



## Episode 134: How to Tell People What They Don't What to Hear

When you're overworked and a colleague asked you to do more work, what do you say? Many people don't refuse the additional work. They worry what saying no may cause. Unfortunately, this can lead many professionals to experience stress and burnout.

Saying no can be a challenge, especially for high-stress professionals. However, you need to be able to do so. When you know how to refuse, you can say no and set your boundaries for a healthier, more resilient you.

Learn how you can find the best way possible to tell people what they don't want to hear. Stop worrying about negative reactions and upsetting others. With the help of this workbook, you can clearly and unbudgingly say no the next time someone asks.

### Podcast links

Sign up for the [Overwhelm Buster Toolkit!](#)

More Episodes of You Are Not a Frog:

- [Episode 123: How to Live With No Regrets with Georgina Scull](#)
- [Episode 130: How to Say F\\*\\*k It and Become Ridiculously Relaxed \(Even about Stuff That REALLY Matters\) with John C. Parkin](#)

Other You Are Not a Frog episodes with Jane Gunn

- [Episode 23: How to Do Conflict Well with Jane Gunn](#)
- [Episode 37: How to Manage Conflict During COVID with Jane Gunn](#)
- [Episode 96: How to Deal With Difficult Meetings with Jane Gunn](#)

[Regrets of the Dying](#) by Georgina Scull

[F\\*\\*k It](#) by John C Parkin

[Email Rachel](#) or reach her on [LinkedIn](#) or [Twitter](#).



## Guest links

Connect with Jane:

[Website](#) | [Email](#) | [LinkedIn](#)

Jane's [6-week course](#) on mediation

## Quote to remember:

*“All of this is about stepping outside something that feels comfortable and saying this just feels really uncomfortable but I think I think I've got to do it.”*

## What You Will Learn

Working in a high-stress profession, the things to do may never seem to end. Often, additional tasks and requests can lead you to overwork, doing more than what you can. What you need to do is to learn how you can say no.

It's alright to refuse. Saying no is a professional skill that can help you become more resilient. Most people are worried about the upset a refusal may cause. The best way to avoid triggering the cycle of conflict is to not shy away from a difficult conversation with your team. Instead, share your feeling and thoughts then make sure to ask the other person as well.

Be clear in your message. People often misinterpret and make assumptions about something as simple as just saying no. However, when you share your reasoning and explain, you'll learn that there is no room for assumptions. Understand both sides of the conversation by making sure you are heard and by taking the time to listen to others.

Overall, telling someone something they don't want to hear is difficult and nerve-wracking. With an environment that encourages you and your team to share and speak up, you'll find that saying no is less stressful. This way you and your team can answer no without fear of judgement or assumptions.



## Activity: My Answer is No...

Our fears and worries often get in the way, including when we're saying no. What are you worried or afraid of when you're trying to tell something that they don't want to hear?

Practice lateral thinking when problem solving with others. Go through these questions to explore your problem and think clearly despite your worries.

**What is the problem?** State your problem specifically and the outcome you're trying to achieve.

**Explore the problem.** Go deeper into the issue. What's your experience? What caused it?

**Find possible ways forward.** Based on your answers above, write down the options you can do yourself and those that others can help you with.

List everything you want to say or have left unsaid in the first column. In the second one, share how you've incorrectly said what you want to say. How was it misinterpreted? In the last column, think about the ways you can say everything in the first column in a polite manner.



What I Want to Say	How It was Misinterpreted	How You Can Say It

What are your virtues and values? What actions have you taken to live in accordance with them?

Virtues & Values	Living With them

Based on your answers above. Write down at least two possible ways you can state what you want to say. Don't forget to clearly state your reasoning.


Run these through a colleague or friend. Make sure that your message is clear and is being heard in the way you intended it to be. Which message is the best option?



### CPD time claimed:

For more episodes of *You are not a frog*, check out our website [www.youarenotafrog.co.uk](http://www.youarenotafrog.co.uk); follow Rachel on Twitter @DrRachelMorris and find out more about the [Permission to Thrive](#) CPD membership for doctors and online and face to face courses on surviving and thriving at work at [www.shapestoolkit.com](http://www.shapestoolkit.com)