## Confirming Participants

### Overview

A participant is considered “registered” in the Workshop when the Sponsor has received both a completed registration form *and* the registration fee from the individual. Verbal commitments or forms without payment do not constitute registrations.

The start of enrollment/registration can begin the day that you have an approved date for Fusion. Registration ends two days before the Workshop in order to allow sufficient time for final confirmation calls and other administrative tasks.

As participants register, the Confirmation Call Captain needs to set up a file for each participant. In this file, place all of the forms relating to that participant, including the registration form and the confirmation call form.

*Please note: No one is allowed to participate in the Seminar unless all of their forms are complete and in your possession.*

### Process

The Confirmation Call Captain will be grounding the team in the basic principles of generous listening before team members make confirmation calls. With the forms (provided below), you will find a sample script to assist you in the team grounding. In advance of that meeting, you will need to have sufficient copies of the confirmation call script and confirmation call forms to distribute to the team. The Confirmation Call Captain should speak with the Coach and/or Sponsor in advance of the team grounding in order to get clear on how best to demonstrate a confirmation call and to role-play.

Should you need additional people to make calls due to the volume of participants, work with the Sponsor to locate and enroll other GAP graduates in your area to make those calls, keeping in mind that you will need to ground those volunteers with the same focus and detail that you ground the team. One method of accomplishing this is by inviting them to attend the portion of the Second Team Meeting when you are grounding the rest of the team. Another way to do this is to have a conference call with the outside team members making confirmation calls.

Note: All GAP Trainings, Seminars, and Workshops, with the exception of the GAP Youth Training, have a minimum age requirement of 18 years old.

## CONFIRMATION CALL GROUNDING

### Overview

Maybe you have been on a GAP team where you have made support or confirmation calls in the past. However, seek to put all that aside and abstain from evaluating, assessing, or comparing this experience with anything that has happened in the past or with prior calls. In making confirmation calls, take a learning stance so that you are open to receiving whatever is available in the moment.

In each of your calls, there are two things to remember: First, *be fully present for the participant* with whom you are speaking. Be fully engaged, generously listening to them in order to ask questions which will really catalyze the beginning of their Fusion process. Second, don‘t share with other people the names of who you called or any other aspect of your confirmation call. These calls are confidential, and the only person with whom you should be speaking about these confirmation calls is the Confirmation Call Captain and the Sponsor or Training Coach.

The confirmation call is a time set apart for the future Workshop participant. The call should take about 30 minutes. This will necessitate you being clear in your communication. *Be on time when you call,* reflecting the excellence with which you are coming to support the participant. You have a significant opportunity to make an impact in the life of the participant!

You are working with the participant to get clear on the three things about which they are seeking clarity in their marriage. Each participant has their own call.

What a tremendous opportunity this is to serve another person by listening generously to them and supporting them in getting clear about their reason for attending Fusion! You are serving the participant by helping them get clear about what they are committed to have happen in their marriage.

In your call, you stand with them to get them prepared for the rigor of Fusion by listening generously and inquiring into what matters to them. You can do this by asking questions about the areas in their life in which they desire clarity. By sowing vulnerability and risk, you can help open up possibilities for them that they may not be seeing at present. This will require you to be prepared for the call and to fully engage in supporting the other person towards clarity.

### Purpose of the Confirmation Call

1. Confirmation calls prepare each participant for the Workshop.
2. Confirmation calls allow the team to be informed about participants to support them well.
3. Confirmation calls encourage communication so both participants and the team gain clarity and insight.
4. Confirmation calls support participants to be more clear about their reasons for attending Fusion so that they will be able to participate more fully and thereby create more value for themselves and for others.

Remember: Confirmation calls are huge opportunities to support the participants in getting maximum value out of the Workshop! They are fun and often deep-connecting. Ground your confirmation call team into the reality that they are getting to serve the participants. By helping them get clarity about *why* they are coming to Fusion, the participants will be supported to participate fully in the Workshop.

