

Saying No and Maintaining Relationships

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Logistics







Confidence, Clarity & Concern

Confidence about your boundaries

Clarity about roles

Concern for the relationship

Plan or methodology for saying no

Self Reflection



- Values
- Beliefs
- Boundaries





Why is it hard to say no?

- Don't want to offend
- Worry you'll let someone down
- Competence and responsiveness
- Concerned about retaliation
- Want to be liked
- Feel like saying YES is expected
- Uncomfortable
- Who will do it if I say no?



Role Clarity

- You
- Supervisor
- Peers
- Support Staff
- Patients & Family
- Administration
- Other



Relationship Calibration

- Since we are new to working together, I don't want to make assumptions ...
- In general, what are the top three things you want me to focus on?
- If we have a conflict about priorities, etc. how would you like me to handle it?
- I want to do my best work here, can we agree to compare notes every few weeks?
- How would you like me to handle questions? Feedback?
- Any boundaries or needs you want to share?

Saying No

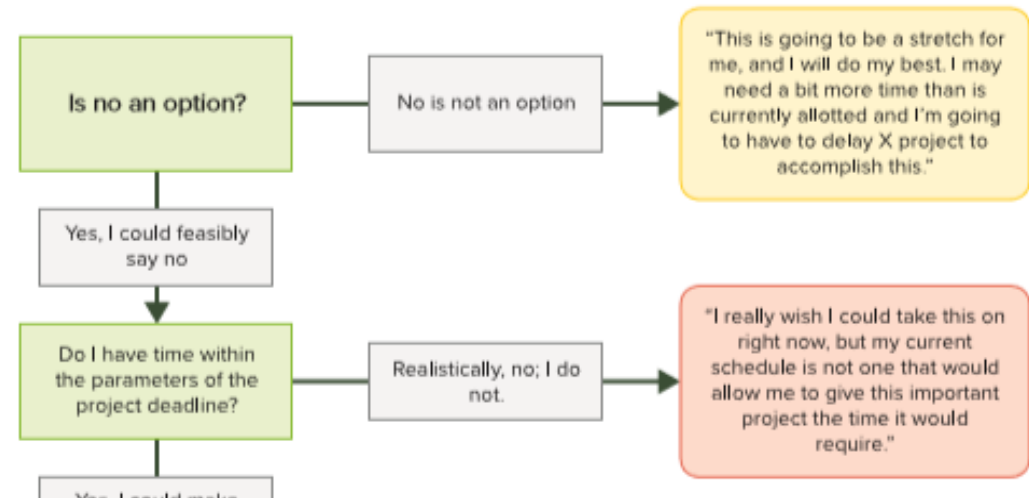
Sandwich

1. What you are willing to do
2. Then say no & your reason
3. Close by restating what you are willing to do

From LinkedIn/Lynda

Algorithm

A GUIDE TO SAYING NO



Created 2/9/19 by Gabriel Bosslet, with revisions based on feedback by Joseph Hyder.



Practice

Role play one of the scenarios provided or real play something you are working on

5 min. 1st practice

5 min. 2nd practice

5 min. discussion

15 min. total



Scenarios

- Junior Investigator
- Mentor is not a good match
- Working nights and weekends

Confidence, Clarity & Concern

Boundaries

Roles

Relationships

Practice

Thank you!

