

## Objectives:

- Write a subject line letting stakeholders know the message is important i.e., [\[Action Required\] Concise Description of Scenario Problem](#)
- Write a greeting with a friendly tone, maybe thank the recipient for their hard work – explain your connection. Graceful, blameless:

NO

~~Hey Retard,~~

~~Working with you is like losing two men on the job. I'd love to agree with your stance here but it's easier if only one of us is wrong and you've chosen that role for yourself.~~

YES

Hello George,

I hope you're doing well! I've been managing the tenant improvements on the Headhouse Square project which is scheduled to close in October.

[\[Friendly, explains your connection to the project, does not include any slurs\]](#)

- Explain the issue:

I would like to bring an issue to your attention. Due to a water leak that was previously fixed we have encountered mold on the drywall in the bathrooms near the sinks of both bathrooms. This is a shared wall between the restrooms.

- Explain the consequences:

NO

~~If this shit isn't fixed by the time that I come in tomorrow I will run your face across the concrete until your skull is polished ivory like a fucking piano key.~~

YES

This poses serious structural and health and safety risks. We have a duty to provide a safe and habitable environment, and ignoring the mold could result in legal liabilities.

## COMPOSING AN ESCALATION EMAIL

- Propose your fix and make your request:

NO

~~Fix it or I will remove the drywall myself and feed it to you in front of your wife.~~

YES

I have contacted two reputable mold remediation companies. I've checked their availability and I propose that we meet with them both right away so we can onboard one of them quickly. That way, we can avoid any major delays. Are you available for a meeting tomorrow to discuss options and come to an agreement on next steps?

Please respond with the times that work best for you.

Bless, [Ending your email with "Bless," is a real power move. You could also put something lame like "Thank you in advance for your insight and timely response,"]

## COMPOSING AN ESCALATION EMAIL

<b>To:</b>	<a href="mailto:George@GeorgesCompany.com">George@GeorgesCompany.com</a> <a href="mailto:OtherImportantStakeholder@SomeotherCompany.com">OtherImportantStakeholder@SomeotherCompany.com</a>
<b>Subject:</b>	<b><i>[Action Required] Mold in the Bathrooms at Headhouse Square Project</i></b>
<p>Hello George,</p> <p>I hope you're doing well! I've been managing the tenant improvements on the Headhouse Square project which is scheduled to close in October.</p> <p>I would like to bring an issue to your attention. Due to a water leak that was previously fixed we have encountered mold on the drywall in the bathrooms near the sinks of both bathrooms. This is a shared wall between the restrooms.</p> <p>This poses serious structural and health and safety risks. We have a duty to provide a safe and habitable environment, and ignoring the mold could result in legal liabilities.</p> <p>I have contacted two reputable mold remediation companies. I've checked their availability and I propose that we meet with them both right away so we can onboard one of them quickly. That way, we can avoid any major delays. Are you available for a meeting tomorrow to discuss options and come to an agreement on next steps? Please respond with the times that work best for you.</p> <p>Thank you in advance for your insight and timely response,</p> <p>John</p>	