



WELCOME TO
THE 2019 FRPA
CONFERENCE!



How “YES” Can Change Your Business

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LEARNING OBJECTIVES



- Understand the psychology of why saying “no” becomes a habit
- Identify opportunities in our daily business interactions to say yes – including when you need to change consider a policy change
- Outline a plan to start saying “YES” that will still allow you to uphold facility guidelines, safety, and your personal sanity

Welcome!



- Thank you for having me!
- Tell me about yourselves. . .
- Today's Plan
 - A Quick Story
 - The Psychology of Saying "No"
 - How to Change Your Mindset – Saying "YES" in Your Business

A Quick Case Study



Before We
Go On,
Consider This



**How many of you have a
hard time saying no to “little
favors” or extra tasks?**



The Cost of Saying “Yes”



- We say “yes” **because it’s easy!**
- The positive pay off of “yes” with our co-workers has a cost
 - Not finishing our own work on time
 - Extra hours
 - Added stress
- There is power in saying “no” when “yes” pulls us off course

**Now think about dealing with our
guests:**

**How many times do you
think your team says “no” in
a single day?**

The Cost of Saying “No”



- We say “no” **because it’s easy!**
- The positive pay off of “no” with our guests (and subordinates) also has a cost
 - Lowered satisfaction
 - Higher stress for our team
 - Conflict
- BUT, there is power in saying “yes” when “no” pulls us off course

What is Your Course?

Mission . Vision . Values



A Little About “NO”





A Little About “No”

- Think about a someone who always says “no”
- In authoritarian positions, saying “no” requires
 - No effort
 - No cost
 - No risk of failure



A Little About “No”

- Things we really know (i.e. *research!*)
 - When the ratio of positive to negative interactions in a marriage falls below five to one, divorce is far more likely. (John Gottman)
 - Feature Deletion is a real thing
 - Negative language hinders communication
 - Causes confusion, poor self image, and feelings of defeat
 - Adds blame and encourages a negative outcome
 - Pessimism is contagious

Saying “YES” As a Leader



Leadership & “YES”



Saying “yes” creates an open and empowering culture

Your team is more likely to bring new ideas

Your team is more likely to make their own decisions



When you do say “no”, it carries more weight

**Let me be clear:
You don't need to say
"YES" to everything!**





William N. Finley IV
@WNFIV

So Fyre Fest is a complete disaster. M
chaos. No organization. No one knows
to go. There are no villas, just a disaster
city.



RETWEETS 1,517
LIKES 3,300

12:51 AM - 28 Apr 2017



William N. Finley IV
@WNFIV

Following

Expectation vs. Reality
#fyre #fyrefestival



school bus, which we had to get off at one
point so it could make it up a hill #fyrefestival



Leadership & “YES”



- Instead of saying “NO”, approach with an attitude of learning
 - Tell me why you think that’s a good idea?
 - How do you think this will help us achieve our goals / serve our community / improve our processes?
 - What roadblocks do you see if we do this?

Leadership & “YES”



○The Goal

- Allow your team to feel heard and valued
- Help them understand the decision-making process
- Help you both understand the nuances of their process
- Lead to discussions about a different solution
- Align future suggestions with Vision / Mission / Values
- Enables & encourages your team to grow and develop

Leadership & “YES”



Always “Yes, and...”



Never “Yes, but...”





Leadership & “YES”



Consider a
“Yes, and. . .”
Activity

So Many
Opportunities
for “YES”



Opportunities for “YES”



Tell me about some of the times
your team has to tell users “NO”.

How can we reframe to “YES”?



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