**TCS: Personal and Business Policies for You and Your Family**

**Male Speaker:** Welcome to The Chalene show. Chalene is a New York Times bestselling author, celebrity fitness trainer and obsessed with helping you live your dream life.

**Chalene Johnson:** Thanks so much for joining me on this edition of the Chalene show. First, if I can just say, thank you so much to all of you for the support I received after my last podcast episode. I don’t even remember the title of it, something about what to do when you want to pinch someone’s head off which is kind of a funny kitchy title but for those of you who listen to it, you know that about 20, 30 minutes into that rather long episode, I shared a very, very personal story about myself and my husband and it was emotional and I cried and I guess I didn’t know I was going to share that. I mean I did but I didn’t know I was going to get so emotional about it and so thank you for those of you who left me a review and you said that was one of your absolute favorite episodes and it means a world to me. So thank you so much for your support. Thank you for being there for me, thank you for listening and I thought I would follow that episode up with this episode about personal policies and business policies. I love you guys! Thanks so much for always being there and off to the show.

Today I want to talk to you guys about kind of a follow up to the episode that I did on what to do when you want to pinch someone’s head off because in that episode, I talked about how you deal with that when it’s someone you work with and I’ve also talked to you in that episode about how to employ those techniques that I shared when it’s someone that you love like your boyfriend or girlfriend or your husband or your wife and I shared some really, really personal stories between Bret and I on that episode. It was my last episode of The Chalene Show and one thing that came from that experience and it is something that we had done kind of in the past was to create policies.

So I want to share with you how important it is for all of us to have policies in our businesses. Have you ever worked at a place that was so big like it was such a huge organization that there are so many policies and procedures, it was like ridiculous like people couldn’t be creative, people were so afraid to break policy or procedure that it was very stifeling and there are so many policies and procedures that everyone will say, why do we do this and other people would say, I don’t know, we just always have, right? Yeah. It seems like the bigger the company, the more policies and procedures it has and it’s frustrating as that is. You have to admit.

If you look at it from a standpoint of common sense, it’s just because the more people you have, the more likely the chances are you’ve got some crazy people in that organization who are going to ruin it for the rest of us. So the bigger the organization, the more policies and procedures that are needed. Most policies and procedures aren’t developed until there is like a problem or a miscommunication or people just realize, we need a stance on this but if you think about it, policies and procedures for any of you who’ve ever worked in a franchise or have bought a franchise or consider buying a franchise, that’s one of the most valuable things that you are investing in. Is there proven policies and procedures because policies and procedures are a recipe for success.

So one thing that franchise organizations do or businesses, when you sell a business, one of the most important things you will need to review with the company who is acquiring you and Bret and I did this with Beachbody when they bought our businesses, we sold – Bret and I sold our companies PowerBlue Productions which is a certification company certifying fitness instructors across the globe, a fitness apparel company and a motivational fitness camp and we sold those entities and when we did, one of the valuable assets of the business is your policies and procedures because you figured things out. You figured out what works and what doesn’t work and it’s been spelled out and that’s really valuable because as a business owner, it take years to figure out what works and what doesn’t work and what helps you to be successful.

So policies and procedures allow you to have a recipe for success. They also help you to improve communication, expectation. They give people a sense of security like they know what’s expected and what they can expect and hopefully most policies and procedures are set up so that everyone has the same best interest at heart. They also tend to provide accountability and a sense of security for people. It basically is spelling things out so everyone is on the same page. And we recognize this as being necessary in business while we would all probably agree, sometimes it’s like okay, do we really need a policy for this, do we really need a procedure for this. Can I tell you a procedure and policy which I would really like for all medical companies to do away with? Why do I have to fill out the [0:05:20] forms every time I come, why. I just – come on, haven’t I filled this out 700 times? I just did this, I just came back from having a mammogram.

