Saying No to Power
A must have skill for a Compliance Officer
Why does it matter?
Be prepared!

1. Agree to disagree
2. When to disagree
3. Earn the right to disagree
4. Ask for permission
5. Don'ts to keep in mind
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2. When to disagree
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Agree to Disagree
But what if you don't get it?
Preparing to Disagree

"Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment."

Benjamin Franklin
"Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment."

Benjamin Franklin
Pick your battles wisely
Don't sweat the small stuff
The Power of Saying NO

- Be willing to admit mistakes
- Acknowledge your bias
- Earn the right to disagree
- Develop history of ethical decisions
- Develop history of success
- Be open-minded & independent
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THE POWER OF SAYING NO

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- Earn the right to disagree
- Develop history of ethical decisions
- Develop history of success
- Be open-minded & independent
Don't confront when angry
Don't confront during a meeting
Don't disagree with every little thing
Don't get personal
Don't use email
1. Acknowledge the decision maker
2. Acknowledge shared goals
3. Be empathetic
4. Explain the consequences
5. Discuss the facts

Trust
- integrity
- sincerity
- reliability
- commitment
- consistency
- competence
Is it too late?
Explain that you accept the decision.

Still okay to ask:
- What facts led to the decision?
- How was the decision made?
- Is there opportunity for additional input?
  - Timing is key
  - Is there opportunity for compromise?

Is it too late?
Why is it so difficult?
Why is it so difficult?

The solution or rationale sounds reasonable.

- No such thing as 100% compliance
- No one expects 100% compliance
- Customers expect results, missions to fulfill
- Greater good
I DON'T BELIEVE IN ETHICS ANYMORE.

AS FAR AS I'M CONCERNED, THE ENDS JUSTIFY THE MEANS.

HEY!

WHY'D YOU DO THAT?!!

YOU WERE IN MY WAY. NOW YOU'RE NOT. THE ENDS JUSTIFY THE MEANS.

I DIDN'T MEAN FOR EVERYONE, YOU DOLT! JUST ME!

AHH...
Why is it so difficult?

Your boss or others know more than you.
Why is it so difficult?

Fearing:
- losing a coveted assignment
- losing respect
- losing a promotion
- losing your job
Why is it so difficult?

Desire to get along.

- You don't make enough to deal with the problem
- Go along to get along
- Making waves
- "CYB"
Why is it so difficult?

Desire to get ahead.

If we do that, then Enron will become the leading company in the world.

If you have to agree to advance, you do what it takes.

You are only following orders.
To be happy is to wisely use the power of saying NO to some people. Don't be afraid to disappoint people who only conveniently remember you when they want something from you.

-Dodinsky

Your conscience will get the better of you.

People who push your boundaries are not likely to do so only once...

When they realize you are willing to play ball, they will keep coming back.
have the power to say,
"This is NOT how my story will end."
have the power to say, "This is NOT how my story will end."
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THE POWER OF SAYING NO
Thank you!