

A photograph of a workspace with a wooden desk. A person's hand is visible on the left, typing on a laptop. A glass of water with ice sits on a coaster. A newspaper titled 'BUSINESS' is open on the right, showing an article about the 'Economy of the European Union'. A smartphone lies on the desk in the foreground.

# FEAR TO SAY NO

How to say NO politely and professionally for preventing risks in companies



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## How to say NO politely and professionally for preventing risks in companies

### OBJECTIVES

- 01** Better learn how to reframe the reactions to “NO”
- 02** Empowering the ability of understanding the “NO” in relation to self-control
- 03** Increasing awareness on the power of a positive “NO”
- 04** Greater understanding on the influences of saying “NO” politely



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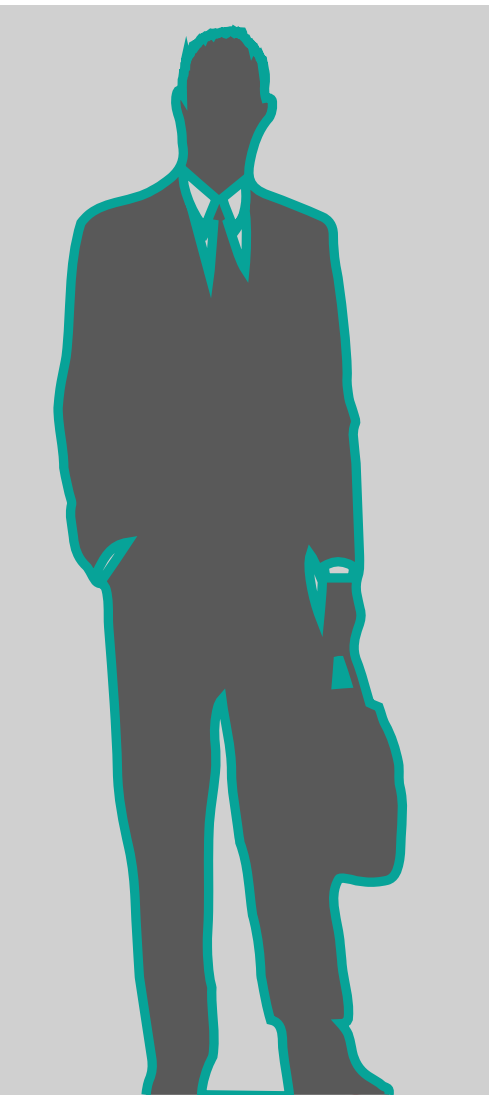
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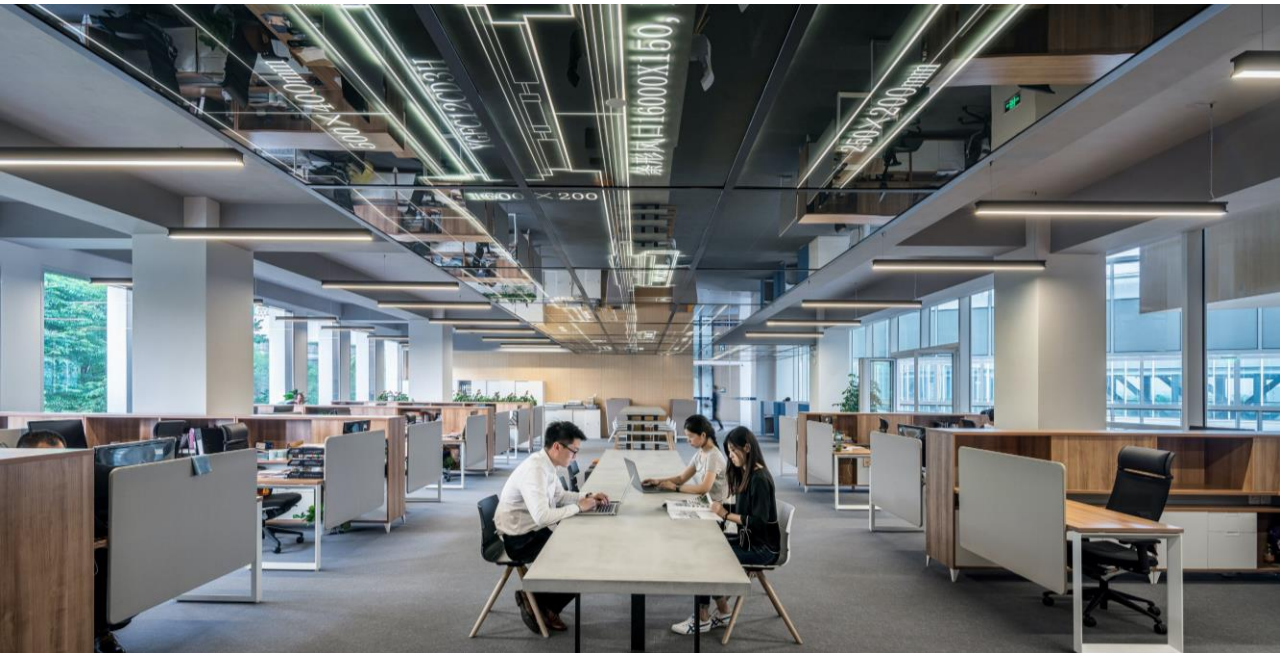
**04** “NO” in the workplace