Boys, you don’t even understand what it’s like to have your boob smushed between two pieces of plexiglass. It’s so awkward and you are just trying to pretend like uhh u hmm..Ain’t no big deal! Ain’t no big deal! Smush my boob, really no big deal. Like it’s so weird. Anyway so I just left the doctor’s office and you know, I come every year from my annual mammogram. My address hasn’t changed, my insurance hasn’t changed, my date of birth hasn’t changed. None of my medical history has changed but I fill this out again, again and again! Anyways that’s the policy and procedures like couldn’t we just find a better way to do this.

Policies and procedures are one of the reasons why I believe Bret and I have better communication now after 21 years of marriage than we ever have #1 and #2, it gives us peace of mind. It gives our children peace of mind and thirdly, it helps us to live a life as we’ve designed it and not worry about what other people think. So I want to share with you some things that I think you should do in your relationship as it relates to personal policies. So I think you should have personal policies as a couple and I think that you should have personal policies as an individual and it’s really important that you make your personal policies known.

We work from our home, Bret and I and so oftentimes, our staff is here with us, sometimes. Like they have an office too that we have but Bret and I never go there. We always have them come here with us. If we are going to collaborate, we have everybody at the office come here to the house but our rule is at 3 PM, because that’s when the kids used to get out of school. Now Brock is out early because he is a senior. I don’t even know if he’s going to school to be honest. I think he got his grades, he got his scholarships at Georgetown and I don’t know what he is doing now, I really don’t.

Kids coming in all hours of the day, I am like, are you in school. Anyways, it used to be though that they came home at 3 PM and so we’ve kept that policy in place that the house is empty at 3 PM. Work stops at 3 PM and everybody leaves. That’s one of our personal policies. So we have lots of personal policies that kind of transfer over into our business. One thing that we tried to do is to think about what it is we want to feel and because of what it is we want to feel, we know by saying yes to certain things, it’s not going to allow us to feel that way. Do you often feel frazzled, overwhelmed, under pressure when your projects that line up back to back to back to back even if it’s like well, I’ve got the time. I don’t have anything scheduled that day, I don’t have anything scheduled that week but if you just schedule your month with that in mind and you take on things as they come and you don’t have a personal policy, then you will just keep scheduling things on top of things because you are not doing anything that day or that week.

Well, we have our personal policy. We have one project per month, that’s it and we only travel usually only once per month and only if I can do it during week, so I don’t have to miss anything for the kids on the weekend. We have a personal policy that I don’t speak for other speakers or at other events unless it meets this kind of pretty ridiculously crazy criteria of which a very small amount of that is the actual fee, you know. So you won’t see me going to this event or that event or speaking for that person or that person, I just don’t because I don’t want to leave and it’s tempting. It strokes my ego to be invited to do this or that but we have such a very specific criteria that I don’t do it.

So really the only time you will ever see me speaking on someone’s stage, there is like three people who I will speak for and it’s because I really like who they are, I really, really, really like them and I like their audience, I like the people who they serve and so it feels right. Other than that, you won’t see me speak at another people’s stages. It doesn’t matter what the opportunity is or what they are willing to pay which is nice but you know we have to have a policy. At some point, you have to have a policy, right. Otherwise people can tug at your heartstrings and they can say, well I know how you feel about kids or I know how you love to get back to the community and I know that you will say yes to this because you blah, blah, blah, blah, blah and they can just guilt you into it right and then before you know it, you don’t have policies that protect your family and/or your business.

So we think that it is really important that you establish policies that are based on what it is you want to feel and then take a look at things that you might say yes to that wouldn’t allow you to feel that. Another thing that we think is really important is to base most of our policies around what’s most important to us which is our kids. So we have policies for our kids and they’ve changed at each age of their development. When they were little, they weren’t allowed to have sleepovers at a friend’s home unless we had such a close relationship with those parents that we knew who was in the house, what relatives might stop by, who live next door, what the sleeping arrangement was, what their drinking habits were, where their computers were located.

