

## Real Talk #020 – How to say no

### Episode description

Andrew and Suzanne teach you how to say no in this Real Talk episode!

### Fun fact

Even native English speakers sometimes feel anxious when having to say no to a request or an invitation. In fact, there are tons of self-help articles giving tips about how to refine this interpersonal skill!

### Expressions included in the study guide

- To turn [someone] down
- To fall through
- It's just not gonna happen
- To get shut down by [someone]
- To not be into [something or someone]
- I wish I could help, but I can't
- To do [someone] a solid
- A double shift
- From the get-go
- I'm not able to do that, sorry



## Transcript

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Note: The words and expressions that appear in **bold text** within the transcript are discussed in more detail in the Detailed Explanations section that follows the transcript.

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Andrew: You're listening to the Culips English podcast. To download the study guide for this episode, which includes the transcript, detailed vocabulary explanations, real-world examples, and a quiz, visit our website, Culips.com, C-U-L-I-P-S.com.

Hey everybody. My name is Andrew.

Suzanne: And I'm Suzanne.

Andrew: And you're listening to Culips. Hey, Suzanne. How are you?

Suzanne: I'm well, Andrew. How are you?

Andrew: I'm doing pretty well. What's new Sue?

Suzanne: Well, I've been pretty exhausted lately, working really hard, and I just had to cancel on some evening plans for Friday night.

Andrew: Well, if you're working hard, maybe you're quite tired. This makes a lot of sense.

Suzanne: Yeah, it's true. I would rather rest and catch up on some Netflix, but I felt kind of weird in how I said no to my friends. And maybe ... I don't know. I should have emailed them or called them, or I'm not really sure. I felt like I was a little clumsy in saying no.

Andrew: Saying no to somebody who asks you for a favour or invites you to do something can be really, really challenging, and it's something I don't like to do very much. And I think it's actually pretty common to not like **to turn people down**. We wanna make other people happy, right?

Suzanne: Totally.

Andrew: But sometimes, you have to practice some self-care. Take care of you. And actually, Sue, it's funny that you shared this story with us because, today, we are going to look at exactly this skill: how to say no in English without being a jerk, without being rude.

Suzanne: Yeah, that sounds like a great episode.

Andrew: Yes, so guys, if you didn't know, you're listening to Real Talk. And this is the Culips series where we teach you the English expressions, language, vocabulary, and culture tips that you need to know for real-world situations. So if you're visiting or living in an English-speaking country, this will be especially applicable to this situation.

Suzanne: Today, we're going to explore how to say no without being a jerk.

Andrew: Exactly, and guys, if you wanna get the most out of your time today, head on over to Culips.com to get the study guide for this lesson, all right? You'll get the transcript, detailed vocabulary explanations, real-life examples, and a comprehension quiz in the study guide. It is totally awesome! Once again, visit Culips.com to get it right now.

Suzanne: For today's episode, we plan to listen to three short conversations where someone says no to someone else that asks them a favour. And then, we're going to break down how each speaker declines the favour.

Andrew: Yeah, that's right. Everybody says no, and we're going to really magnify in and examine how they say no—what expressions do they use, what cultural strategies do they use to save face and be polite, even though they are saying no to somebody. So three conversations and three breakdowns is the plan for today. So Sue, let's get right to it. Let's listen to that first conversation. And in this conversation, we hear a guy named Robby ask his friend Emma if he can borrow her car. Here it is, conversation one.

Robby: Emma, I've got a big favour to ask of you.

Emma: Uh-oh. OK, what it is?

Robby: Well, I'm planning to go to Toronto next weekend to watch a basketball ball game, but my ride **fell through**. I was wondering if I could borrow your car for the day? I'll take real good care of it.

Emma: I don't know if that's a good idea. I don't really feel comfortable letting you drive it.

Robby: Oh, come on! I'm a good driver. Hey, I'll even buy you dinner when I get back.

