



PREFERRED TRAINING
NETWORKS

HOW TO SAY **NO**



Requests that should not be approved can create havoc with budgeting, planning and resourcing.

Imagine the difference if your people would say “No” to internal and external requests that fall outside the zone of approval. Each unnecessary “Yes” costs resources and erodes operating budgets.



This truly unique course was designed by an organisational psychologist to help your people feel more comfortable saying “No”. “No” can be omnipotent and is often under-used for a variety of reasons including cultural, personality and cognitive differences.

The course is also designed to stop people from offering extras. Some people just can’t help themselves and they offer more than is realistic. Satisfaction studies concur that customers get very irate because the “extra” was not delivered. But these satisfaction studies also show that if the “extra” had not been offered (which it shouldn’t have been), then the customers would have been highly satisfied.



The course can be very valuable at home too. Do you ever say “yes” to something you don’t want to do? Small children are the world’s best negotiators and what about family and friends who expect you to follow their every whim.

“To stem the flow of dough,
saying no is the go.”

— **J. Morris**



KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

- Feel comfortable saying No more often
- Develop the confidence to say No without fear of ridicule
- Restate No when necessary to minimise misunderstanding
- Understand how some personality types struggle saying No and how to overcome the impulse to always fix problems
- Respond empathetically to perceived grievances
- Profile the traits of people who ask for too much too often and design an action plan
- Resist the urge to always follow “no” with a statement that allows a “maybe” interpretation
- Evaluate the impact of an unnecessary “Yes”
- Plan for requests that should not be granted
- Influence alternative win/win outcomes and thinking styles
- Practise the 5 laws of negotiation

WHAT HAPPENS WHEN PEOPLE CAN'T SAY “NO”

“One of our supervisors drove us crazy. When a complaint was escalated to him, he took great pride in showing us his problem solving skills. He never just solved the problem, he always added an extra or 2 to delight the customer. Most of the time the extra would not be delivered and the customer would call back the following week even angrier. We begged him to stop offering extras that we could not deliver but he just couldn't help himself. Our department had the highest level of complaints and was disbanded. It was a shame because we were a great team and it was as a result of not being able to say No and extending ourselves unnecessarily.”

—Anonymous and frustrated

THE NUTS AND BOLTS

This program can be conducted as in house training at your offices.

Guidelines

- **Group Size:** An ideal group size is 6–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** Each course can be conducted as a one day program.
- **Cost:** Upon request.
- **Target Audience:** Managers and staff: people who sometimes say yes when they should say no.

Look at what you receive within 24 hours at no cost:

- a program outline
- training cost
- possible training dates (if requested)

Contact us today

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