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Pause Phrase & Boundary Scripts Cheat Sheet

You don't need the *perfect* words. You need **repeatable phrases** that buy you time, protect your energy, and keep you professional.

Use this in two steps:

1. **Pause Phrase** (so you don't auto-yes)
2. **Boundary Script** (clear + kind + next step)

1) The Pause Phrase (pick 1–2 and make them your default)

This stops the auto-yes and gives you space to choose a response you can stand behind. Choose the one that feels most natural and use it on repeat.

Option A (simple + confident)

"Thanks for reaching out - let me check out my current commitments and get back to you by [day/time]."

Option B (warm + intentional)

"Thanks for thinking of me. I want to give you a real answer, not a fast one - can I circle back by [day/time]?"

Option C (capacity-based)

"Let me check what I have on my plate this week and I'll confirm by [day/time]."



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Option D (for in-the-moment asks / DMs)

“Good question - I’m not able to answer properly right now. Can you give me until **[day/time]** to reply?”

2) The Boundary Script Formula (use this when you’re unsure what to say)

Acknowledge + Boundary + Yes Opportunity + Next Step

“Thanks for **[asking/reaching out]**. I’m not able to **[the request]**. What I *can* do is **[yes opportunity]**. If you’d like that, **[next step]**.”

3) Copy/Paste Boundary Scripts (by situation)

A) Scope creep (outside what was agreed)

“Thanks for sending this through. This is outside the scope of what we agreed on for **[project/package]**. What I *can* do is:

- add it on for **[\$[fee]]**, or
- save it for the next phase.

Which option would you prefer?”

B) “Quick question” that’s actually consulting

“Happy to help - this is a little bigger than a quick answer. What I *can* do is:

- answer it inside a **[15/30] minute paid consult** for **[\$[fee]]**, or
- you can email me your questions and I’ll reply within **[timeframe]** as an add-on for **[\$[fee]]**.



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Which works best?”

C) Rush request / unrealistic timeline

“Thanks for the details. My standard timeline is / I’m not able to turn this around by **[date]** without disrupting existing client commitments. What I *can* do is:

- deliver by **[realistic date]**, or
- offer a rush option for **[\$[rush fee]** with delivery by **[rush date]**, or
- Offer a partial delivery of **[realistic deliverables]** by **[realistic date]** and remaining deliverables by [later realistic date that protects your current commitments].

Which option would you prefer?

D) After-hours messages / response time boundary

“Thanks for your message - I saw this come in. I respond to messages **[days/times]**, and you can expect a reply within **[X hours/business days]**. If it’s urgent, the best option is **[your urgent process]**.”

E) Calendar access / free time requests

“My time isn’t free, and I keep calendar access inside my paid offers. What I *can* do is:

- point you to a resource that answers this (**[podcast/course/blog]**), or
- book a paid session here: **[link]**.”

F) Communication boundary (texting vs email)

“To protect project quality, I keep all project requests inside email. If you text me, I’ll need to follow up by email so it’s documented — and that admin time is billable. Best option: send this to **[email]** and I’ll reply within **[timeframe]**.”

G) “Not the best fit” (honest + helpful)

“I’m not the best fit for that, and I’d rather be honest than overpromise. If you’d like, I can introduce you to someone who *is* a better fit.”



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H) Discount request

“Thanks for asking. I don’t offer discounts, and my pricing is set so I can deliver the level of quality and support you’re looking for. What I *can* do is:

- recommend the option that fits your budget best: **[option]**, or
- adjust scope to match your investment.

Want me to outline those two options?”

I) Saying no without over-explaining

“Thanks for thinking of me. I’m not available for this, so I’m going to pass. Wishing you the best with it.”

4) What to say when they push back (stay calm, stay kind)

Pick one and repeat it.

- “Totally understand - it’s still a no for me.”
 - “I hear you. I’m going to stick with what I shared.”
 - “That won’t work for me, but the option I *can* offer is **[yes opportunity]**.”
 - “I’m not able to make an exception here.”
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Want boundaries that actually stick?



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If you're reading this thinking, 'Yep... this is me,' you're not alone. Boundaries get a whole lot easier when your business is built to support them. If you want help doing that, come check out our [Real Women Real Business Mastery Program here](#) or book a quick (free) chat with me.

👉 [***Book your call now***](#)

Connect with Me

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