Emma: Oh, sorry, Robby, **it's just not going to happen. I wish I could help, but I can't**. Why don't you just take the bus or something?



- Andrew: OK, Sue, so we heard Robby **get shut down by his friend Emma** when he asked to borrow her car. And yeah, I don't really blame Emma because, if somebody asked to borrow my car too, even if it was a good friend, I don't know if I'd let them do it.
- Suzanne: Yeah, and so the first expression that Emma uses **to shut Robby down** is I don't feel comfortable letting you drive it, right?
- Andrew: I don't feel comfortable letting you drive it. I don't feel comfortable letting you drive my car.
- Suzanne: Yeah, or take it.
- Andrew: Yeah, or take it or drive it. This is a really good way to politely say that you don't want to do something, especially with responsibility attached to it or maybe a valuable item, like a car. You know, if something goes wrong, it's a really big problem, so this is how you can communicate that, "I don't feel comfortable letting you do [something], letting you drive my car." "I don't feel comfortable walking your dog." "I don't feel comfortable watching your kids," right? This is a good way to communicate that feeling.
- Suzanne: Yeah.
- Andrew: Even though Emma says she doesn't feel comfortable lending her car to Robby, Robby persists. He's like, "Come on," you know.
- Suzanne: Yeah, he doesn't get it.
- Andrew: He doesn't get it, so Emma wants to really firmly tell Robby no because he's not quitting. So how can we really give a firm no to somebody?
- Suzanne: Well, we make sure that they realize there are no holes. There are no possible little loop holes that they can try to maneuver. Close it down.
- Andrew: Exactly. And so Emma says, "Robby, **it's just not gonna happen.**" "**It's just not gonna happen.**" Now, Sue, you mentioned something interesting about this expression a little earlier on when you and I were talking. And you said that maybe you'd only use this with your close, close friends.



- Suzanne: Yeah, I would probably only use it with a specific group of friends. I don't even know if I would use it with my closest friends. It's more people who are kind of annoyingly persistent and don't take no for an answer. They don't pick up the clues, on "I don't feel comfortable letting you drive it." Most people, even my close friends, would get the hint and realize I'm **not into it**, and just walk away. But someone who's a little annoying maybe, or not necessarily annoying, but just doesn't take no for answer, you might need to say this kind of phrase. But for example, Andrew, I wouldn't say that to you. I know that you would understand, and take the clues if I said I'm not comfortable doing something.
- Andrew: Well, I certainly hope I would act that way.
- Suzanne: You're not taking my car dude.
- Andrew: Yeah, it's a really good way **to shut somebody down** after they're just not listening to you. You're saying no. They're not listening to you. Finally, you can say, "Yo, you know what? **It's just not gonna happen**, OK? Stop it. We're done here." I think, in this situation, it's a really useful expression.
- Suzanne: I also think that **I wish I could help, but I can't** is a really, really good expression, very useful because I could see myself saying, "I don't feel comfortable letting you drive it, sorry. **I wish I could help, but I can't.**" I think maybe I wouldn't always say **it's just not going to happen**, but I would definitely say, "**I wish I could help, but I can't**" because you're showing your intentions are good. And you really wanna support the person, but in this case, it's just not negotiable.
- Andrew: Absolutely. So to go back to the theme of this lesson, which is how to say no without being a jerk. Well, this is a really nice expression to use if you don't wanna be a jerk, "**I wish I could help, but I can't.**" "I wish I felt comfortable letting you drive my car, but I don't, so I'm not going to lend it to you." So **I wish I could help, but I can't** is a softening expression you can use just to convey that you empathize with the other person, but that you're still not gonna help them at the end of the day. Sue, why don't we listen to our second conversation example for today?
- Suzanne: Awesome.
- Andrew: And in conversation two, we're going to hear Stephen ask his co-worker, Janet, to cover his Saturday shift, OK? Stephen will ask his co-worker, Janet, to cover his Saturday shift.



Stephen: Janet! You are just the person I've been looking for.

Janet: Oh hey, Stephen. What's up?

