



Or how to deliver a “Positive No.”

Before we learn how to deliver a positive “No.,” we need to discover our values.

We define Values as: **Any idea or theme that is important enough to you that it affects how you think, how you act, and how you feel.**

Use the QR code to complete the Values discovery exercise.



We also need to understand how we are currently saying “No.”

The three A’s according to William Ury’s book “The Power of a Positive NO”



Accommodate
Instead of saying “no” you accommodate the person’s request.



Attack
Instead of saying “no” you attack the person.



Avoid
Instead of saying “no” you avoid the person.

Deliver a positive “No.”

A positive “No” starts with what you’re for instead of what you’re against. Focus on what you want, your core interest, and what really matters to you. This way you are not in opposition to someone else’s demand or behavior. Instead, you can rely on the personal core values you’ve established today.

Yes!

Always begin with a “Yes!” first. Your first yes is saying yes to one of your core values. This first “Yes” is the basis for your “No.” Uncovering your “yes” first will ground you in something positive, give you a sense of direction, and give you energy.

No.

Deliver a clear “no” to the request the other person has made.

Yes?

After you have said “no,” create an invitation for a positive outcome. Tell the other person not just what you don’t want but what you do want. So, as you close one door, you may be able to open another. This second “Yes?” must be something you are comfortable and willing to do, it is not a compromise or an accommodation that will stress or upset you. In some situations, there may not be a second “Yes?” to offer.


Here is an example:

A colleague has sent you a message, 5 minutes before the end of your shift, that reads, “Hey, could you take a look at this before you go home? The deadline for this grant is tomorrow, so I need to submit it tonight.” The document attached is a 50 page grant application, with numerous spelling errors, 5 different typefaces and you feel a pit in your stomach because you know you don’t have enough time or energy to help.

You decide to say “Yes!” to your value of mindfulness, to take a moment to check in with yourself. You say “Yes!” to your value of health and recognize that staying late tonight will push you beyond your capacity and cause too much undue stress.

You deliver your clear “No.”
“No, I will not be able to help you today with this grant application.”

You offer an alternative.
“I understand that this doesn’t help your immediate situation, I wish I had the capacity to help today. In the future, if you give me at least two weeks notice I would be happy to review your grant application materials.”

 We cover this topic in more depth during the second workshop in our Building Blocks to Advocate Wellness Workshop series. If you are interested in bringing our workshops to your organization, please email Outreach@raftcares.org.