



COMMUNICATION TEMPLATES

Scope boundary email templates

Practical language for acknowledging a new request, explaining its impact, and moving it through a clear change decision without creating friction.

A practical worksheet from Stelaah

Use it, adapt it, and save it with the client work it supports.

HOW TO USE THIS

A client request sits outside the agreed work.

WORK THROUGH THE CHECKLIST

☐ 01 **Acknowledge the request**

☐ 02 **Restate the current scope**

☐ 03 **Describe the impact**

☐ 04 **Offer clear options**

☐ 05 **Request a decision**

☐ 06 **Record the agreed change**

Before you close this

Name one owner, one next action, and one date. A worksheet only helps when the next commitment is visible to the people doing the work.

Notes and decisions

Use this page to record what changes after you work through the checklist.

This practical workflow resource is not legal, financial, tax, or security advice. Adapt it to your team and circumstances.