



Moving up the ladder of life, especially in the workplace usually means a Yes attitude. The word NO, however might be your best ally in success. Here's how.

Responding with "No" may give you the resources to be more productive. Choosing to say no to a request requires you to make an instant evaluation of your skills, interest and time. Consider if what you are being asked to do serve your goals, or the best interests overall of the team?

We say "yes" to others because we want to please them. We do this until it is impossible to continue, so we let them down, feel guilty and everyone just plain feels bad. It is helpful in any situation to know the ideal plan and why things are done a certain way as well as the project goals. Ideally the strategy and plan is written down.

Tips on Saying "No"

Stay on course.

In daily life there are lots of opportunities to practice "No".

Telemarketers and sales people want us to buy, friends and colleagues ask for special considerations. Simply say: "Thanks, but I don't need more information or product. I already have my plan.

SAYING NO WELL

By Helena Kaufman

Restate and repeat your position if necessary.

Understand.

Respond only after you know exactly what you are being asked to do. It may take more or even less time than you thought at first.

Know your rights.

You can say no! Other people may simply take for granted that they can ask you to do extra, or others' work. Allowing such behaviour may even encourage a loss of respect for you if you don't curb such a pattern.

Get Great.

Pick some things at which to excel so that you are not trying to do everything. You may end up performing in an average or even mediocre way rather than doing well using the time and energy you have.

How to Say "No"

No use being indecisive. Be polite. Stay firm. Offering an "I'll try" to be there or to do something can build resentment after you inevitably disappoint someone. Being direct allows you to clearly make a commitment and not raise false expectations.

Saying No in the workplace,

especially to a superior who feels a task is urgent, may require a few steps.

Your approach may necessitate a reminder of projects you are working on already. Often these have been designated as top priorities. It is best to ask for help in locating the new task on the list of priorities. You can try to do everything, but it would not be performed at your usual standards.

The general consensus amongst workplace experts suggests keeping your answer short. This way you reduce the feeling of guilt and the need to provide long justifications. A simple, "I'm not available at that time" should suffice.

Longer answers, however, might give you more credibility and assure people. You'll have to decide based on the situation which works best. I feel more detail is more potential holes for persistent people to punch through on your resolve to say - No.

You may also like to provide helpful solutions. Offer another time to do the task, or an alternate staff person who may handle it.

Saying No up front is easier. You can always change it to a Yes, later.

When You Must Say Yes

There are situations where saying No is not an option. In these situations you might try to:

Agree with the request for the present, and asking your colleague how the two of you might plan better for the next time.

Say yes, and hold the person accountable, as in 'you owe me one'.

This might work to your advantage. Your colleague might cover you so you can enjoy a day off later, for example.

Say yes, conditionally.

Return with a proposed time table for you to fulfill the task. "I can do this for you at the end of the day".

Tie it to a precise condition

"If it can be done in an hour maximum, I can help, but I don't have more than that time to give you".

Go on. Try it. Everyone might benefit.

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