

Saying No

Use **clear statements** such as

“Unfortunately, I’ll need to pass on this.”

“Thank you, but I’m not able to.”

“Sadly, I can’t.”

“Thanks, but that’s not going to work for me.”

“No, I’m not able to do that.”

Avoid **phrases** such as

“Um, I don’t know.”

“I’m not sure.”

“It’s tough to say.”

“Well, maybe I could do it. But...”

“I’d love to, but...”