

How to improve relationships with project stakeholders by improving the clarity with which you communicate

Communication Best Practices

- Always communicate using the vocabulary with which the client is most familiar.
- The executive or stakeholder is your “client”
- Discuss only 1 project per email
- Email subject line should state project name
- Send a brief update email after each project meeting, summarizing key points & responsible parties (even if Client attended the meeting)

Email Template

For More Effective Stakeholder Relationship Management

TO: [CLIENT EMAIL ADDRESS]

SUBJECT: [PROJECT NAME] - [ITEM OF BUSINESS]

Hi [CLIENT NAME] -

I just wanted to update you on [PROJECT NAME], with respect to [ITEM OF BUSINESS].

[WRITE YOUR PROJECT CORRESPONDENCE HERE]

Please review the above and let me know your thoughts if any changes are needed.

Kind Regards,

[YOUR NAME HERE]