# When You Have to Say No

CONFIDENCE CORNER

*Keep their trust when you can't give them what they ask for.*

## 01 The 3R Framework — Say No, Then Offer What You Can

Use this when a client asks for an extraction, a treatment that isn't safe for their skin today, or a stronger service "just this once." Adjust the wording so it sounds like you.

**R — Recognize:** *"I know you want those gone, and I want to help."*

**R — Reason:** *"I'm not going to extract them today, because it can make the inflammation worse and leave marks."*

**R — Redirect:** *"Here's what I can do instead: calm the area with today's treatment, and give you one thing to use at home."*

***Skip: "I'm not allowed to." "It's against the rules." "Sorry, I can't." Give the reason that's about their skin, not the rule. Clients remember the reason.***

## 02 The Referral — When a Client Asks You to Diagnose

"Is this rosacea?" "Is this normal?" You can describe what you see and what you'll do about it. You can't diagnose or treat medical conditions, and scope of practice varies by state, so know yours.

**Try this:** *"I don't diagnose skin conditions, but I can tell you what I'm seeing, and I'd feel better if a dermatologist took a look. Today I can keep your skin calm. Would you like me to write down what I noticed so you can bring it with you?"*

**Refer when:** the area is painful, spreading, bleeding, or changing, it isn't improving, or you can't tell what it is. When in doubt, refer.

**Blank in the moment?** Use the APP Framework from CC-01, then check with your instructor or supervisor.

***Skip: "That looks like ___." "It's probably ___." "Try ___ on it." A guess sounds helpful, but it can be wrong, and it's outside your scope.***

## 03 The One-Note Answer — When a Client Wants One Product to Fix It

Breakouts and other stubborn concerns rarely have a one-product fix. Clients ask for one because they're tired of trying things. Give them one next step, not a lecture.

**Try this:** *"I wish it were one product. Breakouts usually have more than one cause, so we're going to start with one change and see how your skin responds. For now, [one change]. We'll adjust from there."*

**Follow up next visit with:** "What have you noticed? Any change in how new breakouts look or feel?"

***Skip: "This will clear you up." "Use this and you're done." Never promise a result you can't guarantee.***

**Saying no isn't the end of the conversation. It's the start of a better plan.**

*Professional insight, translated for real life.*

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