Everything like we didn’t have that kind of relationship with those people and a relationship not like just a checklist but if we didn’t have that kind of relationship with them, their kids were welcome to spend the night at our house but our kids weren’t going over there. I can’t tell you how many times I would go to pick my kids up after school and some other like little kid would run to the car and my kids will be like, mom, Julia is going to spend the night. I will be like okay, where is Julia’s mom and they will be like, oh, her mom is going to drop off clothes later. I am like, I am fine, I will take this kid home but like who are these people who send their kids off with strangers. What’s wrong with you people, get some policies please because you know what, those are the kids who end up getting hurt because the Johnson’s are nice, but not everybody is.

It’s ridiculous, it’s ridiculous but to be honest, it’s usually parents who are so preoccupied with themselves, they can’t trouble themselves with investing in their kids friends parents enough to figure out what’s going on over there. We have lots of personal policies. We have policies regarding what is your website, what is it that you would like and I will tell you which website to go to. I have lots of them. Let me share with you some that are specific to our relationship, Bret and I. #1, we are married. We don’t go to Bachelorette or bachelor parties. Makes me feel better, I am sure you and your friends are just going to have a nice time golfing but I don’t know the best man who is planning the bachelor party and I don’t know if he’s going to have strippers show up at the whatever before you guys go golfing. So no. And if that were a point of contention, then we would talk about it but Bret is like, I don’t care. I don’t want to go to those parties.

Anyways, I am like good and I don’t need to go to Bachelorette parties. We have a personal policy that we don’t spend time with someone of the opposite sex unless the other person is there or there is somebody else there to accompany us. Our business partner Kevin, he is married. He is a very, very, very close friend of ours. We spend a ton of time with him but I don’t spend time with him, he and I one and one without anyone else there because we are both heterosexuals and we are of the opposite sex and the same is true of Bret. He doesn’t go some place just one on one just with Lauren who is our Vice President and you know why that rule is?

It’s not because I don’t trust Bret and it’s not because Bret doesn’t trust me. It’s becuase we are human and the more you put yourself in situations where you can sin [ph] or you can be tempted, the more temptations you have around you, the higher the likelihood that something could go wrong, #1 but more importantly, when you are a partner and you are putting yourself in a position that the other person has to trust you, why are you doing that to them like why would I put Bret into a position where he has to rely on trusting me like if I don’t have to do it, why would I even put him in a position where he has to trust me. You know what I mean like I don’t need to do it. So why go there?

We have policies about parties too. We pretty much know that both of us don’t like going to parties. So when someone invites us to a party, we know that our personal policy is, I think we’ve got something going on but I will check with my wife and I say, I am pretty sure we have something going on but I can’t think of my schedule right now. So thanks for thinking of us. I will check our schedule and get back to you. We have a personal policy that when it comes to the weekends, we just don’t book work. We just don’t, you know and that’s difficult sometimes because many of the people that we do work with tend to become really close friends and so then it’s like tempting to let that all roll into like the weekends too but our weekends, everything revolves around the kids first and that is true across the board. That’s a personal policy that it has transferred over to our professional and our business world. So when we negotiate a contract with anyone, that’s one of the first things we have to tell them is that we won’t be traveling on the weekends, we won’t be doing appearances on the weekends, we won’t be doing events on the weekends and if that’s a point of contention, well then we negotiate it.

I think I have to do with my very biggest contractor which most of you know what that is. I think I have to do two weekends but all the other trainers in my position work every weekend pretty much and that’s maybe okay with them but for me, it’s okay for the person I am negotiating with, I am okay if while I am negotiating with them, they are to say well then, we are not interested in this relationshp or we can’t offer you a contract, well then I understand, yeah. Then I understand and we won’t compromise a policy due to money. What about friendships, male and female friendships. If you are both heterosexual, the answer is no, no! You can get what you need from a friend of the same sex. You don’t need to put your partner. I think it’s disrespectful and I don’t think it’s safe and I don’t think it’s advisable and that’s my personal policy. That is an absolute no.

