



### WHY SHOULD YOU LEARN THIS?

There are many occasions when each one of us needs to say 'no', but some people can find this very difficult. Learning to be more comfortable saying 'no' can make sure that you have enough energy to make a difference when it's worth it.

### WHAT?

The term 'people-pleasers' is given to those who try never to make others unhappy, but this behaviour can come at a cost. While saying 'yes' may feel like the easiest short-term answer, it has long-term consequences. You may have less time or money to do the things that are really important, like spend time with friends and family. You may find that you lose touch with yourself or the person you want to be. You may resent the person you were trying to please, resulting in a worse relationship than if you just said no in the first place.

### INSTRUCTIONS:

➤ There are some specific techniques that can help you say no more confidently.

### WHAT TO DO:

- 01** Spend some time thinking about what is important to you. Knowing this will make it a lot easier for you to identify the times when you should say 'no'.
- 02** Say no firmly, but politely. Instead of the word 'sorry', use 'thank you'. Practise will make it easier to be assertive.
- 03** Some professions, for example telemarketing and charity collections, are trained to overcome barriers. For example, if you say "I can't afford it" they may offer a payment plan or compare it to the cost of a cup of coffee. You don't always have to give an excuse: "No, thank you. Have a nice day." Practise this phrase, it works.
- 04** Your body language is just as important as the words that you use. Make eye contact and sound confident when saying no.
- 05** Depending on the situation, you may want to offer an alternative. "I can't, but you may want to try Marie."

06

It's okay to ask for more time if you are not certain of your response. Delaying can be a useful tactic to allow yourself to think through the consequences or allow yourself time to talk to a friend. "I need to check a few things. I will let you know by the weekend."



## GOT IT?

➤ It is important to learn how to say no. The easiest way to say no is to keep it simple and be polite, but in some situations you may want to offer alternatives or ask for more time.



## TRY THIS

It can take some practise to feel more comfortable saying 'no'. Look back on occasions when you have said no. What were the consequences? Many times we imagine things will be a lot worse than they are.

Practise in the mirror or on a friend, saying 'No, thank you.' It will feel dumb to rehearse this but if you get flustered a bit of practice really helps.

## SO WHAT?

➤ Being able to say 'no' can give you more control over your life. It is a valuable skill that is worth developing.

## WHAT ACTION WILL YOU TAKE?

- Work out what your priorities are.
- Practise saying no firmly but politely.
- Know that you don't have to give a reason.



## IF YOU LIKED THIS ONE YOU MIGHT WANT TO TRY...

- How to Introduce Yourself
- How to Make a Decision
- How to Give a Compliment and Receive One