



IO2. Task 2.2

Work slowly, work better

Training toolbox

Fear to say no





NAME OF THE TOOL: You CAN say no! – Practice in pairs

ORGANIZATION AND COUNTRY: CPIP, ROMANIA

Online Face to face

Overview (What I am going to learn?):

1. Tips and tricks on how to say no at the workplace.
2. Methods and tipic answers (your own) for when you fail to say no.

Objective (What am I going to learn it for?):

1. Learn how to say no by practicing.
2. Increasing self-confidence to be able to say no.
3. Give and receive feedback in a safe space with your colleagues.

Materials:

6 scripts

Time: 30-35 minutes

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

Instructions for facilitators

1. Prepares 6 different scripts in which the manager or boss asks an employee to take care of something.
2. Ask employees to form pairs so that they can carry out the activity.
3. Explain to employees the steps of the game.

Tasks and procedure

This tool involves practicing the ability to say no with the help of scenarios that put you in a practical situation where you are asked for something you would like to say no to but fail. The tool implies a pair of employees with two different roles, in which one of them will be the manager that has a request from the employee who is supposed to answer no.

STEPS:

1. The tool runs in 6 rounds, one for each script (the script represents just the start of a conversation between the two of them in which one of them will have to say no and the other one will take the place of the manager and try to put pressure).





2. Each round will be allocated 5 minutes, each person will be the manager three times and the employee three times.
3. After each round, give yourself a couple of minutes to offer and receive feedback to and from your partner.

THE SCRIPTS:

1. "Hei ...,
A deadline was moved up by a client to Monday morning. Can you work over the weekend?
Thanks"
2. "Hello ...,
Can you help with this other team's project? They need an extra hand.
Thank You!"
3. "...,
Do you mind taking notes for me during this meeting? I had a party last night and I just can't focus at all.
Thanks."
4. "Dear ...,
... can no longer accompany me to the meeting with her partners in London this weekend. Do you think you can replace her?
I'm waiting for an answer until tonight"
5. "Hi ...,
I have an important task with ... starting at 3pm. Do you think you can get his place by the end of the program?"
6. "Hi there,
Could you please prepare the agenda for tomorrow's meeting right now?
Thanks"

Adaptation to online implementation

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

Connection with the skill

This tool not only pressures you to try and learn to say no when you want to say no, but it also gives you your own levers and mechanisms through which you can say an inefficient that will not be counterattacked. The most important thing when you want to improve your skill is to practice and this tool gives you the opportunity to learn how to stop being afraid to say no.

Conclusion and evaluation





Usually, the hardest thing when we try to change something is the beginning. This activity challenges you in a safe and conducive environment to experiment and to be afraid to say no.

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 develop the script and create a conversation? YES/ NO
5. Did they manage to say no in a persuasive and effective way? YES/ NO
6. Was employees' reaction positive towards this activity? YES/NO
7. Did each employee participate in each role? YES/NO
8. Was a positive atmosphere achieved? YES/NO

The graphic features the 'snail' logo in a cursive font, with a rainbow arching over it. Below the logo is the tagline 'Slow, Necessary And Improves the Level' and the website 'www.slow-work.eu'. The graphic is surrounded by several inset photos: a sewing machine, hands typing on a laptop, a person sitting at a table in a cafe, and a meeting with a whiteboard. At the bottom, there are flags and logos for partner organizations from Ireland, France, Spain, Poland, and Romania.

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snail
Slow, Necessary
And Improves
the Level
www.slow-work.eu

Flags and logos of partner organizations: Ireland (I&F), France (CPIP), Spain (INDEPCI), Poland (BRANDE HILL), Romania (GrowthCity).