

Need Behind the No Process (Dyad Practice) Handout

Hearing and saying no with freedom, courage, and compassion

This Need Behind the No (NBN) process and practice goes with making solution requests. People often find both hearing a “no” to their request and saying “no” to someone’s request to be difficult and sometimes triggers the Fight-Flight-Freeze reaction. As part of this process you can use the maps of *Self-Connection Practice* and *Elements of Empathy*.

Need Behind the No Process

1. Clarify the request and need(s) that the request is attempting to meet.
2. Connect empathically with the need(s) that are behind the “no” to the request. What needs are keeping you or the other from saying yes?
3. Search for a new request/strategy to get the needs met for self and the other.

Partner Exercise: Hearing “No” with Empathic Communication Skills

1. With your practice partner come up with a situation to practice with.
2. Person A practices making a request and hearing and responding to a “no” from Person B.
3. Person A makes a request (specific, action language) to Person B, connecting the request to a need or needs behind the request.
4. Person B then says “no” in some way. *[Person A pause to do Self-Connection Practice. Request to shift to receive empathy if you need that]*
5. Person A then empathizes with Person B’s response, getting to needs keeping them from saying yes *[Can use the Elements of Empathy map]*
6. Person A then either makes a new solution request seeking to get the needs met for both people, or asks Person B if they have a request that would do this.

Partner Exercise: Saying “No” with Empathic Communication Skills

1. Use the same situation or picking a new situation for Person A to practice saying No.
2. Person B makes a request of Person A. *[Person A pauses to do Self-Connection Practice. Request to shift to receive empathy if you need that]*
3. Person A then empathizes with Person B, clarifying the request and connecting with the need(s) behind the request. *[Can use the Elements of Empathy map]*
4. Person A then expresses what need(s) are keeping them from saying yes, and makes a connection request of Person B, asking if Person B would either say back what they heard or how Person B feels about what Person A said.
5. Person A then either makes a new solution request seeking to get the needs met for both people, or asks Person B if they have a request that would do this.

JOHN KINYON
EMPATHY • MINDFULNESS • COMMUNICATION

www.JohnKinyon.com