

Just Say No!

> For most of us, saying no can be extremely difficult—particularly saying no to our bosses when they set that “new” project on top of the stack of existing ones.

It is natural to have a desire to please and feel wanted by those close to us or in a position of authority. But, there are times we all must say no, in both our personal and professional lives. In business, we’ve all felt our knees weaken when a customer makes an unusual request where the appropriate response would be no. Under those conditions, saying yes can have pernicious consequences...

Finished with their first house of the day, two technicians were reeling in the pressure washer hoses on their truck, when they noticed a small bulge in the middle of one of them. Concerned, they called their scheduling boss to find out what he wanted them to do. The maintenance supervisor got on the phone and told them to take the hose off the reel and go to the shop where they purchased it to get it fixed. Angrily, he added that he didn’t know what they had done to his new hose, but he wasn’t going to get his “butt chewed” for spending money needlessly. He also informed them, in no uncertain terms,

that either the hose would get fixed, or they would need to look for new jobs. They quickly removed the assembly and rushed to the hose shop.

When the two technicians arrived, they plopped the hose on the counter and said they needed it repaired. The counter person chuckled and replied, “That’s not happening!” Alarmed, the technicians explained that they had been given strict orders to get



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this fixed immediately. His response was that he had just gotten back from a workshop where one of the topics was “what to do” and “what not to do,” and that this definitely falls under the “not to do” category. These hoses have special fittings, they’re bought pre-made from the manufacturer, and it takes up to a week to get them in.

While taking the scenic route back to the shop and discussing their future employment options, the two “defeated” men noticed a sign on a building that read, “Hose assemblies made or repaired while you wait.” Certain that this must be divine intervention, they pulled into the parking lot, grabbed the hose and ran inside. When they explained their predicament to the salesman, he told them what they had

already heard before. Seeing how desperate they were, however, he said that he would give it a shot.

When the supposedly “successful” repair was completed, the relieved technicians called their scheduling boss,

“repair” on the other hose let loose! With blinding speed, the hose whipped his legs out from under him, breaking one and severely lacerating the other.

Saying yes to a child’s teary-eyed plea or a customer’s insistent request

In business, saying no to potentially dangerous situations is the act of a good corporate citizen.

and then moved on to the next home. When they arrived, one technician attached cleaning wands to the hoses on both reels and uncoiled the “repaired” hose, while the other started the pump motor. He hurriedly grabbed the wand on the other reel, while running toward his workmate who had already started spraying the house. Just then, the

can produce less than desirable results. In business, saying no to potentially dangerous situations is the act of a good corporate citizen who cares more about his customer’s future and well-being than about the immediate reward of the sale. —

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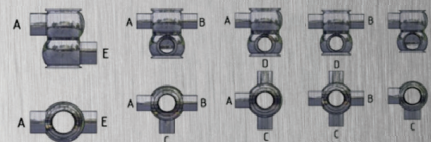
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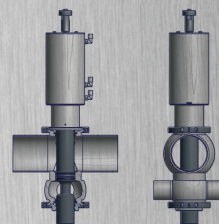
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