3. Client Management Skill.

First step:

1. Document the facts gathered during retrospective with the team
2. Ensure the team that the situation will be addressed with the client and resolution will be provided.
3. Prepare 1-2 slides for a meeting with the client with the facts gathered from the team.

Second Step:

1. Set up a meeting with the client to discuss the facts gathered from the team
2. Refer to the SOW and highlight the signed off scope by the client indicating how the new requirement / expectation from the client does not fit into the agreed scope.
3. Highlight the delays in the project and impact on the budget to the client if they want to change the scope.
4. Explain to the client how new requirements will be implemented through the change requested process. Provide the plan to implement new changes to the client to gain their confidence and provide them additional visibility.

Third Step:

1. If discussion at step 2 is not successful, involve higher management to make decision.