fact, both answers* .

why one answer is needed, and your recommendation . *the ask, the date and the promise* .

KEY PHRASES

“a slight mix-up”
Names a problem lightly, with no blame.

“I received a request for”
States each answer as a fact you hold.

“I highly recommend”
Gives a recommendation instead of picking a side.

“If you can reply with the confirmed finish by Thursday”
One ask and one date in a single sentence.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/41

Watch on YouTube. https://www.youtube.com/watch?v=c4TuYzVRZDM

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