



Finding it hard to **refuse** a request? **Afraid** people will think less of you for saying No? Are you **too nice** for your own good? Feeling **pressured**?

Many people find that telling someone they don't want to or can't do something **very difficult** and rather than face that situation they take on more than they can cope with. Often, this over-compliant behaviour leads to **stress** and if not addressed, a simple request can be the **final straw**.

Learning to say **NO** can redress the balance.



**Listen** carefully to the request, clarify if need be



Give yourself time to **think** about whether you will agree or refuse it



Say NO clearly and calmly, if you **choose** to



**Explain** your reasons, *don't* give excuses



Don't apologise for saying NO



Don't ask for forgiveness



Remember – you are refusing the **request** *not* the **person**