

Seven Keys to Saying No With a Smile

- Be careful to monitor your tone and make sure your attitude is one of gratitude that you were being considered for the task. Be humble and considerate of the person who really needed your help. *Humble not guilty!*
- When saying "no" be assertive not aggressive.
- If you know someone else who would be great for the project and may have time, suggest an alternative for the project.
- If you have other commitments, giving a reason is considerate.
- Be respectful and politely when declining to participate.
- If you find the task interesting and would like to participate in a similar project, at a later time let the person know that it's okay to ask you again if another similar opportunity comes up later.
- If you can negotiate time or specifics, be open to the idea. Negotiate your role and your level of participation when possible.