Client-Ready PM

FREE PRACTICE SHEET

When a Client Asks You to Choose for Them, Say This

A client asks you to make their choice, and when their team is busy you ask who can confirm

PRACTICE THESE LINES

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

I hear you and I'd love to help.

This choice is best made by your team.

I can send a quick comparison of both finishes, so that your team can decide by Thursday, and the vendor can place the order.

Your client says, both of them are busy this week.

Thanks for letting me know.

Who on your team can confirm the finish?

The vendor needs it by Thursday, so the order can still go in as scheduled.

MAKE IT YOURS

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

show you are listening _____ *keep the decision with them* _____

what you offer and the date _____

the second pushback you hear _____

acknowledge their message _____ *ask who can confirm* _____ *the reason and the date* _____

Read the full script. Scan the code, or go to https://clientreadypm.com/t/66

Watch on YouTube. https://www.youtube.com/watch?v=d6nKBxtkw-g

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KEY PHRASES

“I hear you and I'd love to help”
Shows you listened before you say no.

“This choice is best made by your team”
Keeps the decision with the client.

“I can send a quick comparison”
Offers help that does not decide for them.

“Who on your team can confirm”
Asks for a named person to answer.

“The vendor needs it by Thursday”
Gives the reason and the date together.

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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