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?”