How to Say No!!

Dr. William Cross – St Petersburg College
Sandra Beck – ITS Florida
August, 2015
Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Bad Reputation

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Self Limiting Beliefs

• If I say no, he/she won’t be my friend
  – If someone pressures me to do something not right for me, they’re not my friend.
Self Limiting Beliefs

• If I express displeasure, people won’t like me
  – If someone’s doing something that could harm them personally or professionally, they would be upset if I could have helped but didn’t.
No Hurts

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Mom

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Complete your session evaluations online at www.SHARE.org/Orlando-Eval
It Continues

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Whose Monkey?

Complete your session evaluat
NO Is Positive

- Keep you safe
- Set control boundaries
- Educate
- Socialize

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Why say NO?

Relationships
Political
Business

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Say no and mean it

- Direct No
- Reflecting No
- Reasoned No
- Rain check No
- Enquiring No
- Broken record No
Still Can’t Say No?

• IT people need praise & recognition
• Females even more so
  – Nurture
  – Helping
  – Get along (non aggressive)
  – Hint Language

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Saying No

• Want to say yes
  – Desire to play
  – Desire to please
  – Fear of delegation

• Easy no

• Difficult No

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Not enough time?

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Look familiar?

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
No is **NOT**
a four letter word!
You have rights!

• To your own values
• Not to give reasons
• To say no
• To take time
• To ask questions
• Change your mind
• To like yourself
• To make mistakes
• To positive relationships

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Strategy

- OK to ask for time
- Use non-verbals for emphasis
- No is honorable
- Empathy
- Start with No
Strategies

- Firm voice
- Use suitable facial expressions
- Posture and gestures
- Listen
- Ask questions
- Seek win-win

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Practice

• You are asked to do additional work

• Your sister asks you to accompany her to an event.
Questions/Comments?