

## How to deal with nit-picking clients who are asking for a discount

Are you finding that some of your clients, some who may have previously been good clients, have suddenly become quite fussy? Maybe they have been getting obsessed with the tiniest mistakes when previously they would have just breezed over it, or perhaps they are finding new issues that have never come up before. Whatever problems are arising, here is how to deal with nit-picking clients, especially if they ask for a discount.

### Why have they become difficult all of a sudden?

If you have a client who has suddenly become quite picky, think about the actual root cause of this. Do they have personal issues going on at the moment? Maybe they are under financial strain? Are they burned out or suffering from a considerable amount of stress?

After such a difficult two years, many of us still feel the ongoing effects of chronic stress and anxiety, even if we don't realise it. Emotion and worry can brew under the surface and take their toll on the body, and it may come out in ways that we least expect it. If your clients are suffering the effects of this, they might be nit-picking and asking for a discount to try and take control where they can.

Even now, many business owners are still worried about their financial future and are looking to shave overheads, so bear this in mind as you try to manage them.

### 3 ways to handle nit-picking clients

If you have clients who are asking for discounts, who are highlighting mistakes that you've made or who are trying to get more out of you, here are 3 things that you should do:

1. **Apologise** – if you've made a mistake, acknowledge it. Put your hand up and own it and reassure them that you are investigating how it happened as well as putting in the necessary measures to prevent it from happening again.
2. **Offer additional value** – don't offer a physical discount unless you've made a mistake that is of great magnitude. Always look to offer extra value instead. Is there any other way that you can help your client? Is there an add-on service that doesn't require too much from you that you can offer to the client for the same price?
3. **Listen and empathise** – with how stressful it's been, everyone is having a difficult time in their own way, and they just want someone who can empathise and acknowledge this. If you can show them that you care and maybe even help them see that this small mistake or issue they see is causing no material loss to them overall, that might be all they need.

### Don't train them to expect discounts

It's a difficult situation to be in, to have clients asking for discounts, but be strong. You are providing a service, and you deserve to be paid for that service. It might only take an apology or for you to show your client that you want to help them in other ways.

If you start offering discounts, you will start training your clients to ask for discounts every time they see a mistake or if they're not completely satisfied. Appeasing them now will only cause further issues for you down the line, so offer additional value and listen to their worries. They'll soon start to value what you're doing for them, and you'll be remembered for it when you need it most.

*Paragraphs to email content out to clients:*

## **Don't train your clients to expect discounts!**

Are you finding that some of your clients, some who have previously been good clients, have suddenly become quite nit-picky?

Are they obsessing over the smallest mistakes, or are they bringing up issues wherever they can?

Are they asking for discounts or asking for more at a lower price?

If you have been experiencing this with your clients lately, it may be due to a build-up of anxiety and stress that has been non-stop for the last 2 years.

Here is how to deal with it.

**Read: [How to deal with nit-picking clients who are asking for a discount](#)**