

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 MCE resources to help you better manage your work day and maintain a positive work-life balance:

[Essentials of Time Management](#)

[Secrets to Boosting Productivity](#)

[Confidence-Building Skills for Women](#)

[Secrets to Boosting Productivity](#)

[How to Create a Project Schedule That Works](#)

[How to Successfully Execute a Project Plan](#)

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