

# **THE SKILL OF SAYING NO** **(MAY I DISAPPOINT YOU)**

Most of the following information is from the following book:

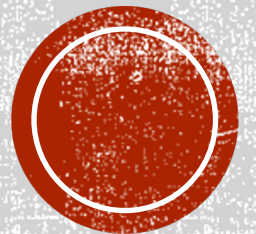
Richardson, Cheryl. The Art of Extreme Self-Care. Hay House. Kindle Edition.



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# DO YOU HATE BEING DISAPPOINTED? ME TOO!

What does it cost us to say YES?  
What can we do about it (how do  
we graciously say NO?



# WHY DON'T WE WANT TO DISAPPOINT OTHERS?

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WE DON'T WANT TO FEEL  
GUILTY



WE DON'T WANT TO  
DISAPPOINT OTHERS  
BECAUSE WE KNOW HOW  
BAD IT FEELS.



WE DON'T HAVE THE  
LANGUAGE TO LET  
SOMEONE DOWN WITH  
GRACE AND LOVE.



OUR FEAR OF CONFLICT  
AND OUR DESIRE TO KEEP  
THE PEACE KEEP US  
FROM TELLING THE  
TRUTH.



WE WANT PEOPLE TO  
LIKE US, AND WE FEEL  
UNCOMFORTABLE WHEN  
THEY DON'T.







**DO I HAVE TO  
DISAPPOINT  
OTHERS?**

Yes. It's inevitable that you will disappoint others on your journey to take care of what matters most to you.

If people around you are used to hearing YES, they will need to get to know the new you, just as you will. But it's OK.



**OPPORTUNITY COST is  
the highest-valued  
foregone alternative  
when any choice is  
made.**

It costs a lot. Unless you have unlimited time and energy, each **yes** comes with something else we must say NO to. In business terms, this is the opportunity cost.

Saying yes when we ought to say no can cause us to be forced into to saying no to something we really WANT to say YES to!

Other costs:

Others can lose respect for us, asking for things they don't even need because we say yes.

What's worse, we can lose respect for ourselves.

We end up exhausted, unhappy and miserable.

**MAY I DISAPPOINT  
YOU...**

One thing that can happen when we hate to be disappointed is we develop a YES reflex, when really, a NO is the appropriate answer. We project our own feelings of disappointment onto how others will react to being disappointed and then, we say YES by default!





## **WHEN HAVE YOU SAID YES, WHEN NO WAS A BETTER ANSWER.**

- How did you feel – what was your energy like?
- Did you notice how others responded?
- What is important to you about this?
- How would saying NO been helpful?



# **COMMON WAYS WE SAY YES WHEN WE SHOULD NOT”**

Agreeing to take on a new client you know is a bad match, because you don't want to look (or feel) like you have so much that you can turn something down.

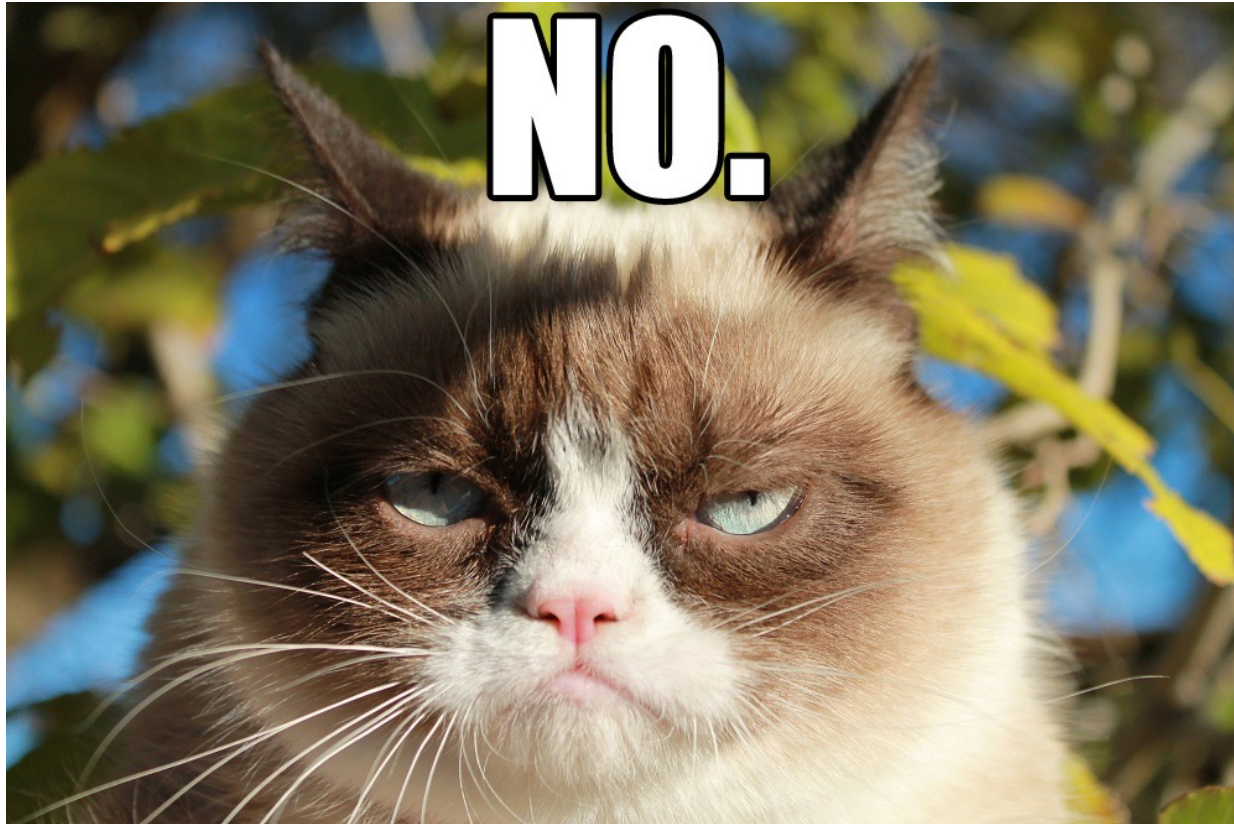
Argued with your spouse about not having enough time together, then found yourself agreeing to run a fund-raiser for your child's school that very day, simply because you wanted other parents to know how committed you were.

