

The Art of Saying No



A thought to ponder.....

**Saying no is one of
our most important
responsibilities.**



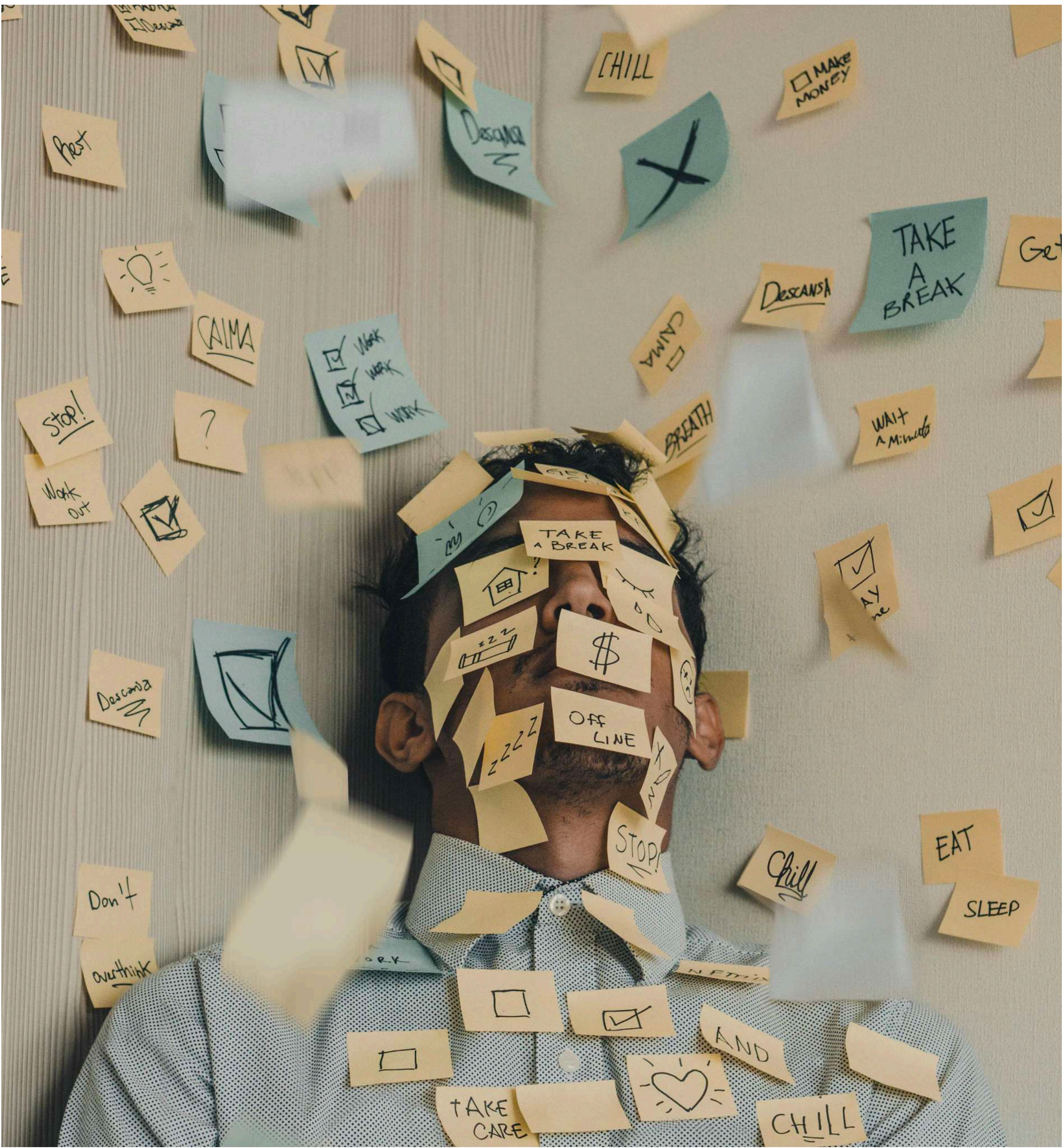
**Saying no is one of
our most important
responsibilities.**

Discuss this idea in your small
groups:

- Why could this statement be true?
- What are the benefits to you of saying no well?



5 minutes



Today.
We have no time



**What stops us
from saying No
within the world of
work?**

**And who are we
thinking of when
we think of
requests for our
time?**





Each time you say **no** to a new task, you are also saying **yes** to something else.

