



THE POWER OF
“NO”





- Introduction
- Why is it Hard?
- Why is it Necessary?
- When and How to Do It
- Let's hear your stories!





**WHY IS IT
HARD???**





Yes

Hospitality



WHY IS IT HARD?

- Hospitality = Yes culture
- Collaboration, build consensus
- Can feel off-putting to a new client
- Examples:
 - Unrealistic timeline
 - Project getting off track
 - Conflicting priorities
 - Misplaced priorities





WHY IS IT NECESSARY?

- Builds trust and honest relationships
- Establishes boundaries
- Sets clear expectations
- Provides value and establishes expertise
- Realign misplaced priorities





Learn the
art of saying "no."
Don't lie. Don't make
excuses. Don't over-
explain yourself. Just
simply decline.

WHEN AND HOW TO DO IT





WHEN

- Complete understanding of the request
- Exhausted all options
- Risk is too high
- The outcome will be negative for all involved
- Trust your gut instincts
- Recognize the opportunity to reestablish boundaries

"Saying no isn't about shutting doors—it's about opening the right ones."





Learn to say,
"NO".



HOW

- Respond quickly
- Believe in what you say
- Be concise
- Deliver with confidence, compassion, and clarity
- No is a complete sentence
- No, and ...





DISCUSSION + YOUR STORIES





THANK YOU

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