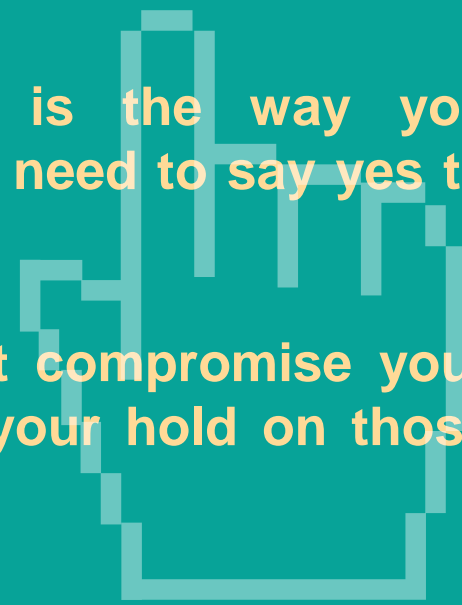
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# How to say NO politely and professionally for preventing risks in companies



Saying no to invitations is the way you safeguard the attention you need to say yes to what matters most.

Saying no to demands that compromise your values is how you secure your hold on those values.



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## Refram the “NO” reaction

One of the biggest challenges when it comes to learning to say no is reframing the own negativity around the word.

Deciding when to say no can feel like a fine line between self-actualisation and selfishness.

Reclaiming our ability to say no can help us to remain focused on our goals, and greater support the overall aims of our team or company.

**STOP** saying “no” just so as not to upset others!





## How to say no without damaging work relationships

### *Recognise the value of no*



‘No’ allows us to take back ownership and highlight the value of our time. A well-placed no can acknowledge an already full schedule.

### *Be inquisitive and thorough*



Ensure you fully understand the task – this can include the timeframe, parameters, how success will be measured, how it may impact your work (or others).



## How to say no without damaging work relationships

### *Consider the impact*



No can be a powerful tool to help address your work/life balance and decreasing the impact workplace stresses can have on time spent with family, friends, or addressing your own wellbeing.

### *Weigh up the cost (and benefits)*



Try to consider both the immediate cost (in time, stress, or energy) against the long-term gain (increased skills, easier processes in place, stronger team bonds).





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# Saying “no” is sometimes saying “yes”



Sometimes saying “yes” at work is the way to go. “Yes” to that new project and yes to more responsibility. Every time you say no to one thing, you are saying yes to something else.

But other times, you need to decline. “No”, you are too busy, “no” you are not interested, or no, you do not want to work until all hours of the night.

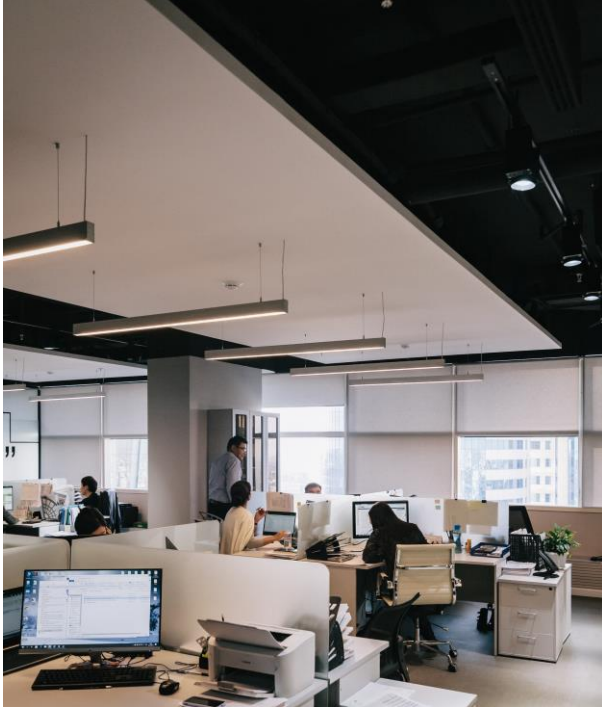
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## The “NO” of managers



