Client-Ready PM

FREE PRACTICE SHEET

What to Say When a Client Says We Already Approved That

A client pushes back and says a decision was approved when 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.

Thanks for flagging that.

I hear you, and I want to be sure.

My notes show we sent three options, but no selection came back.

Shall we lock the finish on this call?

MAKE IT YOURS

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

how you open without arguing . _why you check before you answer_ . _the record, from your notes_ .

the decision you offer, as a question ?

KEY PHRASES

“I hear you”
Shows you listened without agreeing with the claim.

“I want to be sure”
Explains why you are checking, so the check is not an argument.

“My notes show”
States the record as your notes, not as the client's mistake.

“Shall we lock the finish”
Turns the correction into a decision the client can say yes to.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/39

Watch on YouTube. https://www.youtube.com/watch?v=wf6qDVHrLio

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