IO2. Task 2.2
Work slowly, work better
Training toolbox
Fear to say no

NAME OF THE TOOL: Ask yourself some questions – A self reflective tool to say no

ORGANIZATION AND COUNTRY: CPIP, ROMANIA

Online [√]   **Face to face** [√]

Overview (What I am going to learn?):
1. What criteria should you take into account when deciding whether to say yes or no?
2. What kind of questions is important to ask yourself to say yes or no?
3. How to make an alone, assumed and calculated decision in order to say yes or no?

Objective (What am I going to learn it for?):
1. Consider all relevant factors in the decision-making process.
2. Reduce the fear of saying no through an assessment tool that helps us decide.

Materials:
Self-assessment sheet

Time: 15 minutes

Target group: employees (especially employees who tend to say yes all the time)

Instructions for facilitators

1. Prepare the self-assessment sheet and explain to employees the way the tool works. (2 min)
2. Ask employees to think about the last time their manager gave them a task they would have wanted to say no to and ask them to complete the self-assessment sheet. (10 min)
3. Ask each employee at what point they stopped in completing the self-assessment sheet. (3 min)

Tasks and procedure

This is a scalar self-assessment tool to see if you should accept or decline an additional task that your manager asks you to do. The instrument consists of 4 stages, in each of them having the possibility to say no. To help you get through each stage, you will use a series of additional questions.

SELF-ASSESSMENT SHEET

1st Stage: Is it worth doing compared to my other tasks?

YES ☐   NO ☐(You are done!)   SCALED BACK VERSION ☐

Additional questions to help you answer the 1st Stage:

1. How essential is this task?
2. How does this activity fit in with the other priorities?
3. What is essential? Could the activity be deleted without negative consequences?
4. What is the most essential part of this task? Can it be pared back to make it more manageable?

2nd Stage: Am I the right person to do the task?

YES ☐   NO ☐(You are done!)   ONLY WITH SUPPORT ☐

Additional questions to help you answer the 2nd Stage:

1. Is it something I was hired to do?
2. Is it something I'm really good at?
3. Is it a high priority for me right now?

3rd Stage: Who is this task for?

_____ ☐(You are done!)

Additional questions to help you answer the 3rd Stage:

1. Whose role is the best fit with the work?
2. Who would be best at the task and could do it most efficiently?
3. How would taking on this new work need to shift the person's existing priorities?

4th Stage: How can I help? Lend a Hand?

YES ☐   NO ☐(You are done!)

Additional questions to help you answer the 4th Stage:

1. Is there information you can share that would make the work more efficient or more effective?
2. Is there a role you could play in brainstorming, coaching, or reviewing at some stage in the process?

Adaptation to online implementation

The tool works the same whether it is online or offline.

Connection with the skill

Sometimes we found ourselves being pulled in all directions by a constantly increasing workload. Unfortunately, saying "yes" to more things can cause you to miss deadlines or do poor quality work. This is not only bad for you, but also for your team/company. This tool gives you the chance to evaluate objectively and extensively whether you should say yes to a new task. Having this tool at your disposal, you won't be afraid to say no and you will make more relaxed and assumed decisions because you will go through all the necessary steps in the decision-making process.
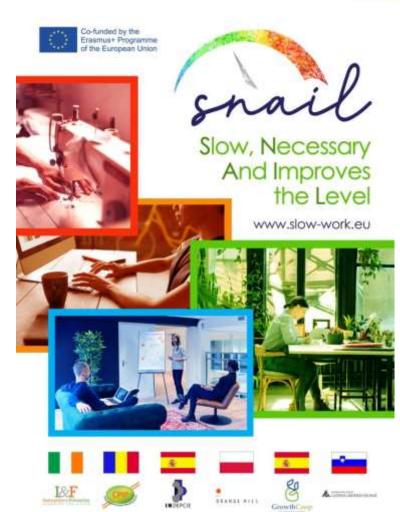
Conclusion and evaluation

In general, to be able to tell someone no, in a social environment, the decision must be made on an individual/personal level. This tool helps you convince yourself if you have to say yes or no to an extra task so you can tell managers as well.
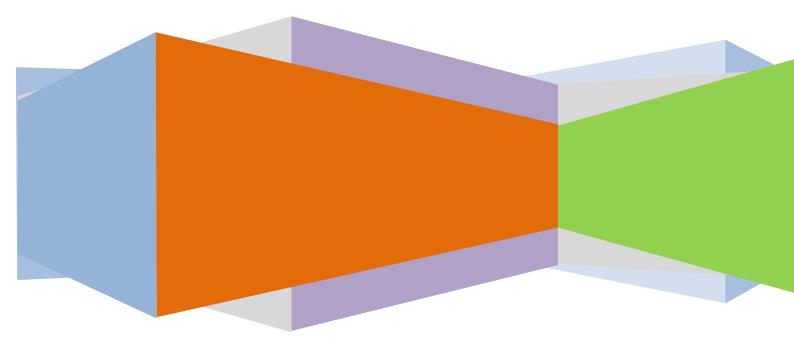
A checklist with indicators for evaluating the use of the tool against its expected results:

1. How many employees participated in the activity? 1-10/11-20/21-30/31-40/50+
2. Were the instructions understood by everyone? YES/ NO
3. Were employees reluctant to get involved in activities? YES/ NO
4. Were they able to answer the questions and complete the sheet? YES/ NO
5. Did they manage to say no at any stage of the tool? YES/ NO
6. Was employees' reaction positive towards this activity? YES/NO
7. Were employees more comfortable with saying no after using this tool? YES/NO
8. Was a positive atmosphere achieved? YES/NO