



# **MANUAL OF PHRASES**

**POWERFUL WAYS TO CREATE  
BOUNDARIES AT WORK**

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# **Introduction:**

## **The Importance of Boundaries at Work**

In the workplace, setting clear boundaries is one of the most effective tools for maintaining balance, reducing stress, and preserving our energy. However, many of us hesitate to say “no” or set boundaries because we fear appearing rude, unapproachable, or even insecure. In this guide, you will find assertive phrases and strategies that will allow you to communicate your boundaries in a professional and effective way, without damaging your relationships with colleagues and managers.

Creating healthy boundaries isn’t just about protecting your time and energy, it’s also about fostering an environment of mutual respect and collaboration. Setting your own boundaries also helps others respect your priorities and needs, improving communication and productivity in the workplace.

### **How to Use This Manual**

This manual is designed to be a practical and straightforward guide. Each section contains powerful phrases for different situations, from setting time limits to managing conflict. The phrases are designed to be direct, respectful and effective, allowing you to reclaim your space and manage demands with confidence.

Remember that how you say something can have as much impact as the content of the sentence. When using these phrases, adopt a firm and respectful tone of voice, and choose the appropriate timing for each situation. Be prepared to adapt the phrases to your own language and context, making them more natural and effective.

This manual is your ally in creating a healthier and more balanced work environment. With these phrases, you will be prepared to preserve your limits and strengthen your professional presence in a safe and assertive way.



# Chapter 1: Setting Limits for After-Hours Orders

Working outside of work hours is one of the most challenging demands on our ability to create boundaries, as it can directly affect our downtime and personal lives. Below are some assertive phrases that can be used to decline requests outside of work hours in a professional and direct manner. These phrases will help reinforce your boundaries and protect your personal time, while maintaining respect and cordiality in the workplace.

## Response to Urgent Requests After Hours

### Example 1:

*“I understand the urgency, and I will do my best to resolve this during my work hours tomorrow. I will prioritize this task as soon as I am back.”*

### Example 2:

*“I understand that this matter is important. I am currently off duty and will return tomorrow to give you the necessary attention.”*

### Example 3:

*“I’m off the clock right now and need some time to recharge. I’ll be back in the office tomorrow and will give you the attention you’ve requested.”*

## When the Order Is Made Recurrently Outside of Business Hours

### Example 4:

*“I’ve noticed that requests have been coming in frequently outside of business hours. To ensure that I can give my full attention to what you need, can we accommodate this demand during my work hours?”*

### Example 5:

*“To ensure optimal productivity and meet all demands with quality, I am setting aside time outside of work hours to rest. We will align deadlines and set priorities within the schedule.”*

## When the Request Comes From Someone Who Repeatedly Doesn't Respect Boundaries

### Example 6:

*“I have noticed that some requests come in outside of business hours. I can meet all the necessary demands if we adjust to work hours, maintaining quality and respecting our schedules.”*

### **Example 7:**

*“I am committed to maintaining a balance between work and personal time to ensure productivity. To this end, I will follow the schedule defined during working hours.”*

### **Example 8:**

*“So that we can have a productive meeting, I suggest that we organize a time during office hours, where we can focus with all our energy and resolve issues calmly and carefully.”*

### **Example 2:**

*“To ensure my focus and energy, I am keeping office hours for discussions and meetings. Can we schedule a time tomorrow to work through this?”*



## ***Chapter 2: Dealing with Constant Interruptions While Working***

Frequent interruptions can compromise our productivity, cause stress, and disrupt our routine. To establish healthy boundaries and help your colleagues understand that you need uninterrupted periods to work, here are some assertive and polite phrases. These examples can be used to respectfully communicate that you need focused time to perform at your best.

