



Learn How to Say “NO”

to Live Your Best Life



Scripts to Say “NO” Nicely So You Can Say “Yes” to Your Best Life

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Hello!

Ever want to say, "No," but you say, "Yes," because you don't have the right words? Discover word-by-word scripts you can use to say, "No," when you want and need to so that you can have more time to say an authentic, "Yes!", to your best life. Learn how to confidently respond in person or in writing to difficult situations such as: Friends or family members wanting you to do something when you know you should be working on your business, clients asking for work beyond the original scope, being asked to take on more than you have capacity to do, and so much more!

To your brilliance!

Elizabeth

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Scenario 1

Friend or Family Member Asking You to Do Something When You Want to Be Working on Your Business

There is absolutely a time and a place to care for your personal relationships. But if you never take time for your business, it will never move forward. It can be difficult to say, “No,” when you’re asked to do something for or with a friend or family member when you want or need to work on your business. However, if you say, “Yes,” to an activity that’s not aligned with your goals, you can end up feeling resentful and frustrated.

Here are a few strategies to say, “No,” when personal commitments repeatedly keep you from working on your business.

Strategy 1: Set Business Hours for Yourself

Set business hours for yourself. By setting and communicating business hours on your calendar or when appropriate on your e-mail signature, you’re communicating that you’re “on the clock” during certain hours and not available for personal items within those times. This is a subtle way of saying, “No,” to certain activities before you’re asked.

Strategy 2: Restrict Time for Personal Calls and Emails

Don’t answer personal calls or e-mail during the specific times when you’re working on your business. Then when your business hours are done, you can listen to the messages or respond to the e-mails on your personal time. Not replying until your work is done is a way of saying, “No,” to personal activities infringing during your business time. (Of course if something is an emergency, please pick up!) When you return the message you can say something like:

“I just read your e-mail/listened to your voicemail so I’m following up about [fill in the blank.]”

Scenario 1

Strategy 3: Suggest an Alternate Date or Time

If someone does ask you to do something during your time for your business, you can simply reply:

“That sounds wonderful, but I’m already committed during that time. Would [fill in better time] work for you?”

Scenario 2

Client Asking for Work Beyond the Project Scope

It's a wonderful thing to serve your clients with excellence. But if you put no limit on how much you will or won't do for clients, you can end up stressed and frustrated and with inadequate time for your other work and life commitments. Here are some ways to respectfully say, "No," to clients.

Strategy 1: Expediting Charges Clause

If there are common ways in which clients tend to add on more time to your projects, such as by giving you information late, you can write in a "No we won't do extra work at the last minute for free" clause right into your contract. It could read something like this:

Fees are estimated based on time frames and schedules provided to client, and work performed during normal working hours. If client does not meet agreed upon deadlines and extended hours of work are warranted, a surcharge of 50% will be required to remain on schedule. Client will be notified if extended hours are required.

Strategy 2: Additional Ideas Beyond Original Agreement

If a client comes to you with additional new ideas beyond what you had agreed to do in the initial contract, you can reply calmly and respectfully like this:

"That sounds like a great idea. I would be happy to work on a proposal for it so you could get a sense of what it would take to make that happen."

Or

"That sounds like an excellent idea for the next phase of the project. We'll add it to the list of potential ideas for Phase II."

Scenario 3

Client or Prospective Clients Asking to Meet at Inconvenient Times or Places

When you're building your business, it can be tempting to try to make anything work when someone says that they want to meet with you. However if the time and/or location of your meetings really doesn't work well for you, you're building an unsustainable business. Here are some ways to avoid inconvenient scenarios and to say, "No," when you need to do so.

Strategy 1: Be the First to Present Options

Be the first to present options to your clients. Instead of asking them where or when they want to meet, offer a few specific times and places that work for you. That way you make it easier to make a decision and you make it more likely that you'll have something that falls within your parameters so that you don't need to say, "No." It could sound like:

"For our phone call next week, I'm available on Monday between 1-3 p.m. ET and Wednesday between 2-4 p.m. ET, which time frame would work better for you?"

Or

"I'm looking forward to connecting with you. Would the Starbucks at [location convenient for you] work as a meeting spot? If so, let's plan on connecting there on Tuesday at 5:30 p.m."

Strategy 2: Make a Counteroffer If You Need To

When you notice yourself feeling really uncomfortable with agreeing to meet at a certain time or place, make a counteroffer. You don't need to explain yourself too much, simply say:

"I'm booked on Monday morning would Wednesday afternoon work for you?"

Or (continued next page)

Scenario 3

Strategy 2: Make a Counteroffer If You Need To

“Could we meet at [closer location]? If so, that would be great. If not, connecting by phone might be a better way to connect to start.”

Or

“I understand that you want to meet at [inconvenient time] but my office hours are [fill in the blank]. Given our schedules, we don't seem to be the right fit right now. Feel free to be in touch if your situation changes in the future.”

Scenario 4

Clients or Prospective Clients Asking You to Work at a Discounted Rate or For Free

There are times when you will choose to work at a discounted rate or pro-bono because it makes sense for your business or you believe in a cause. However for most business owners it's not possible to always reduce your rates and have a sustainable business. Here are some polite ways to say, "No," to reducing your rates.

