Client-Ready PM

FREE PRACTICE SHEET

When a Client's Team Sends Two Different Answers

Two people on the client's team send different answers

PRACTICE THESE LINES

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

Hey Sam, I hope your week is going well!

We're looking at two different finishes for the fixture right now, matte and polished, coming from a couple of different people on your team.

To keep things moving, we have two options.

Option one, your team connects and confirms one finish together.

Option two, we leave the finish open for now.

Personally, I'd recommend locking in one selection if we can, since the vendor needs a single choice to actually process the order.

If you can send over the final verdict by this Thursday, we can get everything submitted right on schedule.

If we need to leave it open past Thursday, we'll pause the order, though it will push our production window back a bit.

MAKE IT YOURS

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

FACTS

how you open warmly, with the contact's name ! _the fact, with both answers_ .

OPTIONS

To keep things moving, _how many choices you offer_ .

the first choice, which the client's team makes .

the second choice, and what stays open .

RECOMMENDATION

the choice you recommend , _the fact about the order that explains it_ .

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NEXT STEP

the date you need the answer, *what the answer lets you do*.

what happens if the date passes, as a plain fact.

KEY PHRASES

“two different finishes”
Names the disconnect as a fact, with no blame.

“your team connects and confirms”
Keeps the decision with the client's team.

“the vendor needs a single choice”
Gives the reason a clear answer matters.

“by this Thursday”
Gives one date for the answer.

“we'll pause the order”
States what happens if the date passes, as a plain fact.

ONE CARD TO KEEP

Before You Hit Send

Client-Ready PM

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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