Stephen: Well, I was hoping you could help me out. I just got tickets to see a concert on Saturday night, but the only problem is I'm scheduled to work. And you know what? I noticed that you're not working then. So hey, how about **doing me a solid** and covering my shift?

Janet: Yeah, **I'm not able to do that, sorry**. Saturday night is the only night I have to spend with my family, and that's my personal rule to never work on Saturdays. Sorry about that.

Stephen: Ah OK, well, yeah, I get it. No problem. I'll figure something out.

Andrew: OK, Sue. Let's take another look at this conversation, specifically when Janet gives her response to Stephen saying no she will not cover his shift. And first, maybe we should define this expression because maybe not everybody out there is familiar with it. What does it mean to cover somebody's shift?

Suzanne: Yeah, so when you work in, like, retail or the service industry, at like a restaurant or grocery store, maybe a clothing store, you usually work in shifts. And they usually last, you know, between 4 to 8 hours. And you punch in, so you take your card, you punch in or maybe you have a computerized punch in system, and then you punch out, right? So sometimes, I guess, if you work at a desk, you know, that kind of thing, you might have to stay late. The hours are more mutable. But when you work in, like, the service industry, you just clock in, you clock out, and you have a set shift.

Andrew: That is exactly right, and a lot of times, workers will trade shifts with each other to try and make their schedules a little more flexible. So if you wanna do something, but you have to work, you can just trade that shift with somebody else. Take one of their shifts in return. So everybody works the same amount of time, but you get the time off that you want. This is a really, really common strategy. I know when I was younger, and I worked in retail, my co-workers would ask me all the time, "Andrew can you cover my shift?" "Hey buddy! You're looking good today. Hey, oh, you wanna take my shift?" This kind of request I heard often.

Suzanne: Yeah! Yeah, we used to say, "Hey, you wanna pick up a double?" Because that means you can take my late shift and work the whole day and make extra cash. So you pick up **the double shift**.

Andrew: Right, but often you don't want to do that. And we heard Janet, in this example, turn down that request. And let's listen to her say no one more time.

Suzanne: Yeah.

Janet: Yeah, **I'm not able to do that, sorry**. Saturday night is the only night I have to spend with my family, and that's my personal rule to never work on Saturdays. Sorry about that.

Andrew: So Sue, the way that she started was to say, "**I'm not able to do that, sorry**." She gave an extremely firm, right to the point answer.

Suzanne: That's right, she did. She made it clear **from the get-go** that she was not able to do the shift.

Andrew: If you just say no, it's way too rude. So the way to not come across as a jerk here is to say something a little more polite than straight up no, right? So she says, "**I'm not able to do that, sorry**."

Suzanne: Right.

Andrew: And then she gives a reason why, saying that Saturday night is family night, and she has a personal rule that she doesn't work on Saturdays, and that she's sorry. So she again is showing empathy. She's ending the conversation politely, but she is being firm and saying no at the same time.

Suzanne: Does she need to give all of those reasons?

Andrew: It's a good question. I don't think personally that she has to. I think this is optional. You know, it doesn't matter what the reason is. If you don't wanna do something, you don't have to do it. So you could just say, "**I'm not able to do that, sorry**."

Suzanne: Yeah.

Andrew: It's all right, but I think if you leave it at that, maybe people think you're a bit of a jerk. Oh, why? Oh, she doesn't wanna do it. You know, you might think like this.

Suzanne: Yeah.

Andrew: So this is why I personally try to give a reason, but not too detailed. And if I don't have a reason—you know, I don't wanna lie and make an excuse—if I don't have one, then I'll just say, "I don't wanna do that. I'm sorry, but I don't." Or "**I'm not able to do that. I'm sorry**." And just leave it at that.



