

Leadership Skills: How to Say “No,” and Still Keep Your Job



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Today's Outline

- “How to Say ‘NO’”
- Case Study in Leadership
- Keeping Your RFP Document Legal

Steps in Decision-making

1. LISTEN to the request respectfully.
2. Ask yourself: “Why is my first inclination to say ‘no’”?
3. Remove Yourself from the Situation
4. Try saying *NO* without saying the word
5. Provide Alternatives

When You Must Say “No”

- Empathize with the Requestor
- Explain the Reasons
- Dos and Don'ts
- Conveying Bad News
- Communication
- Organizational Structures and Cultures
- Case Studies