### **Example 1:**

*“I’m focused on an important task right now. Can I help you with that after I’m done?”*

### **Example 2:**

*“I’m finishing up a project right now. As soon as I’m available, I’ll come by your desk and we can talk.”*

### **Example 3:**

*“I need some time to focus now to finish this task, but I’ll talk to you again soon.”*



## For Colleagues Who Interrupt with Personal Matters During Work Hours

### Example 4:

*“I love talking to you, but I need to focus on this right now. How about we continue at lunch?”*

### Example 5:

*“I’m trying to focus right now to finish my work. Shall we save this conversation for later?”*

## For Managers Who Need Your Attention Immediately

### Example 6:

*“Sure, [Name]. I’m finishing up a task that requires concentration and can meet with you in 30 minutes. Does that timeframe work for you?”*

### Example 7:

*“I’m in the middle of an important activity and, to ensure the best quality, I need to finish it without interruptions. Can I contact you as soon as I’m done?”*

## For Group Work and Collaboration Situations

### Example 8:

*“To stay productive, I tend to focus on one task at a time. Can I give you a detailed answer once I’m done with what I’m working on?”*

### Example 9:

*“I understand the importance of your question and I can contribute better after I complete my current task.”*

## For Texts and Calls in the Middle of the Afternoon

### Example 10:

*“I am in a period of concentrated work. As soon as I finish, I will return your messages.”*

### Example 11:

*“I’m in ‘focus’ mode to get through the day’s tasks. I’ll check my messages and get back to you after lunch.”*



## **Chapter 3: Setting Limits for After-Hours Orders.**

Setting boundaries outside of work hours is essential to maintaining a work-life balance. It's essential that your colleagues and superiors understand the importance of respecting this time, both for your mental health and for your productivity at work. Below, we'll look at how to use powerful phrases to politely decline or postpone requests made outside of your work hours.

## Refusing After-Hours Requests

### Example 1:

*“I understand the urgency, but since I’m off-hours right now, I won’t be able to deal with this until tomorrow. Can we schedule it for the start of work?”*

### Example 2:

*“I am committed to the quality of my work, so to ensure the best response, I will need to wait until tomorrow to give this my full attention.*

### Example 3:

*“This is my personal schedule, so I can’t accommodate your request right now. Can I help you starting at 9am tomorrow?”*

## For Managers Who Send Tasks Outside of Business Hours

### Example 4:

*“I understand the need to address this, but I need to respect my time outside of work. I will review this carefully early the next day.”*

### **Example 5:**

*“I am out of my working hours right now and cannot give the task the attention it deserves. When it is convenient, I can start tomorrow morning.”*

## **When They Ask for Your Help After Hours**

### **Example 6:**

*“I appreciate the trust, but I can't help outside of my hours. I'll be able to help tomorrow when I get back to work.”*

### **Example 7:**

*“I am currently on my personal break. I am happy to be able to help tomorrow with more focus and dedication.”*

## **For After-Hours Emails and Messages**

### **Example 8:**

*“Thank you for the email, but I am off-duty right now. I will respond as soon as possible, tomorrow during business hours.”*

### **Example 9:**

*“I understand your message, but I need to balance my personal and professional life. I will respond as soon as I start work tomorrow.”*

## **For Emergency After-Hours Requests**

### **Example 10:**

*“I understand that it may be urgent, but I am out of hours. Let’s schedule it for tomorrow, and I guarantee that I will give your request my full attention.”*

### **Example 11:**

*“To ensure that I can best assist you, I will need to address this during office hours. I will look into your request tomorrow.”*



## Chapter 4: Creating Limits with Excessive Workload

Too much work can often encroach on your personal time, affecting your mental health and performance. In this chapter, we'll learn how to set boundaries when you feel overwhelmed and how to communicate clearly and effectively that you can't take on more responsibilities without compromising your productivity and well-being.

### Recognizing Task Overload

#### Example 1:

*“Right now, I am completely full on my workload and cannot take on any more tasks without compromising the quality of my work. Can we discuss this for next week?”*

#### Example 2:

*“I understand the importance of this task, but I'm at the limit of my workload right now. Can I revisit this after I finish my priority tasks?”*

### **Example 3:**

*“I would like to help, but my current workload does not allow it. Let's schedule a time to discuss when I am available.”*

## **Asking for Prioritization When Tasks Pile Up**

### **Example 4:**

*“I currently have a few pending tasks, so I would like to know which one has the highest priority to ensure I meet your expectations efficiently.”*

### **Example 5:**

*“I need some time to finish what I'm already doing, so it would be great if we could reschedule or delegate some of these activities so I can focus on the more urgent ones.”*

### **Example 6:**

*“I'm trying to stay focused on priority tasks. Can we adjust the deadline or redistribute tasks so I can better meet your needs?”*



