

Saying “No” with F.L.O.W.

Presented by Jean Franzblau



What Will We Do?

Share goals from last week

Go over F.L.O.W.

Role play





Say “No” with F.L.O.W.



Forgiveness



Forgiveness

Listening



Obstacles



What Can I Do?



What
can I do?

F.L.O.W. Exercise #1

Forgiveness

Listening

Obstacles

What
can I do?

“Sounds like you’ve got a lot on your plate.”

“I’m working on this press release for the next few hours.”

“May I at least help you at 4:30?”

F.L.O.W. Exercise #2

Forgiveness

Listening

Obstacles

What
can I do?

“Thanks for inviting me.”

“I have a commitment though.”

“I hope it’s delicious!”

Applying F.L.O.W. to Your Work

Four scoops of ice cream are arranged vertically on the left side of the slide. Each scoop is in a different colored cup and has a black spoon sticking out of it. The scoops are: orange (top), yellow, blue, and green (bottom).

Forgiveness

Listening

Obstacles

What
can I do?

Make a list of three situations at work where you need to say “no”

(Make sure that you choose situations that you’d feel comfortable sharing with others)



Forgiveness

Listening

Obstacles

What
can I do?

Time to Role Play!

B.E.S.T. Goals




Believable
Enthusiastic
Specific
Timed





New Training Buddy

An aerial photograph of a mountain range with significant snow cover. The peaks and ridges are white, while the valleys and lower slopes are a deep blue-grey. The perspective is from a high altitude, looking down on the terrain.

What We Did
Shared goals from last week
Went over F.L.O.W.
Role played

Next Time:

Handlingirate Customers

Working with Diverse Customers and
Employees