



How to Say 'NO' and Feel Good

Ten Easy Steps to Self-Assertiveness

1. Your goal is to utilise your time in the best way for you, whilst respecting others.
2. Say 'No' in a calm, relaxed voice, this makes you sound clear, decisive and in control.
3. Keep your reason vague... "Sorry, I'm busy that day," or "I have an appointment I can't break," or "I have plans, sorry," or "Sorry, I have a prior commitment."
4. Use time-delaying tactics: "I need to check my calendar, I'll let you know," or "I'll check my finances and let you know," or "I better check with my partner, I'll call you soon."
5. Refrain from giving reasons for saying 'No'. If a person doesn't accept your 'No' they are trying to manipulate you into doing what they want.
6. If the person persists in asking or pleading with you... just keep repeating your vague reason for saying 'No' in a calm and relaxed voice.
7. If your boss is giving you too much work say: "Yes I can do it, which project or job would you like me to drop from my list or make low priority."
8. Knowing your values and ethics is important. State 'No' emphatically when you are asked to do anything that compromises your values or ethics.
9. State your values and ethics if necessary, "I have a policy never to lend money," or "I have a policy to spend Sundays with my family." (It's nothing personal, it's just your policy).
10. Seek help if you are bullied or threatened.