Considered

No

Purposeful

Yes

4Ps

Probing
Proactive
Pause
Practice

Probing

Assessing the Ask



How intentionally are we doing this now?

0



10



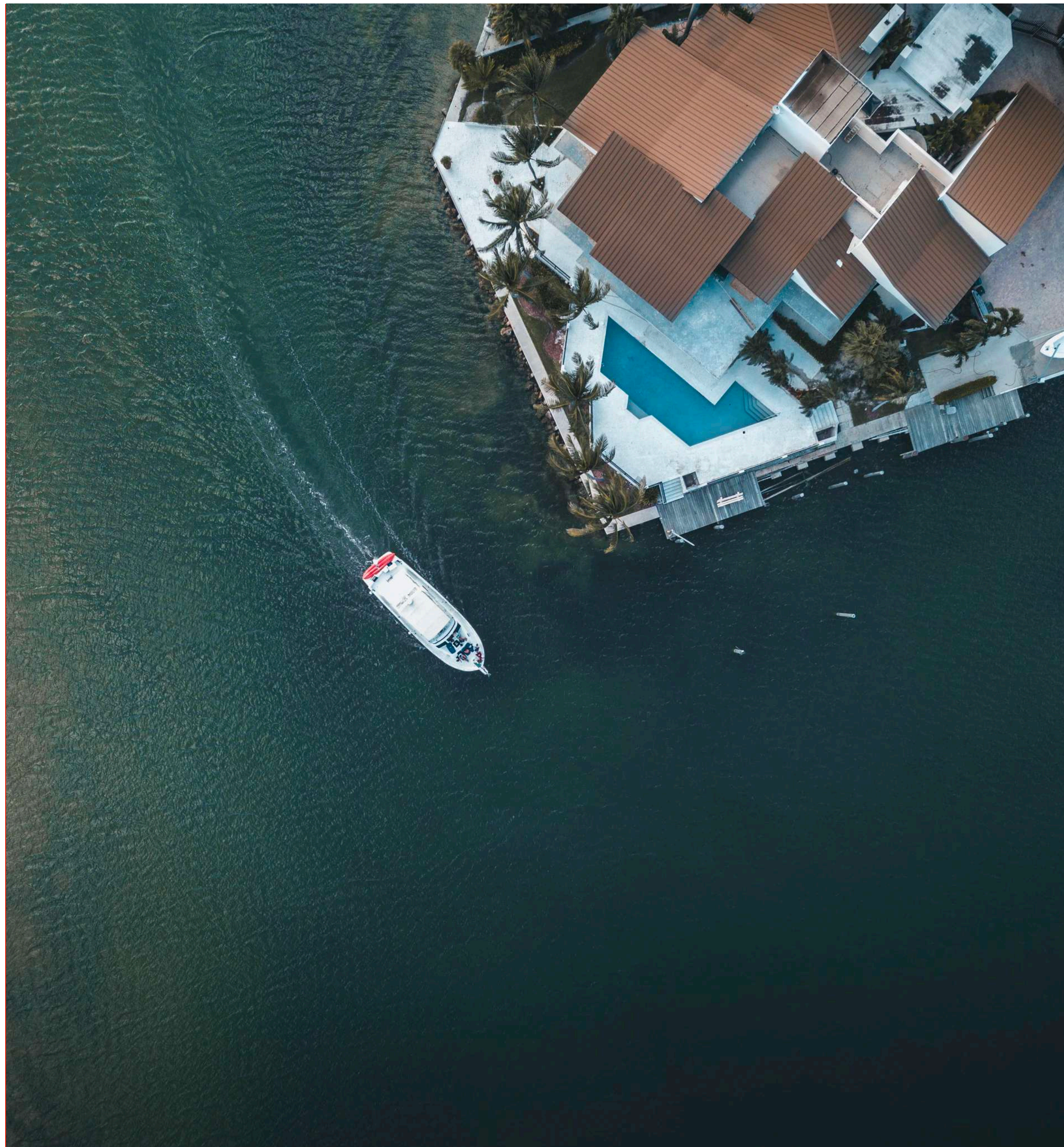
Intake memo



- Who is asking?
- What is actually needed?
- When is it needed by?
- What are the benefits?
- Where are the pitfalls?

What's missing?

What are your criteria?

