



June 2022 – Sorry isn't the hardest word...

Are you ready for your dreams to take-off?

Coaching provides a space for you to think and reflect. This newsletter is a monthly collection of some things to take you back to that reflective space, just for a little while. So grab the drink of your choice, tune everyone out and see whether anything here inspires you. Our focus this month is on a word that a lot of people, myself included, have trouble uttering. It is of course the word "no".

The reasons that we find it hard to say the word "no" are individual and complex. You might have a strong driver of being a people pleaser or being strong (and therefore able to handle ALL the stuff, you might struggle to estimate your own capacity, or to prioritise. There might be challenges around no that relate to your culture or your family. You might experience "shiny things" syndrome and be genuinely excited by many many opportunities.

If you are overwhelmed and part of that is an inability to say "no", coaching can help you identify ways to spot repeating patterns, clarify what you do and don't want to say no to in the future, reframe any unhelpful thoughts you have about saying no, and practice actually saying it in different ways. This month's resources are related to these types of activity.

Sometimes though, simple tools are the most effective. My office at Uni used to have printed "no" posters strategically positioned in my eyeline for email answering, being on the phone, and if someone came to my door or sat at the table for a meeting. I needed a visual prompt to trigger a pause and time for me to think "what are the consequences of saying "no" to this"?

Ellie

Need to figure out your "no" strategy ? Click to book a chemistry session

[Light the fire – something to watch](#)

Why it's hard to say "no"

I love trying to understand psychology of interactions between people and teams. This [TedX talk by William Clark](#)



explains why "no" is so difficult to say, but why it is also essential that we learn to do it. I'll be honest and say that some parts of this really gave me a jolt – a bit too close for comfort. But a little stretch and discomfort is what allows us to grow. See what you think!

Ready to fly – something a bit longer to read

Ways to say no politely at work

"When you say no, you are only saying no to one option. When you say yes, you are saying no to every other option. No is a decision. Yes is a responsibility." James Clear, Author of Atomic Habits.

We all have to say no sometimes, and [this article](#) has lots of great advice of what to consider before and during saying no.



Ready to soar – An exercise to do

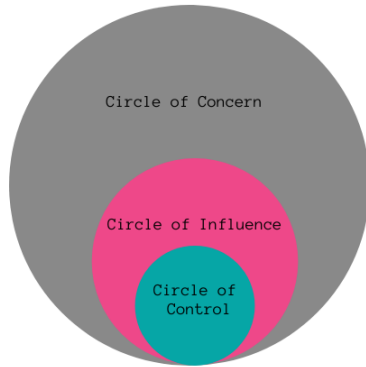
What's driving you to say "yes" when you want to say "no"

I bet each of us has said "yes" when we wanted to say "no" at least once in our working lives. Sometimes that is for very good and justifiable reasons. But sometimes it's part of a pattern that characterises how we work and interact. Transactional Analysis Drivers is a model describing 5 different characteristic styles that may affect how we behave – including how we say no to things. The 5 styles are "Be Perfect", "Be Strong", "Try Hard", "Hurry Up" and "People Pleaser".

There are various quizzes out there – [this pdf](#) is one of the clearer ones to complete to see what styles are dominant for you.

More (mostly related) ideas

Blogs from the SendThemSoaring Archive



Control, influence, concern

Sometimes I get stuck trying to do something about all the stuff at once. Because I genuinely think lots of things are important, I tend to say "yes" to lots of things. But sometimes these are things I realistically have no control or even influence over. Reminding myself of this can not only reduce the stress, but also help me decide what to say "no" to, for now at least.

Workload overload

4 questions to ask yourself when you are asked to take something on. Working out your answers might help you feel more confident about saying no!

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