

— How to Say — “NO” ASSERTIVELY

Now that you are conducting business from home, it's important that you take intentional steps towards avoiding burn out.

The ability to say “no” is essential to setting boundaries and maintaining a healthy work-life balance. It calls for assertiveness, plus communication that is honest, confident, and respectful.



If you find it difficult to say “no,” follow these important guidelines:

- ▶ Know what you want to do—and what you can do
- ▶ Say “no” firmly and calmly
- ▶ Use the word “no” as the first word of your response
- ▶ Give a brief, clear reason for the refusal
- ▶ Avoid long excuses or justifications
- ▶ Suggest an alternative for satisfying the request
- ▶ Boycott the words “I’m sorry”
- ▶ Be consistent in words, voice and body language
- ▶ Reinforce the “no” message through eye contact

Explore these additional AMA resources to help you better manage your work day and maintain a positive work-life balance:

- Time Management
- Secrets to Boosting Productivity
- Confidence-Building Skills for Women
- Managing Priorities for Max Productivity
- Building Your Resilience: Mental Toughness in the Face of Chaos
- Building a Resilient Mindset to Thrive During Chaos and Change

