



Tips for Saying "No"

- Always look in your planner when someone is asking for your time. Schedule all of your obligations in your daily planner including personal appointments so that when you look at your schedule you see a realistic perspective of your available time.
- It is acceptable to remind people to make an appointment with you.
- People will treat you like a professional, if you ask them to make an appointment with you.
- If you do not respect and value your time, your client won't either.
- You do not need a reason to say "no".
- If you do offer an explanation, keep it short and simple. Do not defend yourself.
- Do not be afraid to lose clients who are more trouble than they are worth. Remember that your time is valuable!
- Usually saying no or staying within your limits will bring them into line.
- Always let your client know they are important to you and you appreciate their business. Your client will then know that you do want their business, you just do not have time at that moment.
- Practice saying "no" politely.
- Always say "no" to people who are negative and drain your energy.
- Turn down things that have the potential to damage your reputation. "No, I am just not comfortable with that."
- Wait a moment before you answer, think before you speak.
- Saying "no" doesn't mean you have changed your people pleasing ways.
- You will know that you have truly changed when you are free to say "no" and free to say "yes"!

Call us for a complimentary and engaging consultation 512-989-2230