You can be friends with that person as long as Chalene is there with you, I can be friends with Lewis Howes as long as Bret is a part of that relationship. That means that we have access to each other’s phones at any time. We can see each other’s messages at any time. We share conversations and if Lewis or you know Kevin or Brendon Burchard or you know one of my other friends who is heterosexual were to say, hey Chalene, let’s go grab a bite and I want to talk to you about this great business idea. They know I am going to say, that’s awesome but Bret is not available tonight, when can we schedule it and that’s just how it goes and that works for us. I am not saying that it has to work for everybody but we have a personal policy. What about if you have gay friends? Hell yeah! Oh my gosh, hell yeah! Like that’s absolutely because you know now we are not talking about worrying that there might be a temptation. No, I am not interested in you.

My gay boyfriends are sometimes more rewarding for me to spend time with than my girlfriends, right? They are like funnier and such. So I just think it’s really important that you talk about these things in advance and you have to figure out and they really need to be talked about because otherwise I didn’t know but you assume that they did know and so then when your partner does something that you are like, why are they doing that? It feels very intentional and it feels sometimes even passive aggressive when the truth of the matter maybe, you just haven’t talked about it.

Policies are really important because you need the recipe for success, you know and a lot of the policies that we’ve established are based on watching our parents and what they’ve done and things that they don’t do and so I think if you look at the most successful couples, how do you define a successful couple? Married for a long time, respectful of each other, they are comfortable to be around. You can tell they really lift each other up that they look at each other with love and adoration. You can tell that they are very close, you can tell that they think the world of their partner. That to me is a successful couple, right. I don’t think just because someone’s been married for 20 years, that makes them a successful couple. I’ve gone out to dinner with couples where I am like, this is so painfully uncomfortable. Would you two please quit putting each other down.

I am uncomfortable for you and this is not helpful like this is bad. So I am not going to take any policies from them, right but I look at successful couples. Couples who really are making the other partner better and I look at what policies and what things that they do as a practice and those are really important things for us to consider, Bret and I as a couple and someone I think asked, have you changed policies throughout the course of your marriage? We have and there’s been things that we’ve – you know maybe we didn’t have a policy there and then something will happen and maybe Bret will go, you know that really kind of made me uncomfortable this has happened where you know he will say, that really kind of made me uncomfortable and I know this is going to come up again.

So I just want you to know, it made me feel uncomfortable and then we will go back and talk about it and say, well, would this be comfortable? Would this feel okay and then we will come up with something that makes both of us feel comfortable and that’s what it’s about, it’s about respecting your partner and its expectations. The same is true if you are going to work for an organization. You want to know what the policies are. And someone asked, are these policies written down? The only time they have been written down for Bret and I as a couple is when, like there was a big fight or an argument and we needed like assurance from each other. Like I knew it was going to be hard for me to keep up my end of the bargain and he knew it was going to be hard for him to keep up his end of the bargain and we would put it in writing just to you know kind of solidify it for both of us and I don’t even know if we’ve ever pulled those pieces of paper back out but I can think to myself right now, I know where they are but for the most part, it’s just really important to discuss them and not to discuss something like this.

Well, I will tell ya what, you are not going to be doing anymore. You know what you are not going to be doing, like that’s not a policy, that’s a dictatorship. It’s simply saying, you know when you do this, it makes me feel kind of blah blah blah! Do you think there is another way we could handle it, that’s all and then you come up with a solution. Someone just asked about get hit on all the time. I never get hit on and I never have. I never have and here is why. I don’t give off the I am available vibe. I don’t give off the I am interested in you vibe. I give off the opposite and I have seen – don’t take this wrong way. I have seen really unattractive, let themselves go, overweight women just have men falling all over them in the presence of their really hot girlfriend and I know why. It’s vibe, it’s vibe. That’s what it is.

You know they say, if two attics walk into a room of a hundred people, those two attics will find each other, they will find each other, right because there is a vibe that you give off and the vibe that I give off is I am committed to my husband, I don’t need your attention, I don’t need you looking at me in a sexual way and I will probably chop you down at the knees. So that’s my vibe. I swear to god! I can think of the one time I got hit on like hit on. You know what I mean like, should people be like hello, hello, how are you like and even when that happens sometimes, I am like, I am fine and I am married. Why? You know what I mean like I am so – my bitch meter goes like way to the roof, someone is like, you are a man and you are clearly heterosexual and you ask me how my day is going. It’s fine and I am married. What do you – why, what do you want to know, you know. I am very mean but I remember standing in line at like – at Wahoo’s and my kids are with me and there was a man like sitting next to me. He kept doing this – you know that whole thing and I am like put on my bitch meter right away. I will say like hrr...You know I just put it right up and I am here with my kids dude and I got my ring on dude!

