

Project Delays? Here's How to Keep Clients Motivated

Between labour shortages, delayed materials, and other setbacks, there are a lot of project variables outside your control. Here are four tips for handling those unexpected hiccups without losing momentum, client trust... or sleep.

TIP 1

Start With Empathy

If a client needs to live with construction dust or half-furnished rooms longer than expected, acknowledge the inconvenience and reassure them you're doing everything you can to move things along.

TIP 2

Tell It Like It Is

When you have not-so-great news to share, don't shy away from it. Be honest about what's going on and explain why it's happening (if appropriate). Being upfront and transparent about delays will earn client trust.

TIP 3

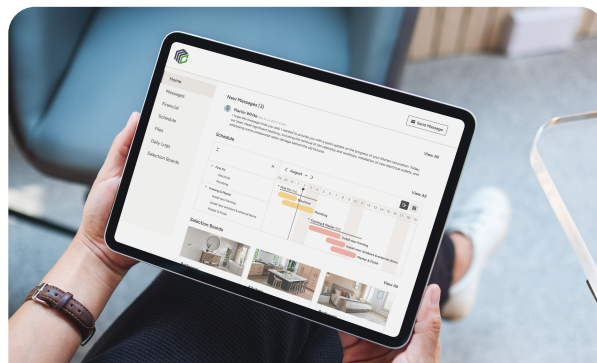
Keep in Touch

Calm client nerves with frequent communication so they know you're on top of things. Proactively share progress updates and end on a positive note – even if the only news to report is there are no further delays.

TIP 4

Step in Where You Can

Whether it's searching for a replacement subcontractor, checking in with suppliers, or looking for alternative options to speed up the timeline, clients will appreciate you advocating on their behalf.



💡 Level up With Houzz Pro

Take advantage of your 24/7 Client Dashboard in Houzz Pro to keep clients up-to-date so they don't have to continually ask you for information. It's a win-win: peace of mind for them and fewer late-night texts for you.