

Scope Change: The Professional No

A new element arrives after the design is frozen

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 bringing up the rooftop terrace design.

I want to make sure we handle this properly so nothing falls through the cracks.

That piece was not part of the original scope, so adding it now would affect both our timeline and budget for the current phase.

Two ways to move forward.

A. We can process it as a change order and adjust the schedule.

B. Or we can plan it into Phase 2 where it fits naturally with the exterior work.

I recommend Phase 2 so we keep the current deliverables on track.

Let me know what makes sense for your team.

MAKE IT YOURS

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

Thanks for bringing up the new request. I want to make sure we handle this properly so nothing falls through the cracks.

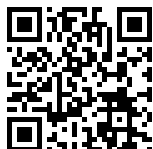
That piece was not part of the original scope, so adding it now would affect what it would affect.

Number ways to move forward.

A. Option A

B. Option B

I recommend the option you recommend so why it is the better choice. Let me know what makes sense for your team.



Read the full script. Scan the code, or go to <https://clientreadypm.com/t/4>

Watch on YouTube. <https://www.youtube.com/watch?v=xKOLBN1qTQ4>

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KEY PHRASES**“Thanks for bringing up”**

Welcomes the request before you explain the limits.

“was not part of the original scope”

States the fact without blaming anyone.

“would affect both our timeline and budget”

Explains the cost of the change in plain terms.

“process it as a change order”

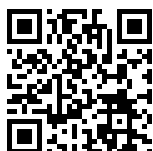
The standard, professional way to add new work.

“so we keep the current deliverables on track”

Shows your advice protects what the client already expects.

“falls through the cracks”

An idiom: gets forgotten or missed because no one is watching it.



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