

# TEAM APPLICATION GUIDE



## KEY CONCEPTS

Saying no to good things allows you to say yes to great things.

Without a strategy for saying no, you default to yes, and your day and your life vaporize with other people's priorities realized rather than yours.

With multiple inboxes and 24/7 technology, people have never had more access to you. That's why it's so hard to say no.

Here's a 7 step strategy you can use to say no, nicely:

1. Tell them you'd love to meet with them
2. Affirm their intention.
3. Express empathy.
4. Redirection them.
5. Be Firm
6. Thank them.
7. Make categorical decisions

## DISCUSSION QUESTIONS

- 1 Would you consider yourself a people-pleaser? How does your natural temperament make saying no either easy or hard?
- 2 What aspect of saying no do you find most difficult? Why?
- 3 What is not saying no costing you?





## APPLICATION STEPS

- 1** Pick a partner and do some role play. Have one person do a direct ask along the lines of “Hey can we have lunch this Friday?” and have the other person respond using the principles and tips covered in this session. Don’t make it easy (oh I’m busy Friday...). Follow up until you force the other person to give you a clear no. Then reverse roles with a new scenario Here’s an example: I need you to help me with a project. You can really add value. You in?” Make each other squirm. You’ll grow.
- 2** Take 5 minutes and write a draft reply you can use for email and text declines. Practice makes perfect. And note, it doesn’t get easier.
- 3** Finally, work through the “categorical decision making” strategy. What groups, categories or things can you categorically eliminate from your life? Remember, saying no to good things allows you to say yes to great things.

