

## BASIC – SKILL 2

# Accepting “No” for an answer

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## 1. Look at the person.

### Rationale:

Looking at the person shows you are paying attention.

### Helpful hints:

- Avoid staring or making faces.
- Refrain from looking away.
- If you are upset, control your emotions. Try to relax and stay calm.
- Listening carefully will help you understand what the other person is saying.

## 2. Say “Okay.”

### Rationale:

Saying “Okay” lets the other person know you understand.

### Helpful hints:

- Answer right away.
- Speak clearly. Don’t mumble.
- Don’t sound angry or start to argue. That might lead to problems.
- Take a deep breath if you feel upset.

## 3. Stay calm.

### Rationale:

Staying calm allows you to hear exactly what the other person is saying.

**Helpful hints:**

- If you react negatively, you may make the situation worse.
- People will think you are serious about improving if you stay calm.
- Staying calm shows you have control of your emotions.
- Accepting a “No” answer this time may improve the chances of getting a “Yes” answer later on.

## 4. If you disagree, ask later.

**Rationale:**

If you disagree right away, you will appear to be arguing.

**Helpful hints:**

- Take some time to plan how you are going to approach the person who told you “No.”
- Plan in advance what you are going to say.
- Accept the answer, even if it is still “No.”
- Be sure to thank the person for listening.