

**JAMMIES AND JEWELRY**  
**SETTING BOUNDARIES FOR YOURSELF AND**  
**YOUR BUSINESS**  
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**Don't take on anything new until your plate is completely clear.**

**How do we say NO?**

A line we can use: "I am so sorry but I am going to have to decline that opportunity. I appreciate your thinking of me."

People feel empowerment when they take on more things but people that ask aren't thinking about YOUR priorities – they are thinking about their priorities.

Saying "no" often tends to make us feel guilty – but it tells others what your priorities really are!!

There is a lot of guilt initially to saying NO.

*As we grow in Premier you will learn that it is necessary to say NO in order to reach the goals we have set and have balance in our life.*

Once you start getting your life in balance – you will gain confidence, balance, and true empowerment.

**An area to set boundaries:**

**With your hostesses:**

Many times we feel like we don't have boundaries with our hostesses b/c we so desperately want our hostesses to stay on our calendar and we want them to like us. However we need to set these boundaries so we keep that emotion out.

**Do you really want to re-book hostesses that cancel when:**

- A hostess cancels after you have been trying to contact her to confirm and then finally get her on the phone/in person and she cancels a week before the show without a good reason.
  - A hostess that cancels with no notice or good reason – she will generally do this to you again at least 2 more times. This is generally a signal to you that you are not a priority to her or her life.

You may not want to rebook this type of hostess.

Make sure you are gauging what the real reason is for the cancellation and what is the best thing for your schedule or business.

**Rebook her if:**

- She contacts you FIRST to let you know she has a conflict.

- She gets the hostess packet in the mail (a month before) and she realizes the date will not work –and she takes the initiative to call.
- A legitimate reason – this does not mean that the week before she realizes her son has a baseball game. It does not mean that the week before she says “oh I contacted my girlfriends and it is not going to be a good weekend.”

Consider rebooking her, but put the hostess on as an EXTRA booking for a particular week.

**Good response:**

Why don't you email me with a couple of nights that work for you and I will check my calendar to see if any of them work; see if she emails you.

Or give her a few dates and tell her you will keep them open till Thursday as that night I have a show and will need to offer those dates. Set a deadline to confirm a new date.

**Another great way to handle hard to reach hostesses:**

(It's a month before the show) Call the hostess and tell her that you need confirmation by a certain date. Try to reach her in person several times. If you cannot reach her and the deadline passes, cancel the show and rebook.

**DON'T book a show the night before a trip or before training! DON'T!!!**

- You are frantic every time you do something the night before a trip or training! It's not worth the stress!
- If it's a trip that you won't be with your family, DON'T book a show the night after you get home.

**Set a FAMILY DAY.**

Recommend that there is one day a week that you don't do any shows, training or OP's!

**Answering the Phone:**

- Don't answer during meal time!
- Don't answer when the kids get off the bus.
- Set a time to begin taking phone calls in the day.
- Set a time to return messages.
- You do NOT have to answer the phone every time it rings! VOICEMAIL is your secretary!!!
- If you are in the middle of playing a game with your kids or taking them somewhere – you should not pick up. This is your time with your kids.

**Emails:**

Delete anything that is:

- Forwarded to you
- Chain letter
- Email me back if you are one of my 12 that love me

- DON'T SPEND ANY TIME OF THIS – the time you waste to read the email, and who to forward it onto could be 2-3 hostess calls.

### **When you are sponsoring new jewelers:**

They will want you to come to their first or second show. Always make sure you give her two dates that she can book those shows and give her a deadline of when you are going to release the date for your own show. If you don't do this then you will end up being out 5 nights in a week b/c of shows, trainings, OP.

## **Set certain precedent for common things that come up:**

### **Loaning our jewelry:**

Some jewelers decide that they don't do well loaning jewelry because when their jewelry comes back it is a mess or not in order.

### **Set boundaries:**

- The jewelry has to be picked up at your house 24 hrs before and returned 24 hours after.
- You don't mix jewelry – ask them that they don't put out their jewelry with yours. This avoids “you” ending up with the new jeweler's jewelry and having to get it back to her.
- I don't' book shows on “xx” day(s). Those are the only days my jewelry is available to loan out.
- New jewelers that come in the business without jewelry:
  - Give them a limited amount of jewelry to use such as 30 pieces; use the Top 25 pieces.
  - Give them boundaries that they can borrow your jewelry “X” times.

### **People getting out of the business:**

- It is very common that old jewelers ask you to help sell her samples or pass the word that she is getting out of the business.
- If someone would like me to publish that I am happy to do that but will only send it to my first levels and leaders but it must be a detailed list with prices, or if it is a lot sale it must be a detailed list with a lot price.

She limits who she gives it to so that she controls information.

### **Replacement and Exchanges:**

The new process is fantastic!!!

Be sure to email Premier on how much you appreciate this!

### **Recommendations:**

If a hostess – and it is normal wear and tear – you may consider “eating the expense for new pieces” or offer it at half off.

If it is a customer – make sure to ask lots of questions to get the history of the defect/normal wear and tear.

A customer: Oh my goodness – that was one of my favorite pieces – I loved it to death! Wait to hear her response – oh tell me a little bit about it – did you feel like you have worn it out

### **A Jeweler that Consistently Misses Training:**

A lot of times we care more about our new jeweler's business than she does. We need to gently remind her that trainings are important. If she consistently asks for updates on the training then gently say you will email her the handouts and she can call you with any questions. Or you can say "you will leave the handouts at the registration desk at the next training".

### **Volunteering:**

Of course you want to be involved in organizations so that you can make contacts. Be sure to pick and choose what you do!!!

- If you are in the same group, with the same moms, year after year – it may be time to change groups.
- Do NOT take on a CHAIR position!!! It may be great for the title and recognition but it's a lot of work!
- Make sure you are doing things at school that are visible with your child! This sends a signal that your job gives you the ability to do this. For instance – stuffing envelopes at home at night may be a time saver, but you aren't with other moms and you aren't volunteering with your child
- Don't schedule appointments during the day that are so close together or keeping you running all the time!

### **Expectations:**

Keep your expectations of people flexible!!!

Some people have high expectations of other people and then they are disappointed when those expectations are not met.

### **Involvement in Ministries:**

Are you using Premier as a ministry? Or are you involved in other ministries at church or in your community? Are you using your gift with Premier?

### **Drama in Our Lives**

Eliminate the drama in our lives!!!

Make your life Drama Free and Unrestricted!

Drama is a CHOICE!

### **Drama due to a Situation**

If you are rehashing the same scenario with your friends, family or Premier family – you have to resolve that you are going to choose to move on or chose to stop complaining.

The situation is NOT going to change on its own so talking about it and rehashing it time and time again is only keeping it alive.

### **Drama with others:**

If you have made resolve and made peace with someone yet they don't want to – you have to move on and let go. You can't change people and you can't change their mindset.

**Drama with a Friend**

Sometimes you have given all the personal advice you can give; move on – you may need to suggest that she gets better help. This does not mean “venting”. But if a friend is always complaining about the same thing.

**Scheduling:**

Family Nights, Date Nights, Mommy Night – put them on your calendar and don't book shows on these nights!!