### Confirmation Call Components

In order to help prepare participants for the Fusion Workshop, each person individually receives a Confirmation Call from a team member or GAP graduate volunteer. The Confirmation Call serves the following purposes:

1. Welcome the participant to the Fusion Workshop.
2. Discuss their reasons for attending Fusion.
3. Review three areas in their life where they would like clarity.
4. Encourage them to participate fully during all three days of the Workshop.
5. Review the practical logistics in participating in the Workshop.
6. Give them information about GAP and make sure that they understand the distinction between the registration fee and the contribution received at the conclusion of the Workshop.

#### Welcome the Participant

To begin your call, let the participant know you are excited about the opportunity they have before them and that you are standing with them to reach for the unprecedented future that they say matters to them. This is an opportunity for you to be at stake for the participant and to let them know that you are there to support them.

#### Discuss Their Reasons for Attending

During the confirmation call, you will have a dedicated block of time (about thirty minutes) in which your sole purpose will be exploring with the participant why they are coming to Fusion and what is important to them in their marriage. This is an opportunity to demonstrate the Fusion process by asking questions that help get the participant clear regarding the new ground they want to take.

*Confirmation Call Captain: At the grounding, be prepared to demonstrate the question/answer process that takes place during a confirmation call. You will want to discuss such concepts as “touch and get out” with your Coach and/or Sponsor before the grounding starts so that you can best instruct the team members in how to connect with the participants in a meaningful way.*

#### Review Their Areas of Clarity

Reviewing the three areas in their life where they would like greater clarity goes far beyond just reiterating what the participant has already written down. You are taking a stand as an eager listener who desires to get to know the participant and as an eager explorer, asking questions that bring more clarity to what matters most to them.

#### Encourage Their Full Participation

Encourage them to participate 100% throughout the three days. Make sure the participant is clear that they will have opportunities to jump in and participate and that they will get the most out of the Fusion Workshop by being willing to speak up, take risks, and be fully present. Using the confirmation call script, emphasize with the participant that value is either withheld or created by the way that we participate in life.

#### Review Logistics

Near the end of your call, once you have connected relationally with the participant, review the practical logistics involved in being part of the Workshop. Make sure they are clear on the logistical aspects of the Workshop, including the location, the dates and times, what to wear, what to bring, how meal breaks will work, and other basic logistics information to help them prepare for their time at Fusion.

#### Present the Ministry of GAP Community

End your call by giving the participant further information about GAP Community, making the distinction between the registration fee and the contribution received at the conclusion of the Workshop. Before making your calls, refer to the “About GAP” tab on the website for information about GAP‘s history, training series, coaching opportunities, and other resources.

### CONFIRMATION CALL PROCESS

1. The participating couple register for Fusion.
2. The Sponsor notifies the Team Captain, the Administration Captain, and the Confirmation Call Captain, sending the Confirmation Call Captain the registration form for each participant.
3. The Sponsor or the Administration Captain sends the participant a confirmation packet that includes the following:

Confirmation Packet
Confirms the participant’s registration and provides practical information about the Workshop.

Guidelines
The Confirmation Call Captain assigns the confirmation call to a team member and sends them the form. Note: each spouse will have their own confirmation call, typically by a different member of the team.

1. The team member makes an initial call to the participant within 24 hours of receiving the registration form. This call is to arrange a future time for the confirmation call within three to four days. The participant needs to know that the call will take approximately thirty minutes, and they should be in a place free of distraction and interruption where they can talk freely and openly.
2. After scheduling the call, the team member alerts the Confirmation Call Captain as to the day and time when they have scheduled the confirmation call with the participant.
3. After completing the call, the team member alerts the Confirmation Call Captain as to when the call has been completed.
4. The team member submits the completed confirmation call form to the Confirmation Call Captain no later than one day after the call has been completed.
5. The completed confirmation call form is given to the Administration Captain and added to the participant’s file.

### Tracking Confirmation Calls

The Confirmation Call Captain will create a document or spreadsheet to track the following information:

1. Participant name
2. Date registration form received
3. Date confirmation caller assigned
4. Team member name (person responsible for the confirmation call)
5. Date of the confirmation call
6. Date completed confirmation call form received
7. Notes on any red flags or special needs
8. Notes on how red flags or special needs were resolved