Suzanne: I think also when you work with the same people for a while, you want to be up-front and honest, and chances are they are gonna know about your life more than just a stranger. So you can give those reasons or information, right? So when you are working in the service industry and had to change or switch shifts, your friends probably knew that, you know, you were in a band or you were going on vacation because you probably talked about it during work. So chances are they know about your life, but it really depends on the person, if they're the kind of person who wants to give reasons or maybe they don't. You know?

Andrew: Yeah, and a reasonable person will understand that. So I think the take-home point from this conversation is the expression, **"I'm not able to do that, sorry."**

Suzanne: Yeah.

Andrew: OK, it's polite. It's firm, and if you want to give a reason why, you can, but if not, that's fine too. A reasonable person will just accept that answer.

Suzanne: Yeah, that's great.

Andrew: All right, Sue. Let's finish up this episode with our third conversation example today. And in this conversation, Jess asks her brother-in-law to help her plan a birthday party for her husband. Here we go.

Jess: You know, your brother's birthday is right around the corner.

Brother: Yeah, that's right. It's only a couple weeks away, I guess. Wow, I can't believe he's turning 40.

Jess: I know. I was thinking about throwing a big surprise party for him.

Brother: Oh my God! He'll love it.

Jess: I know, right? The only thing is I'm terrible at throwing parties. Do you think you could help me with the planning? Your parties are always so fun.

Brother: Ah well, you know, I'm flattered that you asked me, honestly, but work is crazy right now. I don't think I have time to help. I'm sorry. Why don't you ask David instead? He throws great parties too, and I'm sure he'd love to help you.

Jess: You know what, that's not a bad idea.

Andrew: All right, Sue. Let's take a close look at conversation three here. What expression was used when he said no to helping with the party planning? How did he say this?



- Suzanne: Well, it was interesting because he started off by being grateful or showing gratitude, right? "I'm flattered that you asked me," right? "Thank you for thinking about me," or he's, like, saying like, "Thanks so much for asking. Thanks for asking, I'm flattered that you asked." And that's always a really good way to start off a no.
- Andrew: Yeah, flattered here means that you're really, really touched, right? You're like, "Oh, thank you!" Like, "It's so kind of you to think of me." Like, "You enjoy my parties. You think that I'm good at throwing parties, and that's touching. That makes me feel good, so thank you for that, but no. I'm busy at work."
- Suzanne: Yeah, and that's interesting, right. That second thing that he says. He says, "I'm super busy right now. Work is really busy right now." What do you think about that, Andrew?
- Andrew: If we compare it with the second example that we listened to just a moment ago, it's really the opposite, right? In the second example, we heard a really detailed explanation about why she couldn't cover the shift, and here we have a really vague excuse. There's no detail. It's just, "Oh, I'm busy with work, sorry." So, it could be true, this excuse. It could not be. But does it matter? Not really. So this is just another example of how you can turn down a request. And to finish it, he deflects to somebody else, this poor guy David, because he says, "Why don't you ask David? He's also good at throwing parties." And this could be something that you do honestly or could be just a strategy for saying no. But you can deflect to somebody else. Maybe you know somebody that would actually be more helpful for this situation, and you could say, "Oh, why don't you ask this person instead?" Because maybe they can help you, or maybe they can be more helpful. And this is something that I think just brings a polite conclusion to the act of saying no, so that you don't seem mean because you're actually trying to help them, right?
- Suzanne: Yeah.
- Andrew: You're saying, "I can't do it, but maybe this person can. Go talk to them. This is my way of helping you."
- Suzanne: Exactly. You're offering a solution.
- Andrew: Exactly. That's what it's all about. Sue, I think we will wrap it up right here. That's it for today.
- Suzanne: That's great.
- Andrew: So guys, thank you for listening. We really appreciate it. Again, our website is Culips.com, and that is the place where you can download the study guide for this episode.

Suzanne: Yes, and remember that we're on Facebook at [Facebook.com/CulipsPodcast](https://www.facebook.com/CulipsPodcast). And feel free to leave us a message, or make a comment in the comments section. We love to hear from you guys, and you can also get in touch with us directly by emailing [Contact@Culips.com](mailto:Contact@Culips.com).

