

# How to say 'no' and make it stick!



**Australian truck drivers are the best in the world.**

**That's why our industry is safer and more efficient than in most other countries.**

But there's a downside: we've built much of our success on saying 'yes', even when the answer should be 'no'.

It's important to stick to your guns, because the consequences of agreeing to something you know is dodgy or unsafe can be terrible.



**Here are some tips to help you get there:**

**#1**

## What is the priority?

Agreeing to everything can win you friends, but also creates dangerous risks.

*If you need a break, or are being asked to do something dangerous, say no.*

Your priority is getting home safe, and keeping others safe too.

**1... 2... 3...**



**#2**

## Be cool

Even if it gets you a result at the time, losing your temper is a bad idea in the long run.

*If you're getting worked up, take 5 to calm down.*

You're more likely to get a good result, and your reputation will only improve.



**#3**

## Don't stew

It's easy to go over and over and over something in your mind until it becomes a massive 'thing'.

*Don't distract yourself from your driving. Put your problems to one side when you're on the road.*

You'll be a safer driver, and when the driving's done, you'll have a better conversation about what's bothering you.

**#4**

## Give feedback

Bosses, customers and colleagues all want feedback, so give it to them regularly, including when things are going well.

*In a polite, professional and positive way.*

You'll help them do their job better and will bank some goodwill for later.



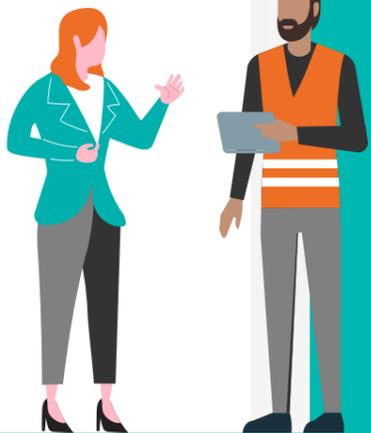
**#5**

## Pick your time

If you've got something important to say, say it at the right time.

*When the boss is busy with an emergency, you're not going to get any attention.*

If it's hard to find time, set up a call or meeting in advance.



**#6**

## Use the old one-two technique

If someone's being unreasonable, give 'em the old one-two:

1. Explain how their actions make you feel
2. Ask how they think you can resolve the problem

**#7**

## Just say NO!

If you do all of the above, you'll be a trusted and effective communicator.

*That matters because it can be hard to say 'no' sometimes.*

But if you've earned the right, then you can be sure that you're trusted and respected, so people will know that for you, **'no means no'.**



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