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



Listening



Obstacles



What Can I Do?



F.L.O.W. Exercise #1

Forgiveness

Listening

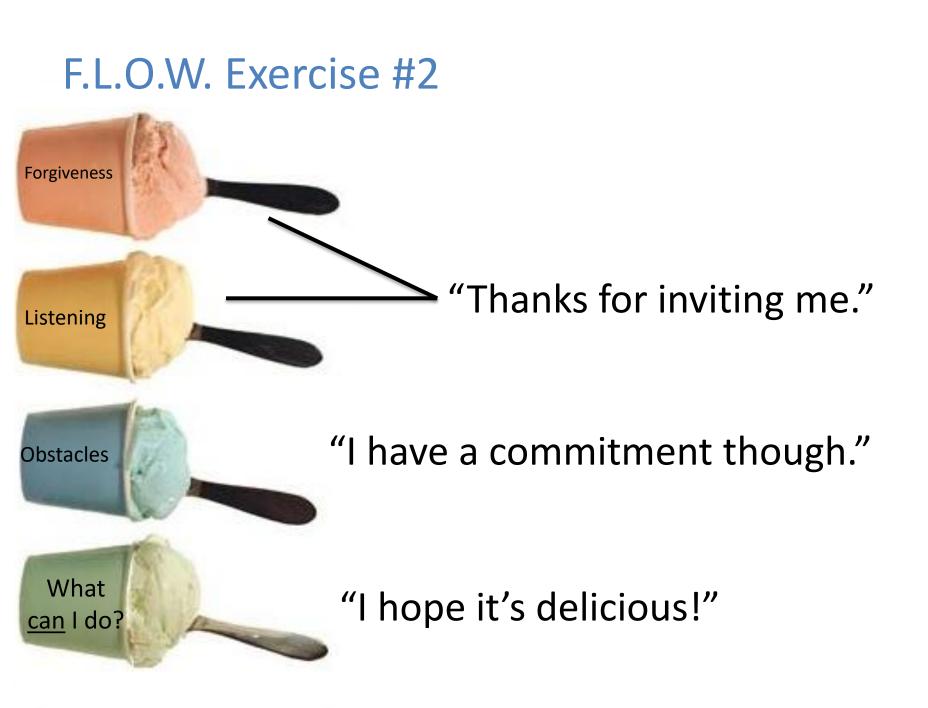
"Sounds like you've got a lot on your plate."

Obstacles

"I'm working on this press release for the next few hours."

What <u>can</u> I do?

"May I at least help you at 4:30?"



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

Forgiveness

Listening

Obstacles

What <u>can</u> 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

Time to Role Play!

Obstacles

What <u>can</u> I do?



Believable Enthusiastic specific Timed

New Training Buddy



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

Next Time:

Handling Irate Customers

Working with Diverse Customers and Employees