

# How to say 'no' effectively

When you need to say no, be clear, respectful, and firm. Follow these steps to set boundaries without unnecessary conflict.

## 1 Say no (politely but firmly)

- "No (sorry)."

## 2 (Optional) Give a reason

## 3 Acknowledge their emotion

- "I see that you're angry."
- "I understand that you're disappointed."

## 4 (Optional) Offer a solution or alternative



## 5 If they keep pushing, give feedback on their behavior