Hello!

In this video we will look closely at how to say NO in a business meeting. We will examine the strategies for saying NO and the phrases used for this purpose. So let’s proceed.

First, listen to a conversation between a senior software engineer and his Resource Manager. As you listen, try identify the strategies the Resource Manager uses to avoid simply saying NO. If possible, take some notes.

So let’s now analyze what key strategies we can identify in the conversation and what language was used as an alternative to NO.

First, the RM checked understanding: ***Let me see if I’ve understood you correctly. You mean …***

Then the RM expressed doubt and asked for more details: ***I’m not so sure about this. Could you give me some more details on…***

Next, she showed support before politely rejecting her colleague’s suggestion. ***I hear what you are saying, but***

When saying NO, the RM has also explained WHY they were unable to fulfil the request ***I’m afraid we are not able to… at this stage because …***

Finally, to smooth things over, she offers an alternative: ***Why don’t we…***

So, the framework for saying ‘NO’ politely is the following:

1. Checking understanding

2. Expressing doubt and asking for details

3. Showing support

4. Saying NO and explaining why

5. Offering an alternative

Thanks for watching. I hope you’ve found this information useful.

Now, it's time to practice the languageyou can use for each strategy. Please go to the practice section and do the suggested activities there. Good luck with your studies.

1. Let me see/check if I’ve understood you correctly.
2. 2. You mean you want to leave the project for 6 months?
3. I’m not so sure about this.
4. Could/Would/Will you give me some more details on how this would actually work in practice?
5. I see/hear what you’re saying, but...
6. I’m afraid we’re not able to offer you this arrangement at the stage/moment. as you are absolutely necessary on the project.
7. Why don’t we discuss, perhaps, shortening your leave to 3 months?
8. Can I just check if I've understood you correctly?
9. To be honest, I have some reservations.
10. Could you tell us more about the categories?
11. I see your point, but...
12. I'm afraid we are not able to...
13. Why don't we discuss...

---Hi Andy, can you hear me?

---Yes, the sound is fine

---Great. I wanted to talk you about the email you send me regarding your request words about oh.

--- Yes, I'd like to take unpaid leave for six months.

--- Let me see if I understood you correctly. Even you want to leave the project just six months .

---well,yes, I just feel now is an ideal moment to pause and do something different before commit taking on more duties. here you know my performance has been consistent and strong since the time I joined the project. I've successfully implemented a few new solutions recently that have increased productivity so I was hoping you could let me take a six months sabbatical.

--- I'm not so sure about this. Could you give me some more details and how this would actually work in practice.

---Well. You could keep me on the list of employees, but my status would be marked as for example extended leave of absence. It would be unpaid obviously but with the possibility to come back

---here what you say but I afraid we're not able to offer you this arrangement at this stage . You're absolutely necessary on the project. The team will not be able to deliver what we promised and you know what the deadlines are. It's just rather unrealistic without your participation ,

--- I understand, but for me. This is really a now. Will never moment. I'd like to stay an offer my skills and expertise, but I do need a break okay.

---Why not we discuss perhaps shorten to three months then it would be more realistic for me to convince the project manager to let you go in an extended vacation .

---Well. It's not ideal but I think I could potentially work with that. I mean. I know I'm asking a lot.

---I'm not promising anything but let me talk it about with Peter and see how he feels about it.

--Thanks a lot, Natasha Well.