

When I Say No, I Feel Guilty: Application of Brain Science

Wondering how to reject someone without hurting them?

How do you turn down the opportunity in a way that won't offend the person offering?

What shall I do to maintain face-giving while rejecting the person?

Introduction

For most of us, saying no doesn't come naturally. You feel lousy, disappointing a colleague, guilty about turning down your boss, and anxious to deny a client's request. You don't want to be seen as 'no person and want to stay as a team. There is no good way to give bad news. But there are steps you can take to make the conversation go as well as possible. This workshop provides skills and knowledge for you to "reject" and "turn down" any request that comes to you politely. Psychological methods would be trained to prepare them to say "No" to others happily.

Program Objectives

This program aims to:

- Prepare the participants mentally to perform a healthy rejection
- Provide skills and strategies on how to reject others.

Learning Outcomes

After completing this program, the participants should be able to:

- Apply various psychological techniques to reject others
- Speak confidently when rejecting others

Methodology

Gamification, case study, interview, case simulation, quiz, group discussion, lecture, videos.

Who should attend?

Human resource personnel, marketing personnel, financial personnel, senior management, and anyone who would like to apply brain science

Program Outline

Day One	
Time	Topics
9:00am – 10:30am	<p>Our Inherited Survival Response</p> <p>In this module, the participants would learn the primitive survival behaviour and the verbal problem-solving ability. The participants would learn how to feel anxious, ignorant, and guilty. These feelings will enable them to reject others without those feelings.</p>
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>Our Prime Assertive Human Right</p> <p>The participants would know how we are manipulated into doing what others want. The participants would learn how they stop being manipulated by other people. As such, the participants would learn the manipulator's basic tool.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>The Common Ways How Others Evaluate Us</p> <p>In this module, you will learn the assertive right that includes: - the right to offer no reasons or excuses to justify your behaviour; the right to judge if you are responsible for finding solutions to other people's problem, the right to make mistakes and to be accountable for them, the right to say "I don't know", the right to be illogical in making a decision, the right to say "I don't care", "I don't understand".</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Learn to be Assertive: Persistence</p> <p>In this module, the participant would learn the skill of substituting verbal persistent for silent passivity, how to accept workable compromise to keep your self-respect, and limits of being assertive, the last on the concept of habitual action.</p>
Day Two	
Time	Topics
9:00am – 10:30am	<p>Saying No with Assertive Social Conversation and Communication</p> <p>In this module, participants would understand why we often tongue-tied. The other skills the participants would learn include the conversational skills of following up on accessible information and self-disclosure, disclosing one's own worries to others, and applying eye contact to show assertiveness in rejection.</p>

10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>Coping with Criticism When Saying “No”</p> <p>Participants would learn the systematic skill of fogging. The participants would also learn how to agree with the critical truth and still do what you want, agree with the odds that you will fail and still do what you want, agree in principle with logical criticism and still do what you want. At the same time, the participants would learn how to assert the negative points and cope with compliments or criticism.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Saying “No” in Special Events</p> <p>In this module, the participants would look at how to say no in different events, including commercial situations, supervision or expertise, and employee relations.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Face Giving or Self Suffer</p> <p>In this module, the participants would appreciate the limitation of the face giving that is popular in Asia. The participants would understand the cost-benefit analysis (CBA) to choose either to lose face to accept the self-suffering emotionally and mentally. Lastly, the participants would learn techniques to maintain face-giving while rejecting the person.</p>