



# YES IS THE ANSWER WORKBOOK



**BE CONFIDENT | BE EMPOWERED | LEAD FROM THE HEART**



# STRATEGY

## WHAT ARE YOUR HARD NOS?



Think of four hard no questions that your team struggles to respond positively to, then use these workbook pages to turn that NO into a YES! Be proactive, own, and take back your day!

Here are some ways to discover your team's hard nos. Look at your mobile chat, GSS reports, or shadow at the front desk and listen for when someone says, "no, unfortunately, or I'm sorry."

1. Hard No:

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2. Hard No:

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3. Hard No:

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4. Hard No:

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# Stand Tall

BE CONFIDENT



## STRATEGY—TURN YOUR NO INTO **Yes!**

Now that you have discovered some of your hard no's, it's time to practice how you will turn them around using the four steps to YES!

### QUESTION ONE

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Make Friends First:

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What You Can Do:

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Offer Options:

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Be Creative:

---



# Stand Tall

BE CONFIDENT



## STRATEGY

# TURN YOUR NO TO YES!

Now that you have discovered some of your hard no's, it's time to practice how you will turn them around using the four steps to YES!

## QUESTION TWO

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Make Friends First:

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What You Can Do:

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Offer Options:

---

Be Creative:

---



# *Stand Tall*

BE CONFIDENT



## STRATEGY

# TURN YOUR NO TO YES!

Now that you have discovered some of your hard no's, it's time to practice how you will turn them around using the four steps to YES!

## QUESTION THREE

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Make Friends First:

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What You Can Do:

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Offer Options:

---

Be Creative:

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# *Stand Tall*

BE CONFIDENT



## STRATEGY

# TURN YOUR NO TO YES!

Now that you have discovered some of your hard no's, it's time to practice how you will turn them around using the four steps to YES!

## QUESTION FOUR

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Make Friends First:

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What You Can Do:

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Offer Options:

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Be Creative:

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# TAKE ACTION!

AN INCH OF **MOVEMENT** WILL BRING YOU CLOSER TO YOUR GOALS THAN A MILE OF **INTENTION!**

*Energy* X  
*Execution* =  
**RESULTS!**

*Be Confident - Be Empowered - Lead From The Heart*

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