



# **Don't Say Yes When You Mean No!**

**By  
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## **Don't Say Yes When You Mean No!**

### **How assertive are you?**

Developing your assertiveness skills is one of the most important activities you can ever undertake.

You need to be assertive in today's highly pressurized environment where there are more demands placed on you mentally, physically and with your time.

You need to be able to stick up for yourself!

Indeed, being assertive means being able to stand up for what you want.

The benefits of being assertive are far more reaching than just getting what you want.

You will feel more confident and assured, you will feel good about yourself, you are able to get win win situations rather than giving in all of the time and you can also manage your time more effectively especially if you feel uncomfortable saying no to your boss when he hands you more work to do!

You are also able to delegate work better and ask other people to help you.

### **What will it take to be assertive?**

Well, we have discussed the benefits of being assertive, but what will it actually take to be assertive?

If being assertive does not come natural to you, you will feel uncomfortable at first but being assertive is like anything else in life, you get better at it the more times you do it!

If you have an out-going personality you will probably find that being assertive comes easier to you. If you are more reserved, you might have to work at it a little harder in the initial stages.

Being assertive will mean that you will have to stand up in the face of opposition at times, it may also mean being confrontational and expressing your opinion when all others agree with a certain course of action.

It is human nature to avoid confrontation but many people usually react to it in one of two ways.

The first approach is to fight fire with fire and become aggressive to deal with the situation, the second approach is to cave in and give in to the demands of the other party.

The right way to deal with the situation is to be assertive of course!

**So, just how assertive are you?**

Why don't you take our assertiveness test and find out?

You could also print off these materials below and run a quick training session of your own with your team.

To take the test please visit:

[www.mtdtraining.com/dont-say-yes](http://www.mtdtraining.com/dont-say-yes)

All the best.

*Sean*

Sean McPheat



**BIOGRAPHY**

Sean McPheat is widely regarded as one of the leading authorities in management development and is the founder of MTD Training –

<http://www.mtdtraining.com>

Sean leads a team of highly specialised management trainers who design and deliver high impact training solutions for organisations that want to improve the effectiveness of their leaders.

Sean has been featured on a number of TV programmes as an industry expert including CNN, ITV and the BBC.



MTD, the management training specialists, has been working with a **wide variety of clients** (both large and small) in the UK and internationally since 2001.

Since that time we have delivered training in over **23 different countries** to over **2,500** different organisations and have helped in excess of **50,000** staff.

Our head offices are based in the Midlands where we have our very own training centre, including a multi-media suite that enables us to provide a full range of blended learning solutions including video, podcasts, e-learning and online support solutions.

We specialise in providing:

- In-house, **tailor made** management training courses (1-5 days duration)
- **Open courses** (Delivered throughout the UK at various locations)
- Management & leadership development **programmes** (From 5 days to 2 years)
- **Blended** learning solutions (online and offline)
- Corporate and executive **coaching** (With senior or middle managers)

Our team of **highly skilled and experienced trainers** and consultants have all had distinguished careers in senior management roles and bring with them a wealth of practical experience to each course. At MTD Training we will design and deliver a solution that **suits your specific needs** addressing the issues and requirements from your training brief that best fits your culture, learning style and ways of working.

### Our Key Unique Selling Point

*“Bespoke, practical and quality training delivered by a trainer experienced in your industry is a “given”. Where we really make a difference is how we **help your managers to embed and implement the learning** after the course. We offer industry leading post course support to make this happen so you get a real, tangible return on your investment”*



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