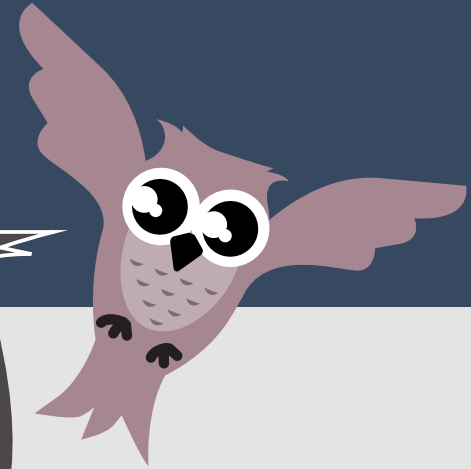


What Do You Do When There's a Communication Breakdown with a Client?



You don't blame your client.

You don't assume your communication is flawless.

You don't say, "I'm calling my lawyer."

1. You do try and understand.

Communication breakdowns are frequently a case of misunderstanding. Remember, it takes two to tango.

2. You do consider the process.

Do you send too many emails that your client doesn't read all of them?

3. You do listen.

Communication breakdowns can be upsetting for everyone. Don't jump to extreme conclusions, e.g. break a contract, call a lawyer. Try to rebuild your bridge. Start by listening.