

How to Say No with Professionalism and Tact: the 4-Step Process

- 🎧 Sympathize
 - 🎧 Say No
 - 🎧 Say Why
 - 🎧 Suggest Alternatives
- 🎧 *BONUS: What You can do & What I can Do*

For Example:

“I can see you’re in a bind, and would like to be helpful, however, unfortunately I can’t because I have another commitment, but I could come in early tomorrow if that would help.”

or

“I’d like to help you, because I can see this is frustrating for you, however, unfortunately I won’t be able to help you with this because it falls outside of my area of expertise. If you can give me your number, however, I can investigate this, and get back to you with an answer. Would that help?”