

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.