

THREE STEPS TO A POSITIVE NO

① **Uncover your deeper YES**

- Deeper Yes: a core interest, need, or value
- Express your Yes to the other
- Stay true to your Yes

② **Deliver a respectful NO**

- Don't reject, offer respect
- Keep your tone neutral and matter-of-fact
- Empower your No with a Plan B

③ **Negotiate to a healthy YES**

- Healthy Yes: a positive outcome or relationship
- Follow your No with a positive proposal
- Facilitate a wise agreement

A POSITIVE NO IS A
“YES! NO. YES?”