Saying "No" in the workplace while maintaining relationships

COURSE SPECIFICATIONS

FORMAT

- In-house

DURATION

Training is given in a half-day (3 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

This training is for all those who wish to assert themselves by refusing while remaining courteous and respectful.

DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.

LANGUAGE

Available in:

- French
- English

CERTIFICATION

Training Certificate

Emploi Québec

DESCRIPTION

At work, it is not always easy to say "No". But agree to all requests, always say "Yes" and you will be overwhelmed with work and unable to achieve your goals and collaborate to the success of your organization.

This workshop helps identify why we are so afraid to say "No". It also reveals the benefits of saying "No" and the means to say "No" while maintaining a friendly work environment and respectful business relationships.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Understand that saying "No" is a crucial professional skill in the effective management of time and priorities;
- Become aware of current behaviors;
- Adopt refusal techniques;

COURSE CONTENT

INTRODUCTION

- Knowing how to say "No" is a crucial professional skill

THE DIFFICULTY OF SAYING "NO"

- Challenges and obstacles of refusal
- The reasons why we do not dare say "No"
- The resulting negative consequences

THE IMPORTANCE OF SAYING "NO"

- To dare to assert oneself
- The benefits
  - o For oneself
  - o For others
  - o For the organization

DETERMINE TO WHO AND TO WHAT WE CAN SAY "NO"

- Define goals and priorities
- Respect his rights and his duties

REFUSAL TECHNIQUES

- Before saying "No"
- Accept or decline a request … Decide
- Saying "No": How to

PERSONAL ACTION PLAN

- How will I apply what I learned?
- Adopting solutions