

Deliver a service-friendly No with the N.O.P.E technique.

Use 1 or combination of the following

Nice No



Accompany your No with thank-you & display of appreciation



Soften the approach & use a positive spin

Optional No



Offer an alternative option to your No



Seek Win-Win

Persistent No



Paraphrase & persevere with your No, though mindful not to engage in overly negative conversation



Be prepared to agree to disagree & that your organisation has done its best to serve the customer

Explained No



Convey facts & details for your No



Convince that thorough assessment & evaluation was conducted