

SPEAK LIKE A BOSS LIBRARY

10 WAYS TO SAY 'NO' POLITELY



Many people make the mistake of accepting every request out of fear of being considered impolite or uncooperative. You don't need to accept every request.

Unfortunately, saying "no" is something that many people struggle with. You may not want to upset anyone or let them down. However, accepting every task adds to your workload, which increases the risk of stress and fatigue.

Learning to say "no" politely can save you from taking on more than you can handle. You also avoid coming across as rude or ungrateful for the consideration.

Turning down a request requires you to assess the demands of the request and identify the reasons why you can't accept it. You should then consider a counter-proposal or alternative solution if possible.

Step 1: Assess the Request

Always review a request before turning it down. Give the individual making the request the courtesy of considering their proposal, especially when dealing with work-related requests. You may need to assess the demands of the task, including its difficulty and the amount of time needed to complete it.

Step 2: Determine the Barrier to Accepting the Request

Identify the main reason why you cannot accept the request. You may not have enough time to complete it, lack the expertise to handle it, or simply do not want to deal with it.

Keep in mind that you do not need to express the specific reason why you don't want to accept the request. However, determining why you want to turn it down can help you explore alternative options for the person making the request. This may include a counter-proposal or a referral to another employee.

Step 3: Consider a Counter Proposal

Consider a counter proposal if you would be willing to accept the request in exchange for compensation. For example, you may be willing to complete the task for a promotion or a pay increase. Instead of compensation, you may have stipulations, such as requesting assistance with the task.

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Step 4: Think of an Alternative Solution or Suggestion

Providing an alternative solution or a suggestion may stop an assertive individual from trying to pressure you into accepting the request. Perhaps the individual making the request overlooked others that are qualified to handle the task. You may also have ideas on how to complete the request without further assistance.

Step 5: Thank the Individual for Their Consideration

You should thank the individual making the request. This shows gratitude for considering you. If you fail to show gratitude, the individual is less likely to come to you for help in the future.

While you may not want to complete the request this time, you may be willing to help with future tasks.

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1. I'm flattered you thought of me. Unfortunately I am overcommitted at the moment, so I can't help this time.
2. Although I would like to help I'm not able to do that for you.
3. At this point in time, that's not something I can agree to.
4. Right now, my key priorities are ...so this isn't something I can do.
5. No, that's not an option I can pursue.
6. Maybe we could... instead...
7. I propose we...
8. I can't do that, but I can do this...
9. I'll consider who to delegate that to and get back to you later today.
10. I'm happy to take that on, if my salary is reviewed at the same time.

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Planner: saying 'no' assertively

Thank you for considering me for name of project or task.

Unfortunately, I can't help with/agree to that due to summarise the main reason why you plan on turning down the request.

Perhaps, provide a counter proposal, an alternative solution, or a suggestion.

Thank you again for thinking of me. Good luck on name of project or task.