

The 6 Clarity Questions



The essential questions to help make informed decisions about taking on additional tasks.

Hey there!



Ever felt like you're drowning in tasks but can't seem to muster up the courage to say "no" when more work comes your way?

You're not alone.

This guide is here to help you navigate the often uncomfortable terrain of turning down work tasks while still protecting those valuable work relationships.

Stay Well,
Niamh

Why Saying “No” is Essential

Let's be honest. Saying “no” at work is a challenge for many. There's often a fear of missing out on opportunities or looking like you're not a team player.

On the other hand, constantly saying “yes” can lead to burnout and decreased performance.

But it is possible to say no at work, without burning bridges or burning out. The following questions will help you make the best decision about taking on additional tasks.

The 6 Clarifying Questions

Before you blurt out a "yes" or a "no," pause and consider the task at hand. Ask yourself these six clarifying questions to get a better sense of what you're getting into.

THE URGENCY QUESTION

Question to Ask

"When is this due?", "When will this be used?"

Separate the urgency from the person's tone. Don't let someone else's rush dictate your pace. Understanding the true deadline can help you decide whether to jump in or take a step back.

THE IMPACT QUESTION

Question to Ask

"What will happen if this doesn't get done?"
"What's the next step after this work is complete?"

Knowing the impact of the task helps you gauge its importance. Is this a must-do, or is it something that feels urgent but doesn't move the needle much? Make your decision based on its actual relevance.



THE SPECIFIC NEEDS QUESTION

Question to Ask

"Which part of this do you need the most help with?"

Turns out, you don't always have to do it all. Sometimes, providing a helping hand in one area is all that's needed. So get to the core of what's truly required.

THE UNIQUE VALUE QUESTION

Question to Ask

"If I can't do this, is there someone else who can help?"

Are you the go-to person because you're convenient, or because you bring something special to the table? Know why you're being asked. This can change how you view the request.



THE LEVEL OF EFFORT QUESTION

Question to Ask

"What work has already been completed for this?"

Don't assume you have to build Rome in a day. See what's already in place. Maybe you can use existing resources or piggyback on someone else's efforts.

THE COST TO YOU QUESTION

Question to Ask

"If I do this, then X won't get done this week.
Which is more important?"

Everything comes with a price, even saying "yes." Make sure everyone understands the trade-offs involved in your decision to take on a new task.

Let's wrap it up

Remember, asking these questions doesn't just help you; it helps the requester clarify their needs. Everyone wins.

Here are a some final thoughts on saying yes or no at work.

- Be Realistic: Review your workload before making a decision.
- Be Direct but Respectful: Honest communication is key. If it's a "no," explain why.
- Offer Alternatives: Maybe you can't do the task but can offer some other form of help.

I hope you find this guide helpful. Feel free to share it with anyone you think could benefit.

If you want more tips on how to make your workday better, follow us for more resources.



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