Andrew: That's right. We will be back with another brand-new episode soon. So we'll talk to you then. Bye guys.

Suzanne: Bye.

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## Detailed Explanations

### To turn [someone] down

In this episode, Andrew mentions that he doesn't like **turning people down**. When you **turn [someone] down**, you reject a request, proposal, or invitation from someone. In other words, you tell them no.

When someone **gets turned down**, they are rejected by the person that they asked a favour of or invited to do something. When this happens, they often feel sad. So this expression carries a depressing or pathetic nuance. If you **turn [someone] down**, you are likely to hurt someone's feelings or make them feel sad.

Here are a couple more examples with **to turn [someone] down**:

Melanie: A creepy co-worker of mine asked me out on a date last night.

Jerry: Really? Are you going to go out with him?

Melanie: No way! I **turned him down** right away.

Jerry: Good call. Dating a co-worker is never a good idea.

Sarah: Do you want to get married?

Rose: Maybe one day, but not for a little while. I was proposed to once, though.

Sarah: Really?

Rose: Yeah. When I was 19, my high school boyfriend asked me to marry him.

Sarah: And you **turned him down**?

Rose: Of course! I was way too young to get married. Looking back now, I made the right decision.

## To fall through

In this episode's first dialogue example, Robby asks his friend to borrow her car. He wants to borrow her car because he needs to drive to Toronto. Originally, he had a ride there, but that **fell through**, so now he needs to make a different plan.

When something **falls through**, like a plan, arrangement, or business deal, it doesn't happen or fails to materialize. In other words, Robby's arrangement to get a ride to Toronto got cancelled, and now, he's trying to make a new arrangement by borrowing his friend's car.

**To fall through** is a very common and casual English expression, so we recommend learning it.

Here are a couple more examples with **to fall through**:

Charlie:	I've got bad news.
Norma:	Oh no, what's wrong?
Charlie:	The plans for the road trip <b>fell through</b> .
Norma:	That sucks.
Charlie:	Yeah. Paul said that he can't take time off work.
Norma:	I guess that without his car, we can't go.
Charlie:	He said that he can probably go later this summer instead.
Norma:	I hope so! I was really looking forward to that trip.

Sophie:	Are you still planning to move to Vancouver after graduation?
Ted:	No, that plan <b>fell through</b> . My new plan is to work for a while to save up some money and then go backpacking through Europe.
Sophie:	That sounds awesome!

## It's just not gonna happen

One of the key expressions from this episode is **it's just not gonna happen**. In the first dialogue example, Emma says this expression to Robby when he doesn't take no for an answer and keeps begging to borrow her car.

Like Andrew and Suzanne explain in this episode, this is a very strong way to say no. It is usually only used when someone keeps bothering you and won't accept your refusal. When you need to make it clear that there is a 0% chance that you will agree to someone's request or invitation, you can say, "**It's just not gonna happen.**"

Here's one more example with **it's just not gonna happen**:

Lawrence:	Hey, Jenny. How about you and I grab dinner and drinks on Friday night?
Jenny:	Lawrence, I've told you a million times that the answer is no. Didn't you get the message? <b>It's just not gonna happen!</b> I've got a boyfriend, and even if I didn't, I still wouldn't go out with you.
Lawrence:	OK, OK. I won't bother you anymore.

## To get shut down by [someone]

In this episode's first dialogue example, Robby **gets shut down by Emma** when he asks to borrow her car. When someone **gets shut down by [someone]**, their request or invitation is strongly refused. In other words, Robby's request to borrow Emma's car is denied.

You might be wondering what the difference between **to get shut down** and **to get turned down** is. In fact, these expressions have almost identical meanings. The difference is that **to get shut down** is slightly stronger than **to get turned down**. When someone **gets turned down**, their request is refused. When someone **gets shut down**, their request is strongly refused.

Both **to get shut down** and **to get turned down** are frequently used expressions in casual English conversations.