## When You Need Breaks to Recharge

### Example 7:

*“To ensure peak performance, I need to take a break before continuing with the workload. Can I return to this task after a 15-minute break?”*

### Example 8:

*“I’m at my limit right now, so I need a break so I can give my full attention to the rest of my tasks. After the break, I’ll be able to come back with more focus and energy.”*

### Example 9:

*“I understand there are a lot of demands, but to ensure everyone gets my best attention, I need to limit the number of requests I can handle at this time. Can we schedule a meeting to prioritize?”*

### Example 10:

*“I am currently involved in other projects and need to stay focused. If something is urgent, I can help within my time constraints, but we need to establish a more realistic deadline for other demands.”*

## Setting Time Limits for Meetings

### Example 11:

*“To maintain my work-life balance, I need to limit my meeting times. Can we schedule our discussions for a time closer to the end of the workday or early the next day?”*

### Example 12:

*“I have a heavy workload right now, so we need to plan meetings more efficiently. Could we squeeze all the necessary points into a 30-minute meeting?”*



# Chapter 5: Boundaries with Supervisors and Managers

One of the most delicate situations when it comes to setting boundaries at work is with superiors.

Knowing how to say “no” or ask for adjustments in a respectful way, without damaging your professional relationship, is essential. In this chapter, we explore how to handle these situations in a professional and balanced way.

## HOW TO REJECT REQUESTS PROFESSIONALLY

### Example 1:

*“I appreciate you trusting me with this task. However, my schedule is full at the moment, and to ensure I do a good job on the current tasks, I will not be able to take on any more responsibilities at this time.”*

### Example 2:

*“I understand the urgency, but I cannot accommodate this request at this time without compromising the quality of my work. Can we reschedule or delegate this task to someone else on the team?”*

### **Example 3:**

*“To stay focused on my priority tasks, I am unable to meet this demand. However, I can provide insights or support in the next step if needed.”*

## **ASKING FOR DEADLINE ADJUSTMENTS OR REPRIORITIZING TASKS**

### **Example 4:**

*“I am doing my best to meet the deadlines, but considering the multiple responsibilities I have, would it be possible to extend the delivery deadline to ensure the work is done with quality?”*

### **Example 5:**

*“I am currently prioritizing other tasks that have shorter deadlines. Could we consider adjusting the schedule for this task so that I can deliver it in the best possible way?”*

## **REQUESTING SUPPORT OR TASK DELEGATION**

### **Example 6:**

*“I would like to ensure that all tasks are carried out in the best possible way. At this point, I need support to be able to deliver all projects with quality. Can we redistribute some responsibilities within the team?”*

### **Example 7:**

*“I would like to know if it is possible to have some additional support, as demand is high and I would like to ensure that all deliveries are made as expected.”*

## **DEALING WITH TASKS OUTSIDE YOUR AREA OF RESPONSIBILITY**

### **Example 7:**

*“This task is outside my remit, so it wouldn’t be in the best interest of the team if I took it on at this time. Can we discuss alternatives or assign someone on the team who is better suited to this?”*

## **Example 7:**

*“I understand this task is important, but my focus is on [mention your primary responsibility]. Can we redirect this task to the most appropriate person?”*

## **CONCLUSION:**

### ***THE IMPACT OF PUTTING LIMITS INTO PRACTICE***

By establishing and maintaining clear boundaries, you not only protect your time and energy, but you also contribute to your professional growth in a healthy and balanced way. By applying the strategies we explore in this e-book, you can reduce stress, improve productivity, and foster a more respectful and collaborative work environment.

### ***WHAT CAN YOU EXPECT WHEN APPLYING THESE TECHNIQUES?***

**Improved work-life balance:** With clear boundaries, you will be able to better separate work time from personal time, providing more quality in both.

**Increased productivity:** By saying “no” respectfully, you focus on the most important tasks and are able to deliver them with greater quality.

Less stress and burnout: Setting appropriate boundaries and maintaining clear communication with colleagues and superiors prevents the accumulation of tasks and feelings of overload.

Healthier relationships at work: Assertive communication helps create an environment of mutual respect and trust, essential for any successful team.

If you follow the practices taught in this e-book and adapt them to your reality, you will be on the right path to creating a work environment where respect for limits is essential, leading to more effective performance and greater well-being.