



## **Learn to say 'no'**

Many people find saying no difficult. Perhaps we see it as a rejection of the person, something that might start conflict, temptation for the other person to stop liking us or see us as difficult, or we just feel insufficiently assertive to stand up to someone else. Whatever the reason, it's important we learn to say 'no' where appropriate. Without this, we can end up drowning under the weight of all the things being asked of us.

Remember your rights as a person – you have a right to free time, a right not to sort out someone else's problems, a right to choose not to respond to a situation, a right to choose your friends, a right to state and respond to my own needs, a right to say 'no'. Next time you're tempted to give in to demands that may compromise your well-being, you will have a rational basis for refusing.

Learning how to say 'no' can help:

### **Know your own limits**

Recognise that saying 'no' is not a rejection of the person asking. It is simply recognising that you know your own limits and don't want to do a shoddy job by taking on too much. Individual coaching will help you understand what your limits are and help you build the confidence to respond to your needs.

### **Word your response carefully**

Word your response, so it is clearly not a rejection of the person, simply turning down the request, without lots of explanation or excuses. Coaching can help you develop your responses carefully so you, and the other person, come out with your self-respect intact.

### **Don't give up**

Dealing with an aggressive person can make it hard to stick to your guns and say 'no'. Coaching will help you recognise the importance of being able to say 'no' and to achieve success even when dealing with unreasonable demands or emotional blackmail.

## **Acknowledge the other person**

Finding appropriate ways to say 'no' can be difficult. Coaching will help you to use assertive empathy which enables the other person to feel heard whilst still achieving the result you desire.

## **Practise**

Armed with a range of techniques for saying 'no' and the confidence to go for it, you'll be able to practise your new-found skills and discover that saying 'no' both allows you to look after yourself and to maintain good relationships with others.

Once you become skilled at saying 'no', you may be pleasantly surprised with the outcome. Far from losing respect, you may find it brings you more respect. What's more, you will have achieved something in line with your values and needs – a great achievement which will leave you feeling better about yourself.

**To become skilled at saying 'no' and taking control of your life**, contact Elizabeth for a free consultation on 0115 925 2552 (+44 115 925 2552 from outside the UK) or email her at [elizabeth@elizabethjuffs.co.uk](mailto:elizabeth@elizabethjuffs.co.uk)