



NO FRAMEWORK

SUCCESSFUL NO FRAMEWORK In Three Parts

STEP 1: Know Your WHY

Deeply understand why you need to say no and what 'yes' you are protecting. Until you are clear in your rationale – and that it is fair and solid – you will be much more likely to submit to pressure

STEP 2: Be Clear on your NO

Firmly and clearly state some version of no, ensuring you give a rationale. Use phrases like no, that is not possible, we cannot do that request to ensure you are not ambiguous or misinterpreted.

STEP 3: Outline What IS Possible

Suggest any alternatives or compromises that may be helpful, provide direction, or get them started. This may include alternate timing ideas, different resources, or a place to ask for help.

SUCCESSFUL NO FRAMEWORK

RATIONALE:

CLEAR NO:

WHAT'S POSSIBLE:

WHEN YOU ARE NOT SURE

OPTION 1: DELAY YOUR ANSWER

Give yourself time to decide. Check your priorities and schedule before giving an answer.
"Let me check my other projects and schedule and I'll get back with you."

OPTION 2: ASK WHAT IS REALLY NEEDED

Sometimes requests are bundled or stretched when what is actually needed could be much simpler or smaller.

"Can you clarify for me the minimum thing you need to move forward?"

OPTION 3: OFFER AN ALTERNATIVE

Counter-offer. Give your requirements to be able to succeed. You may be able to deliver the need differently than requested.

"To help with that I would need... money, time, staff, etc." or "I can't help you with that, but I can do this for you instead."

OPTION 4: ELEVATE

Use your manager as a check-point or for a priority call between the new request and current work.

"I'll have to check that my manager sees this as critical - - or as a higher priority than my other work."