

## **SAYING NO**

Stall and count to 10 before replying if you must give an instant “Yes” or “No.”

Consider the cost in time of saying “Yes” instead of “No.”

Forget about saying “I’ll let you know” when what you really mean is “No.” You only postpone the inevitable and lost time fretting about it.

Ask yourself ~ “Does this problem have my name on it?” If the answer is “No” consider saying no to getting involved.

Point out to your boss how handling a new task he or she asks you to do will interfere with the time you can spend on the jobs already assigned.

Figure out ahead of time how to say “No” to a variety of situations. Then write your “No” responses on a large index card and keep the card by your telephone. Refer to the card when you need to say “No” in a firm, well-poised and positive manner.

Believe in your right to say “No” to unnecessary requests that interfere with your work or home objectives.

## **REFUSE TO OVER-COMMIT YOURSELF**

Some people cannot say no because their self-esteem comes from the feeling of being needed. As long as someone is asking them to share their efficiency, skills, talents or time, they feel good about themselves.

Time is a high price to pay for self-esteem.

If you’re tempted to take on more than you can realistically handle, ask yourself this question: “Does this activity fit my goals and values?”

Some people over-commit themselves because they just can’t word a firm no - to bosses, to peers, to family, to friends. If you have difficulty getting no out of your mouth when someone seems to have a real need and a good cause, think of the no in a positive way: Think of the no to one thing as a yes to something else. Instead of thinking, “No, I can’t do X,” try “I’ve decided to devote all my time and attention to Y.” Focus your thoughts on what you have decided to commit to rather than on what you have decided not to commit to.