

Wrong expectations of my TIME-BANK!

by Chipo Moyo

It feels good to always be available to assist everyone, to be the go to person. However, going the extra mile can have its own challenges.

Helping a colleague does not necessarily mean that you don't have much to do. It might mean that you manage your workload better. However, sometimes when dealing with colleagues you can only go so far and sometimes you could be taken advantage of because of your willingness to help.

How many of us understand that 'NO' is a complete sentence!

Have you found this to be true of you?

It is actually possible to politely say 'no' to a colleague and still keep good relations.



Do you agree with her?

I was chatting to a colleague and asked her view on this. Her attitude is that once you assist more than once it becomes an expectation to keep assisting. The way she deals with it is that she will assist once and then have a chat with them on how to manage their workload.

She believes that: "Don't give a man a fish, rather give him the fishing rod and teach him how to fish".

In a women's world, PAs might misinterpret your 'no' as you having a diva attitude. The way you say 'no' says a lot about you. That is why there is a saying that goes, "Diplomacy is a way of telling someone to go to hell that they look forward to the trip."

What do you think of this?

Instead of highlighting their weaknesses that cause them to be requiring assistance all the time, rather emphasise on how they can utilise their time in a more effective way.

It is not what you say but how you say it that can cause resentment and frustration in the office.

These are just a few ways to avoid bad vibes after saying no to assisting a colleague:

- It is important to listen and appreciate the challenges that cause them to be asking for help all the time. It may be that an extra resource is required.
- Let them know and understand your situation. This will give her an appreciation of why you are unable to assist anymore.
- Open and honest conversation is crucial.
- Offer advice on how they can overcome this challenge.
- Avoid negative statements during the conversation.
- After all has been said and done there are still those that will still judge you for saying no.

Could that be you?

I hope you have enjoyed going through this topic with me.



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**She believes that:
A positive attitude makes a difference
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