

## Ways to say "No"

"I'm sorry. That's not a priority for me right now."

"I can't help you on this now, but I can get to it next week. Would that be okay?"

"I have so much on my plate now I don't know when I can get to it. But I do know someone over here who can help you now."

"Before I take this on for you, let me show you a few things so that you might be able to do it yourself."

"I have made so many commitments to others, it would be unfair to them and you if I took on anything more at this point."

"I don't know how soon I can help you on this, but I will get back to you as soon as I am free to help you."

"I'm sure we're close enough that when I say "no" you'll understand it's for a good reason."

"Sure I can help you with your request as long as we both agree and understand that the item I agreed to do for you yesterday is going to have to wait."

"Before I take this over from you, what do you think we ought to do about it?" *what you done so far?/is there*

"I've got good news and bad news. The good news is I'm sure can do that for you. The bad news is, I'm so overloaded with everything else, I've become delirious and have been lying about my commitments."

"When I get overwhelmed like I am now, I remove every third person who asks me for something, from my "Good Friends List" and the second person just left."

"No."

And as you speak, smile.