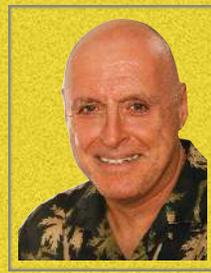


# THE EXTRA POINT

BY JERRY ROBERTS



## # 152 Say Yes to the Art of Saying No

How good are you at telling people “no” and why would that be important? I’m Jerry Roberts and let’s see how and where “no” fits in with our strategy for maximizing our time and productivity, today, on The Extra Point.

During one session of our course Time Hero, after going through the “no” conversation, we took a break and I had a young woman approach me, “Look, it all sounds good but I hate to say ‘no.’ People at work sort of look to me for everything. I also have my family and friends calling me for one thing or another. It’s always been this way.”

I said to her, “Then there’s no problem. You’re okay with all the extra requests on your time and don’t plan to change.” Her eyes got big and she sort of squealed, “No, I have a full schedule and then I have all this other stuff. By the time I get home I’m totally exhausted. I do need this to change.”

I’ve lived in Guam almost my entire adult life and I get it. Old friends call or text and want to connect. Coworkers don’t know what to do and they come to you. The boss can be demanding. Things pile up. When you add family demands it can be overwhelming.

It’s easy to make more commitments than you can possibly keep, leading to obligations that aren’t handled, and a bunch of things pushed over into the next day, and the next. We end up getting burned out.

So why is it so hard to tell people, “no”? On a basic level, saying “no” just doesn’t feel good. “No” is asking a girl to dance and having her shake her head, and you just know that everybody is watching. While this has never ever happened to me personally you see, “no” can be painful. It’s rejection.

Okay, so what can we do?

First, just face it, sometimes you’ll have to simply say “no.” To the old friend who wants to come by the job and pick your brain for ideas, to our favorite auntie who expects you to drop what you’re doing and help her, you know there are requests that won’t work with your existing commitments. Suck it up, let these people know you’d love to help but you can’t. Maybe next time.

Option two is to offer the help but on your schedule, not theirs. “I’d love to do it for you but I’m totally boxed in until Thursday.” You didn’t tell them “no.” You gave them a conditional “yes,” if they’re willing to wait until your schedule permits. The other person should be grateful for your willingness to help, even if you can’t help right away.

It’s possible they’ll agree and wait for you, or maybe they’ll call somebody else who’s better able to help them quickly.

Maximizing time is a worthwhile pursuit, and to do it effectively you’ll need to get in control of your schedule. That requires you to make good decisions on the best use of your time.

Say “yes” when you can and “no” when you have to. Say “yes” to the fine art of saying “no.”

That’s The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I’m Jerry Roberts.

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For information on training and consulting services from Jerry Roberts, please click this link: [guamtraining.com](http://guamtraining.com)

