



MONDAYS

with Mike

AULTCARE

Weekly PLAN

monday

The No Repertoire

In Greg McKeown's book, *Essentialism: The Disciplined Pursuit of Less*, there is a great section called "The No Repertoire." Saying no is its own leadership capability. It is not just a peripheral skill. We must learn to use it, just like a muscle group that we must use to perform key physical skills.

Here are a few responses that we can begin to put into our own repertoire:

> The soft "no" (or the "no but"). Here is an example of this usage: A friend called to schedule a round of golf on the upcoming Saturday. While golf could have been played, there were other pressing family needs. Here is the reply using "no but."

"I will not be able to play this weekend, but I would love to schedule a future weekend date. Can you send me some options?"

E-mail is also a good way to start practicing saying "no but" because it gives you the chance to draft and redraft your "no" to make it as graceful as possible. Plus, many people find that the distance of email reduces the fear of awkwardness that can take place in person.

>"Let me check my calendar and get back to you." It gives time to pause and reflect and ultimately reply. It allows us to take back control of the decisions rather than being pushed into a "yes."

>Say, "Yes, I am happy to make this a priority. Can you help me reset my priority list of a few of my other projects? I want to do a great job with yours."

As with all meaningful communication, our word choice, voice tone, and body language when in-person also energize a sincere "no."

Let's try one "no" this week when we feel our calendar and time may be compromised if we had said "yes."

Have a great week!

