

## Vocabulary – How to Say No at Work

WORD	DEFINITION	«-- MOVE LEFT
convince	★	direct
technique	★	strongly
clear	★	a way of doing something
firmly	★	try to change someone's mind

WORD BANK	convince	technique
	firmly	clear

### How to Say No

One way to say “no” to an unwanted request at work is to use a ★ \_\_\_\_\_ called “the broken record.” This is useful when you have been ★ \_\_\_\_\_ about your refusal but the other person is trying to ★ \_\_\_\_\_ you to change your mind. It consists of calmly and ★ \_\_\_\_\_ repeating your refusal until the other person accepts it.

## Steps to Saying No

Clearly state your

👉 I won't be able to work this Saturday.

Acknowledge the other person's

👉 I understand that you're under a great deal of pressure, but I can't work this Saturday.

Offer a

👉 I can work a bit later this evening but I can't come in on Saturday.

Keep your point; use a calm, pleasant voice

👉 I'm sorry, but I can't come in on Saturday.

Repeat the refusal and offer an

👉 Saturday is my day off and I already have plans.

Sam: Hey Lee, can you cover for me this Sunday? I want to take my son to a hockey game.

Lee: Sorry, Sam, but I can't work this weekend.

Sam: But it's the playoffs, and I promised my son I'd take him.

Lee: I wish I could help Sam, but I just can't work this Sunday. I've got too many things to do. Maybe Jan can switch shifts with you.

Sam: I've already asked him and he has a family thing to go to on Sunday. There's really no one else who can cover for me. Please, Lee. I can work for you next Friday if you like.

Lee: Sorry Sam, but this weekend just isn't good. Any other weekend and I'd be happy to switch with you, but I just can't work this Sunday.

Sam: Okay. Thanks anyway.