Right, but there are people who don’t care. That’s like part of the conquest and he’s kept like looking at me and looking at me and finally he is like, you know he did like, I just have to tell you, you are very beautiful and I was like, I just have to ask do you have a vomit bag, that’s so gross. I was like ah ha ha! Like I am sure I probably made him feel so bad but it was so weird and awkward and he is like, I just have to tell you like in front of my kids and then, my son was so mad. He was like 9 at that time. I remember he talked about it for like weeks. It upset him, it upset him that somebody would hit on his mom, you know. So yeah I never get hit on. Poor kid!

I even had a conversation with my kids that day about vibe and how certain people give off the vibe. Now listen if you are single, by all means, give off that vibe, give off that vibe but if you are married, why do you need that attention? Why do you need confirmation that you are attractive? I don’t. Women who need confirmation who are not getting it from their hubbies. Well that maybe through [ph] some instances but I think there is lots of men and women who are getting it from their spouses but it doesn’t matter who they are getting it from. It will never be enough, right. It will never be enough.

So they are looking for it from strangers. They are the people who need to be on TV, they are the people who need people to know who they are, they are the people who need constant affirmation and confirmation from others and as much as they get it, it will never be enough because they don’t have it from themselves. So it’s difficult to say, well it’s because her husband wasn’t paying attention to her or his wife wasn’t giving him the affection that he needed. I disagree although that can sometimes contribute but the emptiness stems from inside. Yes you have to love yourself. We think it’s very important as a couple to establish personal policies.

We have a lot of personal policies that have evolved as our vision for what it is we want for our lives has evolved and most of our policies are based on what it is we want to feel and how important it is for us to maintain that feeling of peace and calm and so we are constantly going, okay every time we both feel like a sense of like urgency or like things get because it’s not like it’s always going to be smooth sailing but there are times when we do feel rattled or stressed or under the gun or one person feels uncomfortable or one person feels put upon or whatever the case maybe, anytime either of us has a feeling of discomfort, it’s something that we don’t enjoy, we ask ourselves, do we need a policy for this, should we change the way we look at this and it has helped us tremendously. It’s helped us in our business and it has helped us in our relationship.

This episode has been sponsored by courageous confidence club.com. It’s a club that I’ve created specifically to help people who struggle with confidence and insecurities in social settings, and just standing up for themselves. Being yourself and feeling good about it. All of us can benefit from having more confidence. I’d love for you to just experience a taste of it, so please be my guest by going to Chalene Johnson.com forward slash confidence tips. Now, if you don’t feel like writing that web address down or remembering to go there later, all you have to do is, while you’re listening from your phone, send a text message the number is nine four nine five six five four three three seven, and that is for US residents. Just send me the word confidence and I will send you access to this video.

This video will help you to eliminate self doubt and just feel more confident in any situation, whether it’s work or personal, or just your social interactions. Every one of us can benefit from having more confidence. There you’ll submit your email address and I will immediately send to your inbox my latest training video. Where I teach you step by step how to feel more confident in just about any social setting. I think you’ll find this incredibly useful, whether it’s business, or personal, or just in your everyday interactions. Confidence is something that makes life easier. It helps you to raise more confident, self efficient children. It allows us to speak our minds.

To stand up for ourselves. To do the things that otherwise we are paralyzed by fear and we just allow our own thoughts to stop us. By learning how to overcome self doubt and fear of success, you can become that confident person that others are attracted to. The person you want to be. The person you deserve to be. The person you know is inside of you. So thank you for checking out my free tools by going to Chalene Johnson.com forward slash confidence tips.