

FACILITATOR CHEAT SHEET

Saying 'No' Role Play Exercise

NB Before you do this exercise for the first time you will need to cut up the scenario cards and put them in envelopes provided!

This exercise is designed to get people thinking about how all sorts of conversations and pressures impact on their money. It explores saying *no* in different situations and how that might impact on their decisions and actions around money.

There are 8 scenarios in which one person is making a request (that has a financial impact but may not directly involve money) and the other person is resisting.

You can use this exercise in a number of ways:

Role play 1

Divide people into pairs and give them each a scenario envelope. Ask them each to take a card from the envelope without seeing the card the other has picked. Give each person a few minutes to read their card and think about the role play (be aware of anyone who may have problems reading their card). Then need to swap scenarios and who said yes/no so you will need to allocate the cards this time.

Role play 2

You as the facilitator play the person making the request, the group team up together to discuss how they would react to you and practise different responses. This works well where the group is less confident (and the facilitator enjoys role play!).

Group work

Split the group and give each a couple of scenarios (having read them out first). Ask the group to discuss what they would do in each scenario.

After this, ask for feedback:

- Were there particular scenarios people related to?
- Were there particular scenarios in which people found it harder to say no?
- Were there any particular tactics the *saying yes* role players found successful, why?

Consider either going through Saying *No* tips overleaf

Or

Do more scenarios/make up a scenario to practise dealing with certain situations

Saying 'No' Tips

Ask people to think about discussions that they have inside and outside of the home that they find difficult.

Discussion prompts:

- Which are more difficult – discussions with those we know or those we don't know or aren't related to?
- Why are these conversations difficult?
- Who are we thinking about when we have these conversations?
- Who is our priority and who should we be thinking about?
- How can we prepare ourselves mentally for these conversations to ensure that they go the way we want them to?

Some tips on saying 'no':

- Be clear in your mind about what you want.
- Be clear that you are not going to sign up to anything/agree to anything you don't want to. If you wanted this service, you would go access it yourself.
- Be brave!
- Short, simple sentences.
- Don't make excuses- just say: "I am not interested" or "I don't want to"
- Repeat back what is being said/asked to buy time
- Walk away
- Don't think you have to be *nice* or please people
- Be solution focussed
- Be prepared when answering the door, phone, or side stepping sales people on the street and in shops!!
- Be prepared for when family or friends might pester you, be ready to suggest the conversation takes place at a time that suits you
- Be clear on your rights- if you have registered with the telephone preference service it is illegal for people to contact you.
- Put up signs - NO hawkers, circulars or sales people please!!