**Accepting “NO” for an answer**

![C:\Users\Amy\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1G2STFG1\MC900098035[1].wmf]()

* Look at the person who is talking
* Say OK
* Stay calm and do not argue with the other person
* If you disagree, ask later

(Possibly offer an alternative request)