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.