

Your next conversation

One opening, one clear request, and room for the other person to answer.

01 What happened?

Describe what you observed, without guessing their intentions.

02 What do you want to say?

Choose the one thing you want this conversation to address.

03 What are you asking for?

Name a specific request, offer, or next step.

04 What if the reply is difficult?

Try acknowledging the reply while staying with your point.

05 When would you pause?

Give yourself a way to take time or end the conversation.

Say no without disappearing

A friend often asks for last-minute favors. Today they want help moving, but you need to keep your evening free.

A FICTIONAL EXAMPLE

Your opening

I know moving is a lot. I can't help tonight, but I hope you find someone.

Your friend

Even for an hour? I don't know who else to ask.

A possible follow-up

I can't make it tonight, even for an hour. I wanted to be clear so you can make another plan.

Make it yours

What can you honestly offer, and what is unavailable?

One follow-up you could honestly say

Practice is for your words, not predicting their reaction.

Try another route in the free web exercise.

Scan the code, or open getpretake.com/say-no-to-a-friend



Apologize without pushing for forgiveness

You cancelled dinner shortly before you were due to meet. Your friend had already made time for you.

A FICTIONAL EXAMPLE

Your opening

I'm sorry I cancelled so late. You'd already made time and left home, and I let you down.

Your friend

It's not just tonight. This happened last month too.

A possible follow-up

You're right that it has happened before. I'll stop agreeing to plans I'm unsure I can keep, and tell you earlier when something changes.

Make it yours

What happened, what did it cost them, and what can you change?

One follow-up you could honestly say

Practice is for your words, not predicting their reaction.

Try another route in the free web exercise.

Scan the code, or open getpretake.com/apologize-for-cancelling-plans



Ask what should come first

You are finishing a report due today. Your manager has added a presentation with the same deadline, and you cannot complete both to the expected standard.

A FICTIONAL EXAMPLE

Your opening

I can finish the report or the presentation today at the current scope. Which should I prioritize?

Your manager

They're both urgent. I need both today.

A possible follow-up

I can finish the report and a rough presentation outline today, or finish the slides and move the report to tomorrow. Which works better?

Make it yours

Which tasks conflict, and what are two realistic ways to handle them?

One follow-up you could honestly say

Practice is for your words, not predicting their reaction.

Try another route in the free web exercise.

Scan the code, or open getpretake.com/ask-manager-to-prioritize-work



Talk about the shared kitchen

Dishes have been left in the shared sink overnight several times this week. You want a workable agreement, not an argument about who is the tidiest.

A FICTIONAL EXAMPLE

Your opening

The sink has been full a few mornings this week. Could we both clear our dishes before bed?

Your roommate

I work late. I can't always do everything before bed.

A possible follow-up

Would clearing them before you leave the next morning work? I need the sink free when I make lunch.

Make it yours

What shared-space issue needs one clear agreement?

One follow-up you could honestly say

Practice is for your words, not predicting their reaction.

Try another route in the free web exercise.

Scan the code, or open getpretake.com/talk-to-roommate-about-cleaning

