

# COLLEAGUE SCENARIO 1

*You're working at your desk and your colleague comes over asking for your help on their presentation. They're constantly leaving their work until the last minute and always want to pick your brain – it's time to draw the line and set a boundary.*



## Buy time to think

- Need to check your calendar
- Have to make a call to check
- Need to discuss with the team
- Just heading into a meeting

*Write how you would Buy yourself time...*

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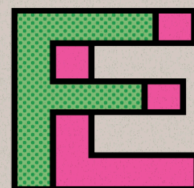
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## Evaluate why it's a no / yes

- Can I do it?
- Should I do it?
- Do I want to do it?
- Is it the best use of my time / energy?
- What gets a 'yes' as a result?

*Capture how you'd Evaluate if it's a no / yes...*

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## Select the type of no

- Hard no – complete decline
- No for now – yes to another time
- No, however – yes but like this
- No, but – this alternative might work

*Write the type of no you've Selected...*

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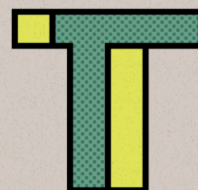
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## Tell them your answer

- Giving a reason gives your no added weight
- Keep your no short and closed
- Bend the truth if you need to (don't break it!)
- If you're offering alternatives put the ball in their court

*Write what you'd say to Tell your colleague no...*

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# COLLEAGUE SCENARIO 2

*Your boss calls you asking you to travel to Paris to attend a presentation on the 12<sup>th</sup> as the client has switched the date. You've got a personal commitment that day that you really don't want to cancel but you worry about missing out on the experience as well*



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*Write how you would Buy yourself time...*

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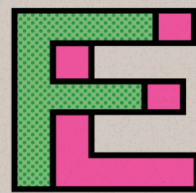
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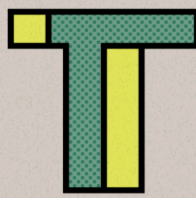
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*Write what you'd say to Tell your boss no...*

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# COLLEAGUE SCENARIO 3

*You receive an email telling you your next project is something that you don't think is a good fit for your skills and will not help you achieve your career progression goals*



## Buy time to think

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*Write how you would Buy yourself time...*

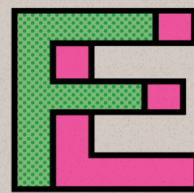
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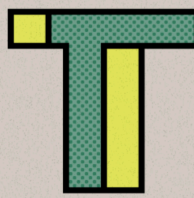
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# COLLEAGUE SCENARIO 4

*In a team meeting with junior team members that are working on your project. One has fallen behind on their tasks and is trying to offload it onto you. You want to assert boundaries on how you spend your time and effort*



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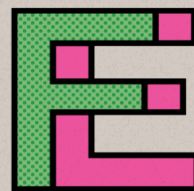
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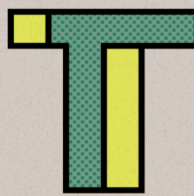
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# COLLEAGUE SCENARIO 5

*Your manager calls you into a meeting to ask you to squeeze in a quick turnaround project for a prestigious client on top of your current workload. You're already feeling overwhelmed, but you worry if you say no someone else will get the opportunity*



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*Write how you would Buy yourself time...*

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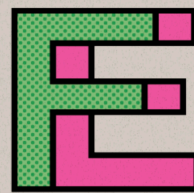
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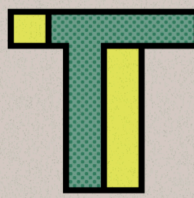
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*Write what you'd say to Tell your manager no...*

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# COLLEAGUE SCENARIO 6

*You've been working lots of over time and tonight you have booked yourself into a yoga class to relax and recharge. A colleague comes up to you just as you're about to pack up and leave asking for help to finish a debrief*



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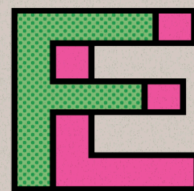
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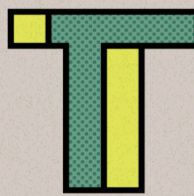
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# CLIENT SCENARIO 1

*A client that you've not worked with before emails you about a new brief they'd like to work with you on. The problem is the brief is not right for your agency*



## Buy time to think

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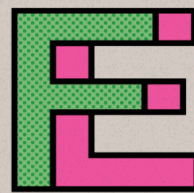
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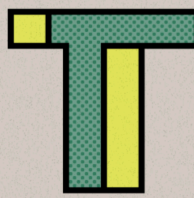
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*Write the email you'd send to Tell your client no...*

To:  

Cc:  

Bcc:  

Subject:

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