Free image on Unsplash



**Just saying ‘no’ is not always that easy...**

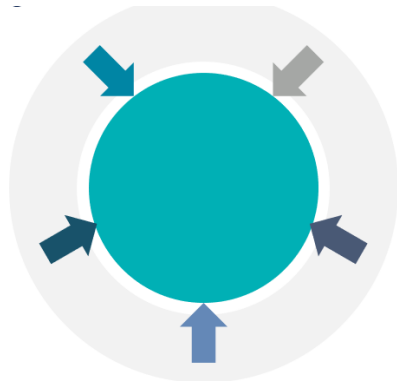
**We won’t deny the power positive visualisation can have in helping us achieve our goals, but it is also time we started recognising the positive impact a well-placed ‘no’ can have in protecting our own sense of wellbeing.**



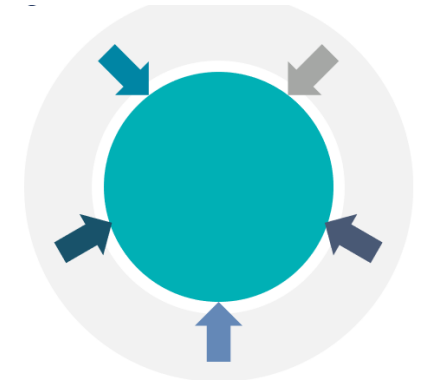


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# Give yourself permission to say “no”



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**Learning how to decline an invitation or request without feeling guilty is an essential aspect of living a happy life. The more you master the art of saying no when necessary, the easier it becomes to fill your life with activities and people who bring you true happiness.**

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# Be aware of potential persuasion techniques – The “REMEMBER” method

01

Remember, just because someone did you a favor does not mean you owe them.

02

Remember to be firm.  
Keep saying "No."

03

Remember you do not have to do something simply because someone else did.

04

Remember even a small confrontation may be stressful for you.





## “NO” is about HONESTY

**Learning how to say no politely allows you to evaluate every opportunity and make a decision as to whether it is:**

*Something you can take on,  
Something you're qualified to take on, or  
Something you want to take on.*





# The power of a positive “NO”

*Copywriter James Chartrand highlights key insights from William Ury's book, The Power of a Positive No: How to Say No and Still Get to Yes. Some of those phrases include:*



**“I’d love to, but I really have to ...  
(insert action here)”**

**“I’m already working on (insert  
task here) but I can (offer  
alternative) ...”**

**“That would be great, but I’ve  
already committed to ...”**

**“My schedule is booked until  
(date) ... how about after that?”**

**“I really appreciate that you  
offered me this job but I’m  
presently all tied up with (insert  
project)”**





## **“NO” in the workplace**



*For senior managers and executives, being able to effectively manage your resources and say no when necessary is a crucial skill. This is the key to staying on track with your goals, as well as looking after your health.*



## 3 Strategies for saying “NO” freely

### Do not Over-Explain

*When you give an excuse,  
you're also giving an  
opportunity for the person who  
is requesting your help to  
solve whatever problem is  
keeping you from helping  
them.*



Know Your Priorities



Turn a “No” Into a “Not Right Now”



Honesty is the Best Policy





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# Still Struggling with How to Say No Politely?



## Practice

Practicing saying "no" with friends and family you are more comfortable with can make it easier to start setting boundaries in your business.



## Make a list of reasons you are saying no

Before you send an e-mail or make a phone call declining an offer, read your list.



## Reflect

Better reflect on your choice to remove any "trace" of uncertainty.



## Move on

Once you choose to say no, end and move on.

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THANK YOU

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