Exercise

# The Art of Saying “No”

**Evaluating and Improving Refusal Techniques**

Objective: Evaluate a less effective refusal in a given scenario and rewrite it to exemplify the key concepts of saying "no" gracefully.

Instructions

Consider this scenario:

Suzanne is very busy and would like her colleague Marcie to take over one of your additional tasks.

Suzanne asks, "*I'm really swamped with the new project. Can you take over the quarterly report?*"

Marcie responds: "*I cannot deal with this right now! We all have the same number of hours in a day. I wish you would respect that. Ask someone else, but leave me out of it.*"

1. Evaluate this response – Why is this not a good response? Consider aspects like the tone, language, respect for the colleague, and its potential impact on future interactions.
2. Rewrite this response using techniques from this lesson to ensure it is firm yet respectful, constructive, and leaves the door open for future collaborations.