

### **Call script (Accusation audit -> Label -> Calibrated question)**

- Open (accusation audit): Acknowledge likely concerns up front.

Your accusation audit line \_\_\_\_\_

- Label the core worry in plain language.

Your label line \_\_\_\_\_

- Calibrated question to collaborate on a solution.

Your calibrated question \_\_\_\_\_

### **Follow-up email template**

- Subject: Inspection findings and a calm path forward

- - Situation summary (bulleted essentials)

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\_\_\_\_\_

- - Two high-probability structures to resolve

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\_\_\_\_\_

- - Invitation to collaborate and next step

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