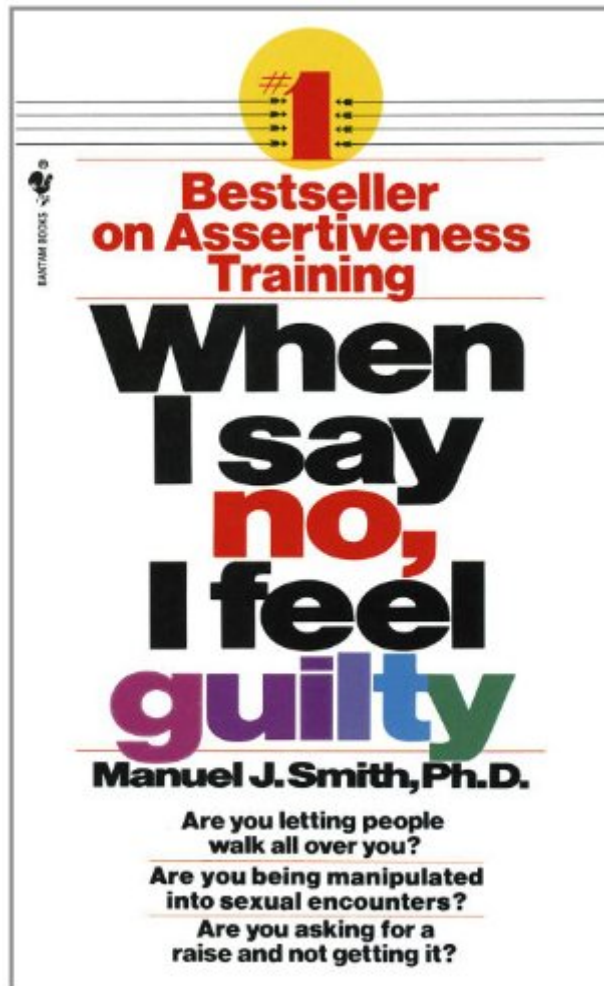


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# When I Say No, I Feel Guilty



## Synopsis

The best-seller that helps you say: "I just said 'no' and I don't feel guilty!"  
Are you letting your kids get away with murder?  
Are you allowing your mother-in-law to impose her will on you?  
Are you embarrassed by praise or crushed by criticism?  
Are you having trouble coping with people?  
Learn the answers in *When I Say No, I Feel Guilty*, the best-seller with revolutionary new techniques for getting your own way.

## Book Information

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## Customer Reviews

While based on solid theory, this book teaches practical skills that you can use immediately. You'll find yourself comfortably using some techniques well before you even finish the book. This book impressed me when I first read it 25 years ago. And it has stood the test of time: I felt amazed at how much more useful the techniques seemed when I reread it recently. A couple of points deserve emphasis:

1. In addition to teaching you how to say "no" without feeling guilty, the author masterfully teaches you simple, powerful techniques for keeping your cool while you're under attack.
2. This book plays an important role in the set of cognitive, emotive, and behavioral skills taught by psychologists such as Albert Ellis and David Burns. While books such as "A New Guide to Rational

Living" (Ellis) and "The Feeling Good Handbook" (Burns) contain tools that address a far wider range of problems, Smith's methods work far more rapidly, easily, and consistently for the challenges that this book addresses. I strongly recommend this book for anyone wanting to quickly and easily learn to (i) say "no" without feeling guilty and/or (ii) react coolly to attacks by others.

Many years have passed since I first bought and read Dr. Smith's revolutionary book. I have never found any techniques so universally applicable for dealing with people who don't care about fairness or my feelings. I have successfully used the broken record and fogging techniques to deal with manipulative relatives who want to tell me what to do "to help me" and self-disclosure and the broken record to convince store employees to accept back defective merchandise even if their store policy "doesn't allow" them to do this! This book taught me how to stand up for myself and stop trying to solve everyone else's problems (the store's agreement with a manufacturer or distributor) and focus on getting what I have paid for. I am smiling as I write this because I have just returned from a trip to a major toy retailer whose store manager refused to take back a defective stroller "because you don't have the box." Needless to say, after using Dr. Smith's methods, the manager gave me full credit on my credit card within fifteen minutes. I never needed to become unpleasant or raise my voice. Dr. Smith should be cannonized by the "doormats" of the world. You will be doing yourself a favor if you buy this book!

I am a psychologist working in a college counseling center, and this is the number one book on assertiveness that I recommend to my clients. Dr. Smith begins by describing "Your 10 Assertive Rights," a reminder that we all have a right to do such human things as say "I don't know" and change our minds. He then introduces various assertiveness strategies one by one, starting with the very basic skill of persistence (AKA the "broken record" technique). For each strategy, Dr. Smith presents a short dialogue vignette to help you better understand how to apply that technique to real life. Once he has thoroughly taught all of the individual techniques, Dr. Smith puts them all together and addresses assertiveness in different types of situations--ie, with your family members versus with your boss. This is a great book for anyone who is tired of not being able to say "no" and ready to learn how to change their behavior.

Back in August 1979, the beginning of my senior year of high school, one of my brothers came to visit Mom and me. This brother is 9 years older than me, and he watched as most of the adults in my life slowly squeezed "me" out of me. I was the "perfect" young woman; cooked, cleaned, fetched, and

carried for my older relatives. I dressed the way I was told (the way that they thought I should), behaved the way I was told (demure, and "ladylike"), and lived to their standards. If I ever behaved the way I really wanted to (free), the litany would start-- "After all we've given up for you-how you hurt us...etc.". My brother saw through the guilt trip I was on, and when he brought me to live with him, he made me read 'When I say NO, I feel guilty'. Well, no more! This book taught me that I can say "No thank you", and feel powerful because I am in control of my feelings and actions. Now, no one can 'make' me feel anything unless I want to! How free is that?!

I read this book 25 years ago. I used to do things for people that I didn't want to do...until I read this book. It changed me instantly. I put all the techniques to work and it really really worked for me. So why am I here after 25 years writing a review? Of course, apart from the fact that .com didn't exist then, I visited to get hold of the ISBN number for the book. One of my programmers, a very shy soft spoken person, was getting bullied by a fellow programmer. The first thing that came to my mind was the book; the book has made such an impact on me that till today I remember the title and author's name without a typo. If you want to stop doing things you don't want to do, then read this book...I don't care if there are any reviews for this book that are not so good, but just buy the book and find out for yourself. Money well spent....

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