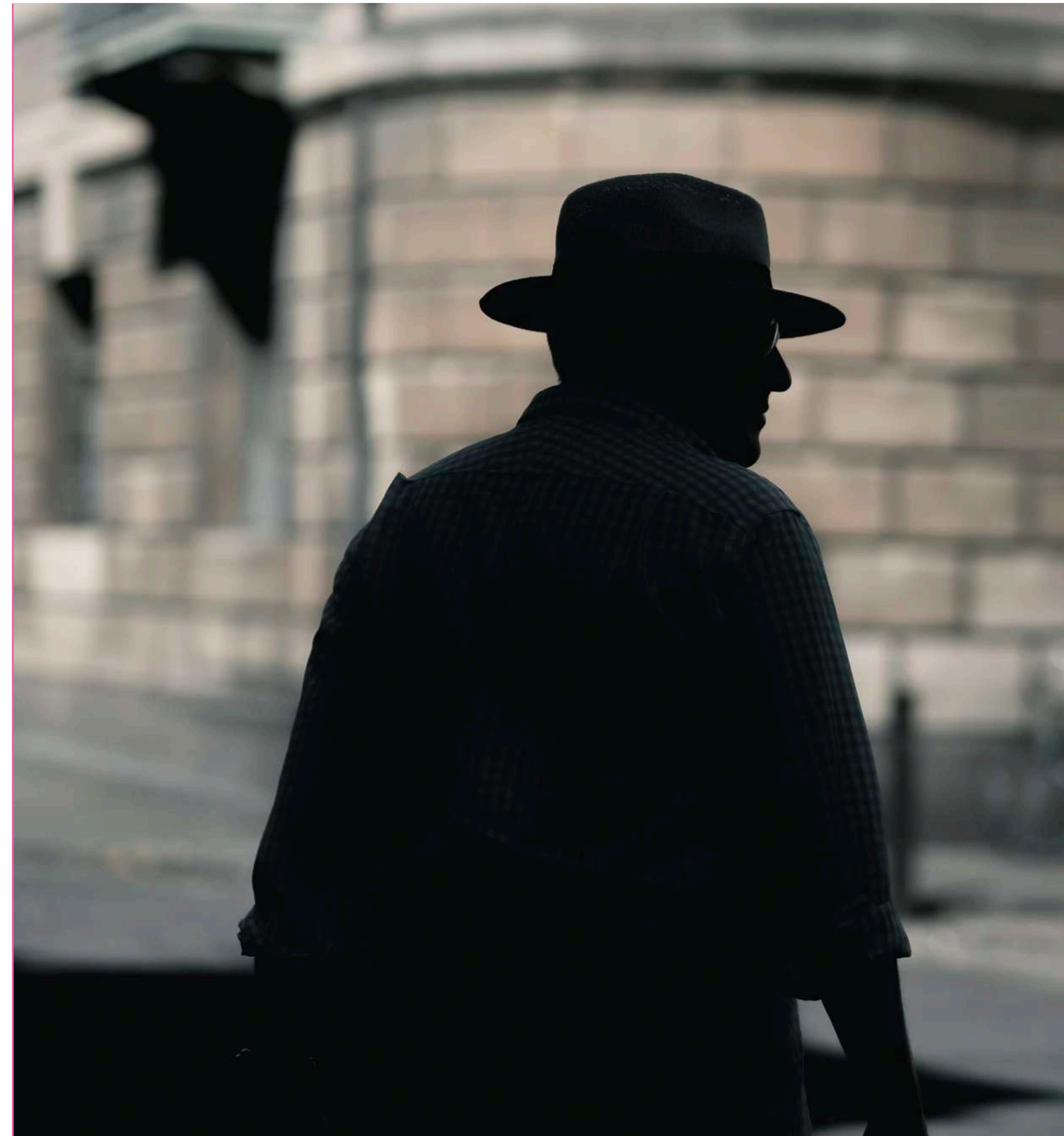


Create your own criteria

**Fun, Fame
Fortune!**

Probing

Qualify with Questions



**Seek first to
understand,
then to be
understood.**

“Seeking real understanding affirms the other person and what they have to say. That's what they want. That's what we all want — to be understood, valued and affirmed.”

TYPES OF QUESTION

What?

Where?

When?

Who?

How?

Why?

