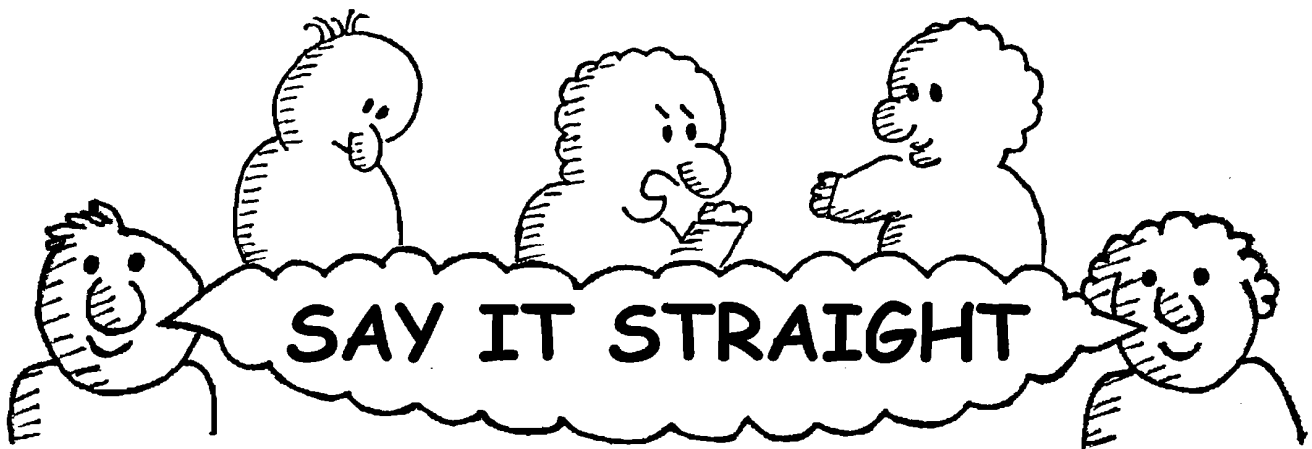
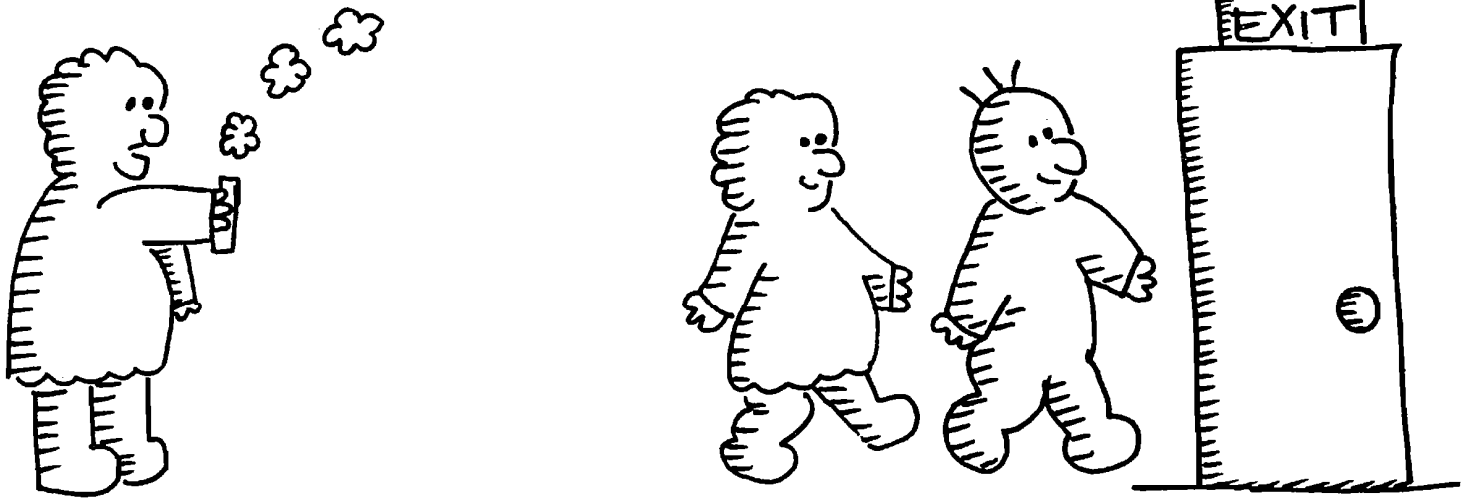
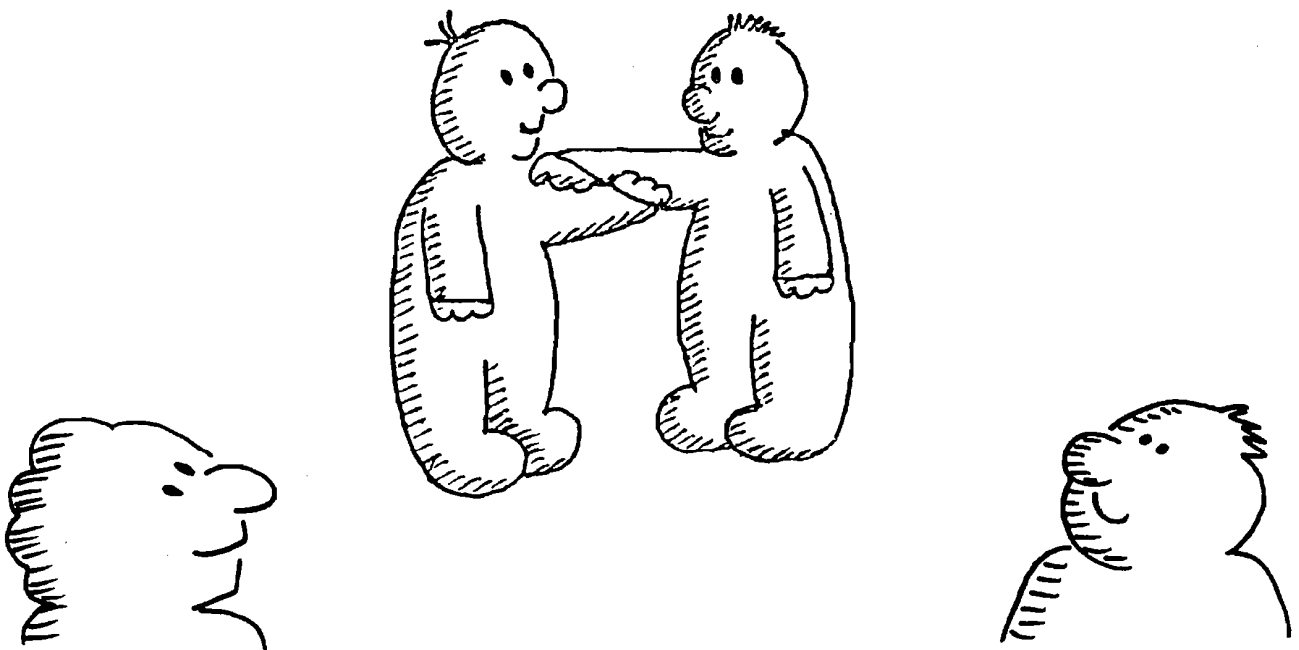
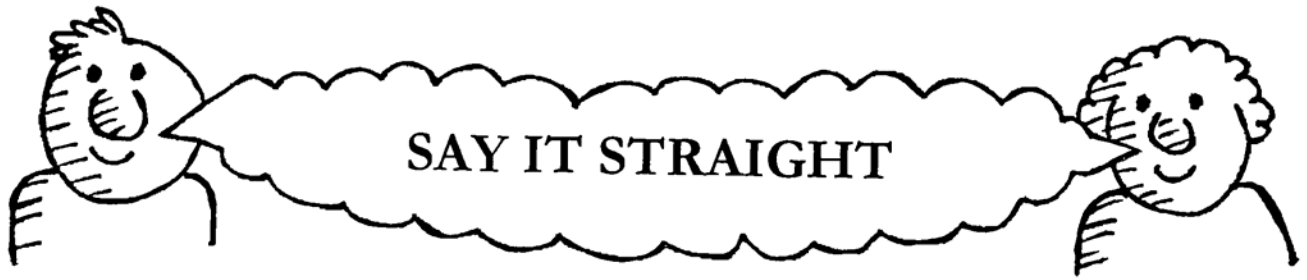


NAME \_\_\_\_\_



**TRAINING IN STRAIGHTFORWARD COMMUNICATION**  
**BY**  
**Paula Englander-Golden**





## MAKE YOUR "YES" REAL AND YOUR "NO" REAL

Have you ever found yourself in a situation where you very much wanted to say "no," you knew that saying "no" was the right thing to do, but you said "yes" instead? What was such a situation? What was your reason for saying "yes" and how did you feel?

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