

How to

Say

NO

(without getting fired)

We'll start in a few minutes.

Dr. Shari Childers

► Why are We Here?

- We want to say yes. Or we don't but we say it anyway.
 - We need to reach our goals.
 - We need to (know how to) evaluate that next request or opportunity strategically
 - We need specific approaches to the difficult conversations that are essential to maintaining those thoughtful boundaries.
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- It is not only possible to manage these conversations with grace, but also to strengthen and deepen professional respect and relationships through practiced execution.

Establishing a Starting Point

So how do we begin?

What are some of your highest VALUES?

Write them down.

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Write them down.

Next, write down **1-3 goals or priorities—outcomes that matter or things you want to do—that you don't *have time* to do. . .**

We will come back to these.

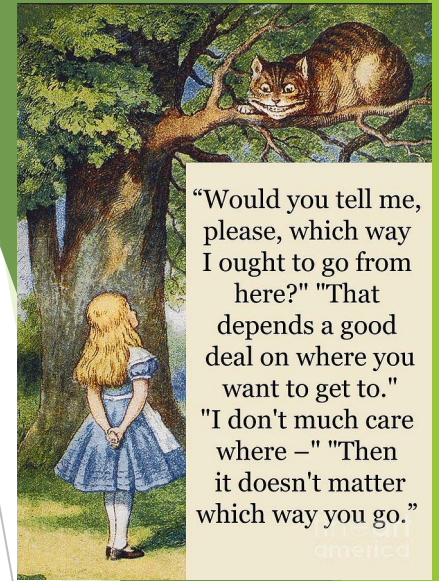
It All Starts with YOU

STRATEGIC PLAN

IDENTIFY OPPORTUNITIES

REVIEW YOUR CALENDAR

CHECK YOUR MATH



**I'M HERE TO
GET IT RIGHT.
NOT TO BE RIGHT.**

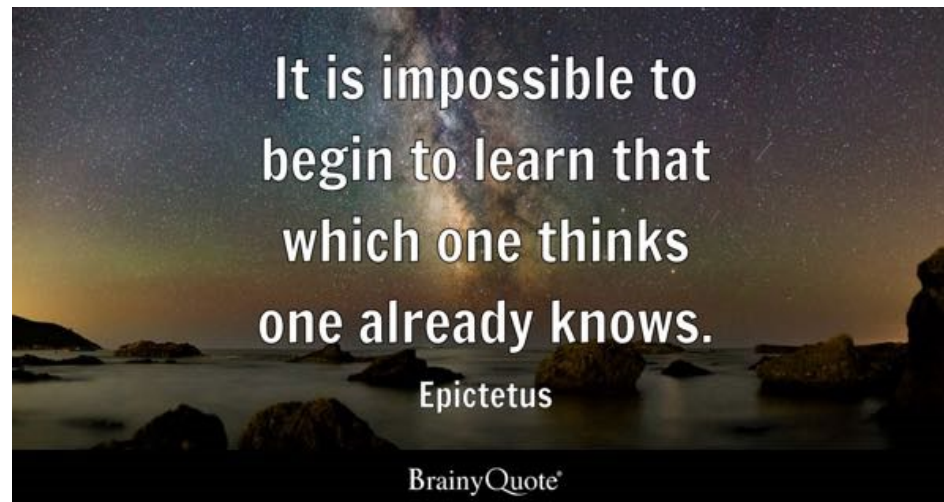
Brene Brown

Evaluate

What is not in your calendar that matters? What needs more YES?

What could you or should you say NO to, based on your priorities?

Write these down.



It's *just*
ONE.
MORE.
THING.

Identify the Problem(s)

- ▶ Clarify expectations with your supervisor.
 - ▶ So you would like someone to. . . ?
 - ▶ How should that fit in with my other priorities this week/month?
 - ▶ Yes, repeat them! We forget!
- ▶ Consider your need to be indispensable. . .
 - ▶ 20% service is 8 hours/wk.
 - ▶ Pay attention to your pebbles.
 - ▶ Consider the next woman carefully!