~~YES~~

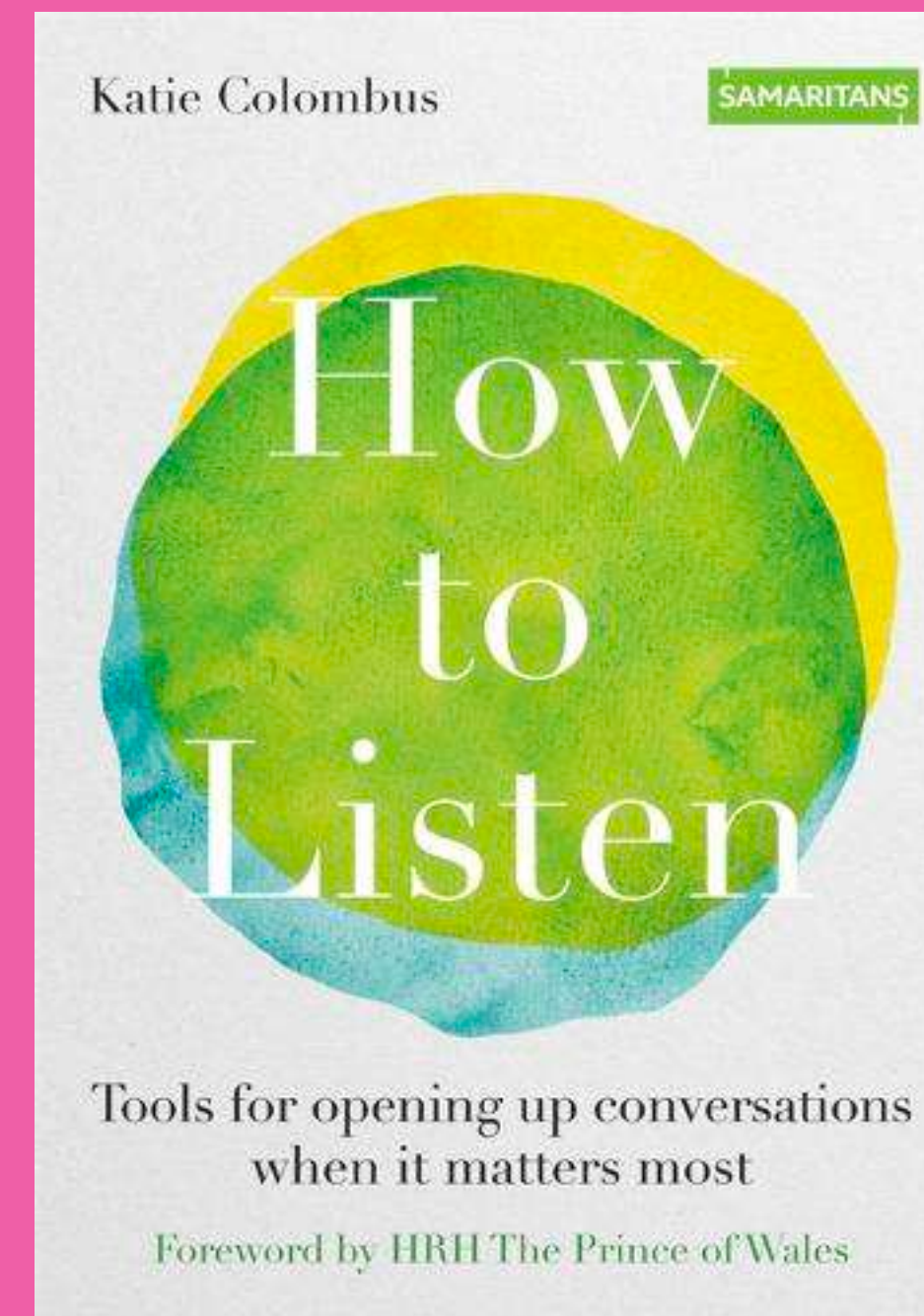
~~NO~~

~~LEADING~~

OOH, GOOD

QUESTION!

“Walk me
through that”





Over to you

In your pairs and threes, share an example of a request you could have not taken on. What good questions could you have asked to have better armed yourself?



5 minutes

Co-create the No

Saying no shouldn't
be a monologue.



Proactive

Phrasing and Framing

“Thank you for thinking of me! I was planning on spending this week preparing for the board presentation.”

“We’ve never collected that data that way before. Maybe we should test it, but I wouldn’t be free to work on that for a few weeks.”

“I’m already committed to other responsibilities and projects. I’d love to do this for you at a later time. If that’s not possible, I’d love to be of service somehow in the future.”

Try this

Can > If

Can > If

“I can help pull that together, if it’s something we can put in the diary for next week?”

