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to where you want to be.

## How to Say 'No' with Confidence

Turning down a request for help can be difficult but it's often necessary. When you can't or don't want to help someone, this process will help you say 'no' kindly but firmly.

### The 7 steps ...

- 1 Listen to the request respectfully. Resist the temptation to interrupt the person making the request.
- 2 Phrase your 'no' as simply as possible. Stay calm, speak in a normal voice and simply say that you cannot help this time. When you say your 'no', say it in a confident, well-modulated voice to sound more straightforward.
- 3 Transfer ownership of your refusal to something else. For instance, say something like: "I'm sorry, I'd be happy to help but my schedule is fully booked. How about some other time?" You don't have to explain further. This will deflect any resentment they might have on to your schedule (or whatever you decide to transfer ownership of the refusal to).
- 4 Remain non-confrontational.
- 5 There's no need to explain. You have your reasons and they may not be ones you wish to discuss. If this is the case, you could say something like: "I'm sorry - I'm just not able to". Leave it at that and, if you must, change the subject or say "I'm sorry but I need to go".
- 6 If you really do want to explain, and you feel okay about it, then keep your explanation as simple as possible.
- 7 Stand firm. If the person making the request does not want to accept your answer, tell him or her that your mind is made up and that you will not change it.

If you would like to know more about having the confidence to say 'no' or feel you need some help to make the most of this technique just [click here](#).