Here are a couple more examples with **to get shut down by [someone]**:

Dave:	So I finally asked Annie out on a date yesterday?
Clark:	What did she say?
Dave:	Oh, I <b>got shut down by her</b> .
Clark:	Sorry, man. Don't be too sad. You'll find someone soon!

Becky:	I asked my professor for an extension on my paper.
Keith:	What did he say? I bet you <b>got shut down</b> .
Becky:	Yup. He said it's his policy to not give extensions.
Keith:	Well, I guess you better get started! The paper's due in 2 days!

## To not be into [something or someone]

**To not be into [something or someone]** means to not be interested in something or someone. In this episode, Suzanne uses the expression when she describes how her friends notice when she's **not into doing something**, and they don't consistently bother her with requests or invitations. In other words, Suzanne's friends are good at noticing when she is not interested in something or doesn't want to do something.

You may have heard of the expression **to not be into [something or someone]** before because it's found in the title of a popular self-help book and a famous romantic comedy: He's Just Not That Into You. What does this title mean? Well, it simply means that a guy is not interested in having a romantic relationship with a woman.

Like many of the expressions from this episode, **to not be into [something or someone]** is very common in casual, spoken English. It will make a great addition to your vocabulary, so be sure to learn it!

Here are a couple more examples with **to not be into [something or someone]**:

Pat:	Want to go to Jason's party tonight?
Sally:	Nah, <b>I'm not into it</b> . I think that I'm just gonna stay home and play video games or something.
Pat:	OK, that's cool. I'm going to go!
Sally:	Nice! Have fun!

Trisha:	I'm worried that Trent is going to ask me out on a date. He's been flirting with me a lot lately.
Vanessa:	Why are you worried about that? He's cute!
Trisha:	He's just not my type.
Vanessa:	OK, well, what if Cam asked you out?
Trisha:	<b>I'm not into him</b> either.
Vanessa:	Wow, you and I have very different tastes in men!



## I wish I could help, but I can't

The second key expression from this episode is **I wish I could help, but I can't**. In the first example, Emma says this to Robby when she shuts down his request to borrow her car.

As Suzanne and Andrew explain, this expression is useful and polite. It is a great thing to say to someone after you refuse a favour because it softens the impact of saying no.

Here are a couple more examples with **I wish I could help, but I can't**:

Jamie:	Do you think that I could get a ride home after work?
Ron:	Actually, I don't think I can give you a ride today. I'm heading to a friend's place right after work. <b>I wish I could help, but I can't.</b>
Jamie:	No problem! I can take the bus.

Wayne:	Hey, Cliff. I'm moving next week and could really use a hand. Do you think you could help me?
Cliff:	Sorry, man. I've got to work. <b>I wish I could help, but I can't.</b>
Wayne:	That's OK. I understand.

## To do [someone] a solid

In this episode's second dialogue example, Stephen asks his co-worker Janet **to do him a solid** and cover his shift at work. A solid is a big favour. So when you ask someone **to do you a solid**, you are asking someone to do you a big favour.

This expression is very casual and should be avoided in professional situations. However, it's great to use in everyday life.

Here are a couple more examples with **to do [someone] a solid**:

Scott:	Can you <b>do me a solid</b> ?
Mary:	Maybe. What do you need?
Scott:	I'm going to New York for a week, and I need someone to take care of my dog while I'm gone. Do you think you could do it?
Mary:	I'd love to! I love your dog!

Neil:	Thanks for helping me study for this exam. I'd be doomed without you.
Robert:	No problem. I'm happy to help.
Neil:	No seriously, <b>you did me a big solid</b> . After the exam, we're having pizza and beer, and it's on me.
Robert:	Well, I can't say no to that!

## A double shift

In this episode, Andrew and Suzanne talk about shifts at work. They explain that a shift is the period of time that you spend at work. Usually, shift work refers to work that is paid by the hour, as opposed to salaried work.