Can > If

“I can help pull that together, if it’s something we can put in the diary for next week?”


“I can definitely offer some feedback on the presentation, if you can let me know what would be most helpful to have some feedback on.”

Proactive Micro wins



Small ways you can be helpful, without taking on the whole thing, but still conveying team spirit.

- Attend a brainstorm
- Read a first drafts
- Serve as a sounding board



The No Zone



Over to you

One person put forward the request, the others practice the ideas and techniques we've explored. Discuss, push back and coach each other!



8 minutes



An exciting brand new Client wants to launch new campaign with unrealistic timeframes.

Or... share some of your own examples to work on

Considered

No

Purposeful

Yes

**If you're not saying
'HELL YEAH!'
about something,
it's a no."**

David Sivers

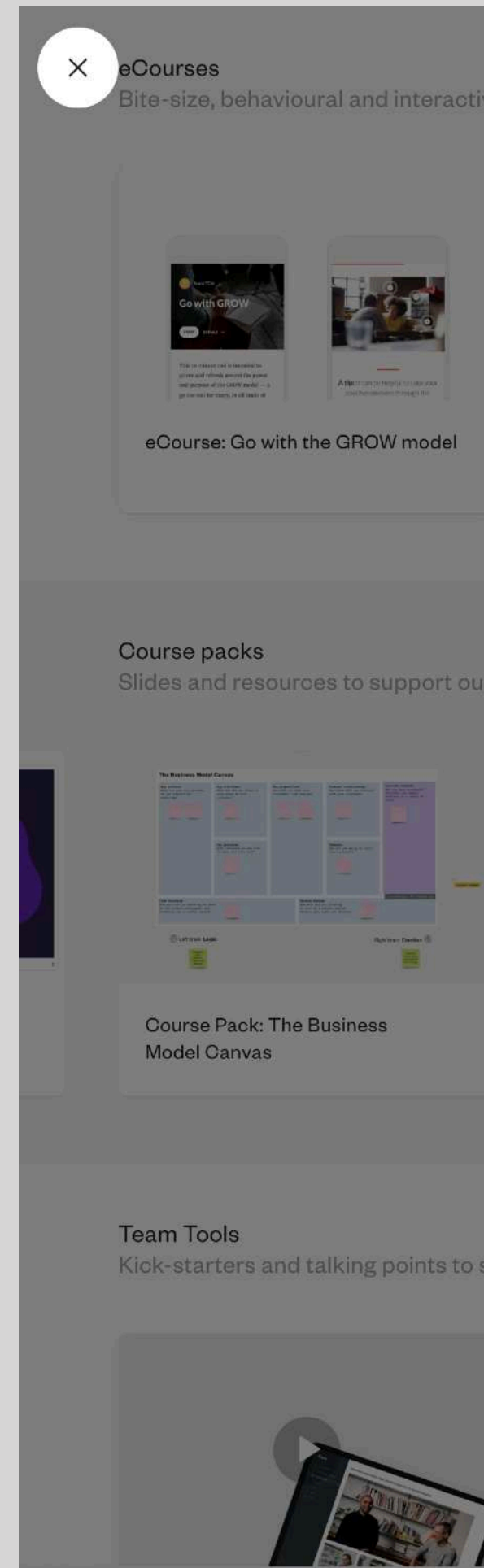
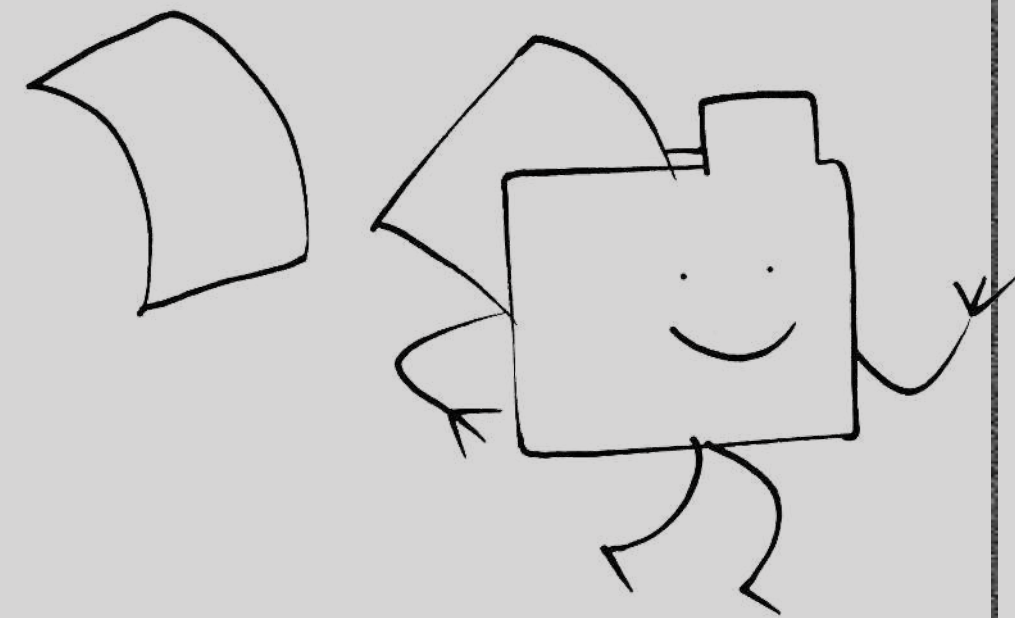




