



**Client Email Templates
to Communicate with Freelancers**

Communication is at the core of what makes a strong remote worker relationship. If you fail to effectively communicate with your remote workers, there is a strong chance that you will run into issues.

We put this guide together so that you have a starting point to communicating with workers through email on specific situations that you may run into.

It's important to note that these are merely templates. As you are working with freelancers, make sure that you adjust the template to make most sense to the situation.

Template #1: Setting Expectations with a New Worker

It's important to meet with a new worker to make sure that they understand what is expected from them in the project. This will form a good foundation for your working relationship and avoid issues relating to task completion and billed hours down the line.

Set up a time to meet with the worker you hired to go over the background of the tasks. Prepare to discuss the following:

- How long it will take to complete each task
- What working schedule you prefer
- How many hours you want them to work each day or week

Here's a template that you can use to talk about expectations for work:

Hi [Worker Name],

It was great to meet you. Your skillset is just what we need. I'd like to go over the project with you in more detail before we get started. When are you free to meet?

Here are the items that I'd like to discuss:

1. *Company background*
2. *Task overview*
3. *Time to complete*
4. *Worker availability*

Please come to the meeting ready to provide information on all four along with any questions you have to make sure this project is a good fit on your side.

Template #2: Giving Negative Feedback to a Worker

There may be times when the worker you hired does something incorrectly and you have to bring it to their attention and give them a chance to correct it.

The best way to handle this is to discuss the issue as soon as possible. Be firm about what you expect from them, but be kind as well. In most cases, it comes down to a misunderstanding that can be avoided in the future. We understand that work completely incorrectly can be frustrating, but being polite with workers brings the best results.

Go over what you discussed previously and together figure out what went wrong. Make sure that the worker understands what needs to be fixed. Set expectations again for the do-over so that you are both clear on the final deliverable.

Here's a template that you can use to provide feedback to a worker.

Hi [Worker Name],

I have looked over what you submitted. I think we may have got our lines crossed when we discussed the project. I have a few questions about [the design, the wording, etc.] that I'd like to get cleared out.

Here is a summary of the concerns I have that we can address during the meeting

- 1.
- 2.
- 3.

When are you free to meet?

It's also possible that there may be times when a worker accidentally goes over your agreed number of hours and you have to let them know that this is not acceptable.

The best way to handle this is to bring the issue to their attention as soon as possible. Be firm about what you expect from them and how you'd like it handled in the future. In most cases, it comes down to a misunderstanding that can be avoided in the future with clear communication. We understand that over billing can be frustrating, but being polite with workers brings the best results.

Go over what you discussed previously and figure out where there was a lack of communication regarding the expected hours. Make sure that the worker understands that they can't bill more hours than was previously agreed without your approval. Set expectations again so that you are both clear on how they should proceed moving forward.

Here's a template that you can use to talk to workers about billing hours.

Hi [Worker Name],

I have looked over the hours that you billed this week and I have a few questions.

From my understanding we agreed to:

1. *Project name*
2. *Estimated hours*
3. *Delivery date*

Inside timeclock, I see that you billed x amount of hours. Can you please explain why you went over the estimate without my approval.

When are you free to meet?

Template #3. Pausing Work

One of the great things about hiring remote freelancers is that you can use them for small projects without keeping them on permanently. There may be times when you have find a worker that you get along with, but you don't have steady work for them at the time. \

Naturally, you will want to pause work with that freelancer, but keep the option open to work with them again in the future.

There is no guarantee that a freelancer will be available to work for you again at any time, but having this conversation can go a long way to making them more open to accepting future projects.

Here's a template that you can use to talk about pausing a worker.

Hi [Worker Name],

I want to let you know that I am really happy with the work you did on [the brochure, the blog, etc.], and it was a pleasure to work with you! I don't have more projects to pass over to you at this time, but I would like to be able to work with you again as work comes in.

For now please pause all work. I will be in touch as new projects come up.

When you do have another project for this worker, send them a friendly message and ask about their availability. Establishing that you respect their schedule is a great way to reconnect.

Template #4. Rejecting a Worker or Postponing a Project

It can be really uncomfortable to tell a worker that you are not going to hire them. Not telling them at all, however, can also create problems.

We thought this template might be useful to you in case you ever find yourself in a situation where you need to reject a worker or postpone a project before you have made the hire.

Hi [Worker Name],

It was a pleasure to meet you, and thank you for taking the time to talk about my project. We have decided that you may not be the best fit for this particular job. We appreciate your [name a personality trait or two] and like your [name a skill or two], however, and will reach out again if we have a better project for you.

Create Your Own Templates As Well

You now have 4 email templates that you can use when communicating with freelancers. That is a huge upgrade from where you were when you started reading this guide. Right?

With this idea of templates in mind, make sure that you start to create your own templates that you can use while communicating with your workers.

As certain situations come up, write your response and then save it as a canned response in your email platform so that you have it for future similar situations.