Every day people make critical decisions based on what others want, knowing on some level that they're committing an act of self-betrayal.



BUT wait! Monkey Mind is reminding me that I serve others, especially at WORK. I CANNOT SAY NO.

Well, perhaps you have been unable to say NO in the past. But here are some tips to help you do it the right way.



**YES. I MAY  
DISAPPOINT YOU.  
(HERE IS HOW TO DO  
IT WELL).**





- Saying NO gracefully:
- Let the person know that you need some time to get back to them...and let them know up front that you may not be able to honor their request.
- Check with your intuition. You have bought yourself some time to consider whether or not you WANT to say yes. A simple way of doing this is to tune into your heart and ask, on a scale of 1-10, how much do I want to do this? If your answer is a 10 or close to it, considering saying yes. You might also think about how you would feel if you KNEW the other person would be HAPPY if you said no.
- Tell the truth directly. With grace and love. “this is a tough conversation for me to have. I know (you have worked hard on this/this matters to you, etc.) and I’m deeply grateful. But the truth is (state what is true), the more I realize (it’s not for me)...I am so appreciative (of whatever you are appreciative of)

## HOW DO I SAY NO AS GRACEFULLY AS POSSIBLE?



# More about how do I say NO as gracefully as possible?

- When appropriate, ask how you can support someone with an awkward situation or get them the help they need. However, do this ONLY when you have an ethical responsibility that relates to a particular person or situation.
- Example:
  - Let's say you agreed to babysit your best friend's children for the weekend, and then you realize you are late in finishing an important project at work. You need to spend the next two weekends catching up so you won't let the team at work down. Here is an idea of what to say:
  - I'm sorry to disappoint you, but something came up at work and I'm behind schedule on an important project. I will get into trouble if I don't spend the next two weekends working on it, so I need to back out of my agreement to babysit the kids at the end of the month. I feel bad, and I'm wondering if we can put our heads together to help you find someone else.







- What if you are asked to join the board of a local charity (or the Board of Realtors for your area?) You might say “Thank you for the invitation. While I’m unable to accept, I wish you all the best with your organization (project, goals, or what have you).”



## Breakout #2



- ❖ Why is it important to develop this Skill?
- ❖ What specifically would this bring to your business?
- ❖ Think about a time you were able to say NO - what did it change for you?

## Resources

Cheryl’s book *Stand Up for Your Life*—shows you how to set boundaries and develop the courage and confidence to make choices that honor your values, needs, and desires.

*My Answer Is No . . . If That’s Okay with You: How Women Can Say No and (Still) Feel Good about It*, by Nanette Gartrell, M.D.—a practical guide to setting boundaries while preserving important relationships.

*Difficult Conversations: How to Discuss What Matters Most*, by Douglas Stone, Bruce Patton, and Sheila Heen—a great guide to use when facing conflict.

*The Power of No: Because One Little Word Can Bring Health, Abundance and Happiness*, by James Altucher and Claudia Azula—a practical guide that will help you summon the power to turn down overwhelming requests, bad relationships, and time-consuming obligations.

*It’s Not about the Horse: It’s about Overcoming Fear and Self-Doubt*, by Wyatt Webb and Cindy Pearlman—an inspirational story about using horses to heal and what you need to know to build more confidence and self-esteem.

*Too Nice for Your Own Good: How to Stop Making 9 Self-Sabotaging Mistakes*, by Duke Robinson—this book will empower you to get what you need and deserve out of life . . . and still be a nice person.

**AND a SPECIAL COURSE that will be offered by YCM before the end of 2021. Details to be announced later.**

## RESOURCES