**What will you say
yes to taking
forward?**



Really handy resources to help you land the learning



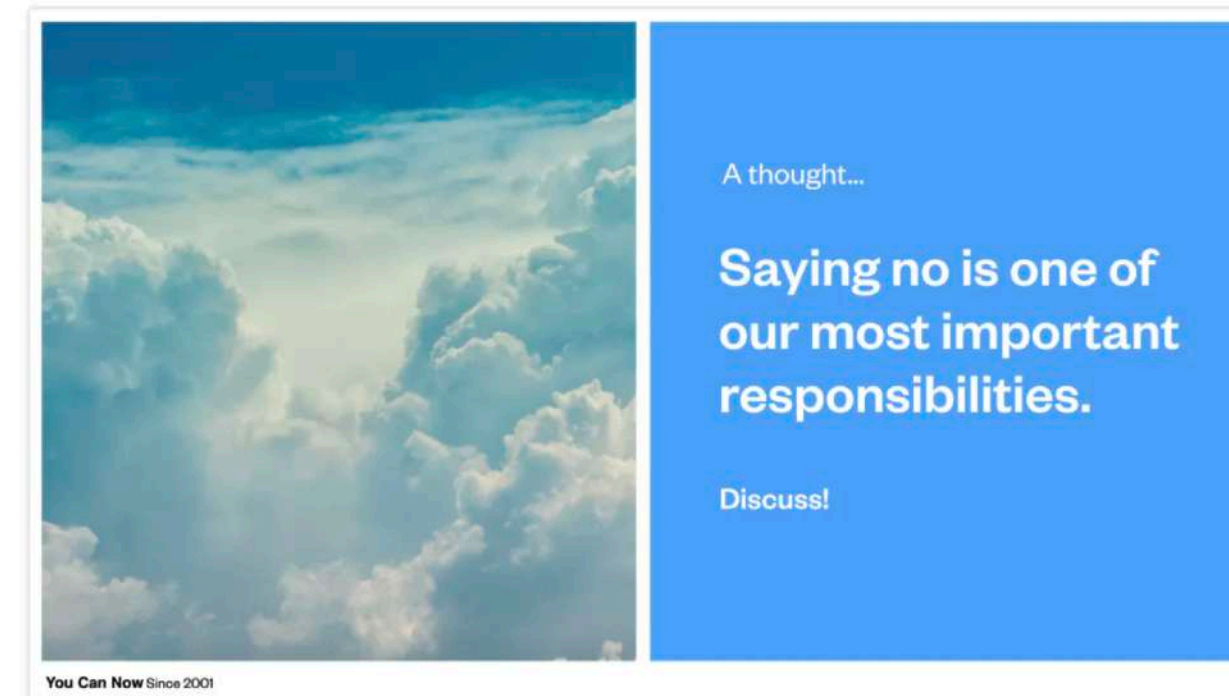
Resources

Course Pack: The art of saying No (and how to say Yes)

We hope these curated resources, many referenced in our bitesize Art of saying No (and how to say Yes) course, will help to deepen your understanding on the topic — and will be useful to point others towards too. We've shared the facilitator workshop slides too, so you can replay what was covered among your teams. Be proactive, and learn by teaching!

Personal Effectiveness

Diversity & Inclusion



→ Get the slides

Curated resources and recommended reading

Read: How to say No to taking on more work.

Author: [Name obscured]