You can:

Delegate

Lower your
standards (non-
critical tasks)

Compromise

Re-negotiate
deadlines

Ask for help

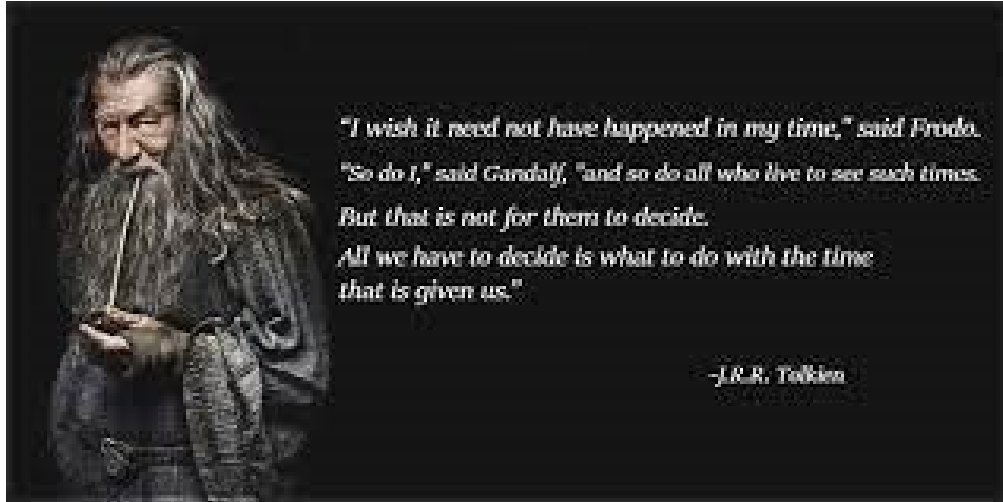
Let some things
go

The Only Way Out is Through. . .

“Conflict transformation rather than...conflict resolution. To me, the latter suggests going back to a previous state of affairs, and has a connotation that there may be a winner or a loser. [Conflict transformation has] the opportunity to create something new.”

Author

Brené Brown



What's at Stake?

- ▶ **Time**
 - ▶ Getting home late
- ▶ **Money**
 - ▶ Earnings per hour
 - ▶ Salary equity
- ▶ **Fairness**
 - ▶ Quality of assignments

What's *REALLY* at Stake?

Family

Respect

Opportunity

Purpose



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Saying NO

An Invitation to Shape Your Future

It's *just*
ONE.
MORE.
THING.

Process Process your emotions.

Clarify Clarify the problem.

Create Create a Plan B.

Exceptions?

- ▶ Sometimes it makes cents. . .
 - ▶ I want to hold space for the single moms or others who need the extra money. Be aware of the trade-offs, but I see you.
- ▶ Opportunity knocks!
 - ▶ Don't be so busy that you can't open the door. Sometimes this IS the break you've been waiting for—the project, the visibility
 - ▶ (You may need to say No to something else, but) this is the Yes you've been waiting for.

Saying NO - Content

▶ Yes!

- ▶ “I” language: name your needs
- ▶ What value are you saying YES to?

▶ No.

- ▶ Clear and direct.
- ▶ Free of baggage.

▶ Yes?

- ▶ An invitation to shared problem solving
- ▶ “We” language: How might we. . . ?

OFFER ALTERNATIVES:

- ▶ Renegotiate current priorities.
- ▶ Suggest (elevate) someone else.
- ▶ Change the timeline.
- ▶ If, then . . .

Saying NO - Context

1. Respect & Calm
 - ▶ Use “I” language; own your values and experiences.
2. Respect & Calm
 - ▶ You have a Plan B, so you are in control.
3. Respect & Calm
 - ▶ Breathe!
4. Respect & Calm
 - ▶ Keep your distance from anger, fear, & guilt.
 - ▶ Anger can blind, fear can paralyze, & guilt can weaken.
5. Respect & Calm
 - ▶ Be genuine & curious: Ask. Mirror. Paraphrase. Prime.

Saying NO - Consistency

- ▶ Be genuine & curious (again/still)
 - ▶ Relationship is key to implementation.
- ▶ Build them a Golden Bridge.
 - ▶ Protect their dignity, honor, and respect.
- ▶ Remember that No is a GIFT.
 - ▶ Authentic relationships
 - ▶ Protects your values and goals
 - ▶ Sparks essential change & improvements



Contact me!

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Additional Resources

- ▶ Heinrichs, J. (2020). *Thank You for Arguing: what Aristotle, Lincoln, and Homer Simpson can teach us about the art of persuasion*. 4th edition.
- ▶ Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2012). *Crucial Conversations: tools for talking when stakes are high*. 2nd edition.
- ▶ Scott, K. (2019) *Radical Candor: be a kick-ass boss without losing your humanity*.
- ▶ Ury, W. (2008). *The Power of a Positive No: save the deal, save the relationship—and still say no*.
- ▶ Zahariades, D. (2017). *The Art of Saying No: how to stand your ground, reclaim your time and energy, and refuse to be taken for granted (without feeling guilty)*.