Strategy 1: Be Clear on Your Pricing Upfront

Be clear on your pricing structure in the initial sales discussion. That way there's less confusion about the financial investment, and it's less likely for people to ask for you to charge at a different rate—or not charge at all.

Strategy 2: Respond From a Place of Strength

When someone asks you for free or reduced price services, it's not a reflection of your worth, it's a reflection of where they are at right now. If you aren't able or wanting to give them free or reduced services, here's how to respond from a place of strength:

"I don't mind you asking about whether or not I can provide a discount. However, to be in integrity with my clients, the investment for [fill in the blank] is firm."

Or

"I understand that my [premium package name] is a significant investment. If you're not ready to make that investment, you may find that [lower price point package] is a better fit for you right now."

Or

"I appreciate your interest in my services, but unfortunately due to the limited time in my schedule, I'm not able to do pro-bono work. I encourage you to check out [free resources] for some initial help and support."

Scenario 5

Someone Asks You to Take on More Than You Have the Capacity to Do

Time is finite and when you reach a certain capacity, you need to set boundaries and make choices about what you will—and won't—be able to take on. This doesn't just mean avoiding double booking yourself for meetings or events but also making sure that you have time reserved to get done the work that you've committed to do. Here are some ways to politely inform people that you're at capacity.

Strategy 1: Block Out Times in Your Schedule

If you use an online calendar system, block out times in your schedule to complete the work that you've committed to do. If your time is marked as busy for entire days or when necessary, entire weeks, you're letting people know that you can't say, "Yes," to a meeting during those times.

Strategy 2: Respond From a Place of Strength

If someone asks you to meet or even have a phone call during a certain time when you're absolutely packed with work, you can say simply:

"I would love to connect with you but I'm already booked for [today/this month]. Would next Tuesday at 4 pm work for you?"

Strategy 3: Respond From a Place of Strength

If someone asks you to take on more work and you simply don't have time to do it, then you can communicate in this way:

"I would be happy to complete [activity] but I'm completely booked for the next two days, would getting this back to you by Friday be reasonable?"

Or

"I currently have a client waitlist. You can make an initial deposit and then when I have an opening we can begin our work together."

Or

"I appreciate you wanting my assistance with this activity but I'm already at capacity so I'll need to decline at this time."

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Scenario 6

You Have No Rational Reason for Not Doing Something But You Don't Feel Comfortable Saying, "Yes"

Following your intuition can be one of the hardest, and yet most important situations where you need to say, "No." For those times when you don't have a reason why, here are some ways to decline.

Strategy 1: Sometimes a Simple Decline is Best

For group invites where you're not close to the person, one of the easiest ways to say, "No," is to not respond or decline without explanation. The same holds true for asks at group meetings. Just because something needs to get done, doesn't mean that you need to do it. One of the most effective ways to say, "No," to extra work is to not volunteer yourself when you don't have the capacity or desire.

Strategy 2: Explaining to Someone Close or a Friend

If you are close to an individual and she understands the value of intuition, then you can say something like:

"I can't explain it logically, but my intuition is telling me that this isn't something I should do."

Strategy 3: Explaining to Someone You are Not Close to

If you are not close to someone and/or not sure that she will be understanding of using your gut feel, then I wouldn't explain yourself. You can simply say:

"Thank you for the opportunity, but I'm not able to commit at this time."

Thank You

Thank you for participating in the Done4YouGiveaway. It has been our pleasure to share these strategies and scripts with you. We hope that you will use them and that they will serve you well in life and business.

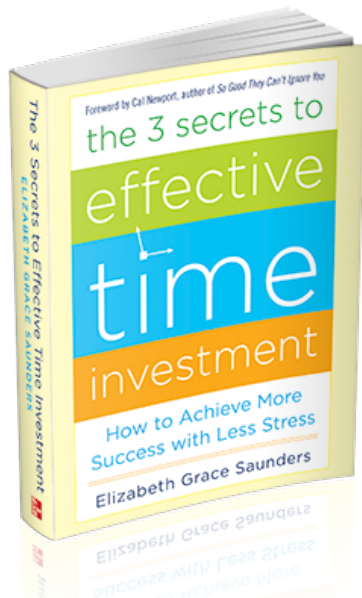
Now that you've said, "No," and created more time in your life, find out how to say, "Yes," to your priorities through these resources.



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Elizabeth Grace Saunders is the founder and CEO of [Real Life E®](#) a [time coaching](#) company that empowers individuals who feel guilty, overwhelmed and frustrated to feel peaceful, confident and accomplished. She is an expert on achieving more success with less stress. Real Life E® also encourages Christians to align themselves with God's heart through [Divine Time Management](#).

McGraw Hill published her first book [The 3 Secrets to Effective Time Investment: How to Achieve More Success with Less Stress](#). Harvard Business Review published her second book [How to Invest Your Time Like Money](#). FaithWords is publishing her third book [Divine Time Management](#). Elizabeth contributes to blogs like **Harvard Business Review**, **Forbes**, and **Fast Company** and has appeared on CBS, ABC, NBC, and Fox.



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