



# POSITIVE NO

## How to say No and Still Get to Yes

Designed for those who engage with challenging stakeholders

Ever said “yes” to a request when you wanted to say “no”?

This course provides a simple 'whole brain' model that has been proven to enable people to say no to requests without negatively affecting the relationship with the other.

Business simulations help to embed the learning.

### COURSE CONTENT

The importance of relationship  
Assessing your current approach  
Positive No model

### COURSE OUTCOMES

- Managing the relationship
- Understand the four stages of saying no
- Managing emotions (yours and theirs)
- How and when to empathize (not sympathize)
- Negotiating on outcomes
- The dangers of missing a step
- How to use the model
- How to say “no”

### TARGET AUDIENCE

People who engage with challenging stakeholders

### DURATION

Half a Day

### DELIVERY

Instructor Led Training (ILT)