Suzanne mentions that when she was a waitress in New York City, sometimes her co-workers would ask her if she wanted to pick up a double. Here the double refers to **a double shift**. **A double shift** is two work shifts that occur back to back. So in a restaurant, **a double shift** would likely start at lunch and finish at the end of the night, after dinner is finished.

Here's one more example with **a double shift**:

Kyle:	Want to grab a coffee this afternoon?
Helen:	I'd love to, but I can't. I worked <b>a double shift</b> last night at the bar, and I'm exhausted.
Kyle:	No worries. Make sure to get some rest!

## From the get-go

**From the get-go** means from the very start. In this episode, Suzanne uses this expression when describing how Janet, one of the characters from the second dialogue example, denied her co-worker's request to switch shifts. Instead of thinking about this request for some time before saying no to her co-worker, Janet was clear **from the get-go** that she didn't want to take the shift.

So whenever you do something **from the get-go**, you do that thing from the very start or the beginning.

Here are a couple more examples with **from the get-go**:

Ginger:	This new way of organizing our account files is great!
Frank:	I know! It's so much easier to find what we need now.
Ginger:	Totally. I wish we had been doing it like this <b>from the get-go</b> .

Eric:	I can't wait to get home.
Sam:	Me too. This whole trip was a disaster <b>from the get-go</b> .
Eric:	If we ever go travelling together again, we're going to have to make sure that we plan it really well before we go.
Sam:	Yeah, no more free-spirited trips for us.

## I'm not able to do that, sorry

The third key expression from today's episode is **I'm not able to do that, sorry**. You can hear this expression in the second dialogue example in this episode, when Janet denies her co-worker's request to trade shifts.

As Suzanne and Andrew explain, this expression can be used when you need to firmly say no to someone. It comes in handy when you need to make it clear to someone that you can't agree to their request.

Here are a couple more examples with **I'm not able to do that, sorry**:

Doug:	Hey, I have a big favour to ask you. Can you give me a ride to the airport on Thursday morning?
Cindy:	Sorry, Doug. I drove one of my friends to the airport before and got stuck in traffic for over 2 hours on the way home.
Doug:	Don't worry about that. My flight is at 5 a.m. There will be no traffic then.
Cindy:	No, <b>I'm not able to do that, sorry</b> . You should just call a taxi or something.

Hannah:	Wanna grab dinner this weekend?
George:	<b>I'm not able to do that, sorry</b> .
Hannah:	Oh, come on! Not even a quick bite?
George:	I'm a married man, and I like to spend time with my wife on the weekend.
Hannah:	All right, I got it.

## Quiz

### 1. What is a solid?

- a) a chocolate
- b) a favour
- c) a smartphone
- d) a demand

### 2. True or false: To get shut down is a stronger expression than to get turned down.

- a) true
- b) false

### 3. What does it mean if you do something from the get-go?

- a) You never do that thing.
- b) You sometimes do that thing.
- c) You do that thing from the start.
- d) You recently started doing that thing differently.

### 4. If you ask your friend to see a movie with you, and your friend replies by saying, "I'm not into it," What does your friend mean?

- a) Your friend wants to see the movie with you.
- b) Your friend isn't interested in seeing a movie.
- c) Your friend already saw the movie.
- d) Your friend has other plans.

### 5. Which of the following three ways to say no is the strongest and firmest?

- a) It's just not gonna happen
- b) I wish I could help, but I can't
- c) I'm not able to do that, sorry

## Writing or Discussion Questions

1. Have you ever worked a double shift? What was it like?
2. Talk or write about a time that you did someone a solid.
3. Has one of your plans ever fallen through? What was the plan? How did you feel afterwards?
4. In this episode, Suzanne mentions that she feels bad if she says no when her friends invite her to do something. How do you feel about saying no? Do you say no easily, or is it difficult for you to say no?
5. Have you ever been shut down? Talk or write about the experience.



## Quiz Answers

1.b    2.a    3.c    4.b    5.a

### Episode credits

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