## Making the Set-Up Call

### Preparation

The first call to a participant allows you to arrange a time for the actual confirmation call. This initial call introduces you to the participant and alerts them that the confirmation call will take about 30 minutes. Once this initial phone call is completed, notify the Confirmation Call Captain as to when the confirmation call will be made.

Please keep in mind that this initial call could be the participant’s first contact with GAP Community and the Fusion Workshop. In addition to providing a “first contact” with GAP Community, the call helps to ground the participant in the importance of becoming clear about why they are attending Fusion.

You can demonstrate this importance by being courteous and fully present with the participant and by fully explaining the purpose of the confirmation call at the outset—that it is a time dedicated to them to help get them clear on why they are coming; that participation equals value; and that by helping them get clear, they will be able to more fully participate and, thus, create value for themselves and others.

You can demonstrate the importance of the call by being clear with the participant that they need at least thirty minutes of cleared time, set apart from distractions (i.e., they don’t need to be cooking dinner and talking on the phone at the same time), and that they should prepare for the call by thinking about their reasons for coming to Fusion. At the end of your call, review with them the time that you have committed to call them.

If you find yourself “on automatic” for either the set-up call or the confirmation call—or if you sense that you are just “going through the motions,” remember that this is not a task to be checked off of your to-do list. Both calls are an opportunity where you get to show up fully for the purpose of serving another person. Encourage the participant to participate fully in the call by participating fully yourself.

Once the confirmation call has been set up, you will send this information to the Confirmation Call Captain.

### Set-Up Call Phone Script

Hello, my name is *{{NAME}}*, and I am a volunteer with GAP Community. I’m calling regarding the upcoming Fusion Workshop. Is now a good time for us to talk? It will only take a few minutes.

Everyone who signs up for Fusion receives a confirmation call to prepare them for the Workshop. The purpose of this call will be to help you identify and bring more clarity to your reasons for coming to Fusion. We’ll also spend some time exploring the three areas of clarity you are seeking (the ones you wrote down when you registered). Someone else will be contacting your *{{WIFE/HUSBAND}}* to do their confirmation call as well.

What time, in the next few days, would work for you to have your confirmation call? We will need about thirty minutes of uninterrupted time when you can talk freely and without any distractions.

*{{SCHEDULE DATE AND TIME}}*

Have you received your confirmation packet yet?

*{{IF YES}}* Please read through your packet in advance of our call so I can answer any questions you might have.

*{{IF NO}}* You or the Sponsor need to send the confirmation packet immediately (that day/night).

Let me give you my phone number if you need to reach me before our appointment. Do you have a pen handy? *{{PHONE NUMBER}}*

Great! I’m looking forward to our call, and, again, I will call you at/on *{{DATE/DAY AND TIME}}*.

In the meantime, I encourage you to be thinking about your reasons for coming to Fusion and the areas in which you are seeking to gain clarity. I’ll call you on *{{DAY}}*! Bye!

## MAKING THE CONFIRMATION CALL

### Preparation

Before making the confirmation call, be sure to fill out the top part of the confirmation call form based upon information from the participant’s registration card. It is important that you fill these forms out *completely*. If any information is missing on the registration form, be sure to get that information during the call.

Once the confirmation call is completed, you will notify the Confirmation Call Captain.

### Confirmation Call Phone Script

Hi *{{NAME}}*. This is *{{NAME}}* from GAP Community.

First of all, welcome to the Fusion Workshop. The purpose of this call is to support you in gaining clarity about areas in your life that you listed on your registration form. We’ll also go over the logistics of the Workshop as well as answer any questions you may have.

First, I‘d like to ask you a few questions. Then, we can talk about your reasons for attending the Fusion.

1. Have you participated in another transformational Workshops?   
   *Knowing this will help you know the frame of reference that the participant might be coming from.*  
   *{{IF YES}}* What did you attend? What was that experience like? What did you gain from it?
2. What have you heard about the Fusion Workshop?   
   Begin to listen for the participant’s reasons for attending Fusion. Are they clear that full participation will equal full value?
3. I’d like to go over the three areas in your life where you would like more clarity. What you said was…  
   *Read from the registration form.*  
   I’d like to spend some time with you discussing these areas to help you in gaining more clarity about what new ground you want to take in your life.  
     
   Tell me about *{{FIRST AREA}}*. Why is this important to you?  
   *Listen carefully and make notes about what they talk about. Help them be specific and clear about the underlying value that they are placing on the areas in which they are seeking clarity. Repeat back to them what you think they are saying so that they are clear about what you are hearing.*Tell me about *{{SECOND AREA}}*. Why is this important to you?  
     
   Tell me about *{{THIRD AREA}}*. Why is this important to you?
4. What is your purpose for attending Fusion?  
   Now that you have discussed their areas of clarity, you both will have a good handle on what their overall purpose will be in attending the Workshop. Talk about a vision they have that is worth living for. This is a time for connecting with and asking questions about what the participant values and what new ground they want to take in their life.

Thank you for your openness with me. What I’d like to do now is tell you about the Fusion Workshop and let you know how to best prepare in order to gain the maximum benefit from Fusion.  
*As you begin to tell the participant about the Workshop, keep in mind the things you have learned about them through the questions you asked.*  
  
**The Fusion Workshop is** unique in that you will not just be sitting and listening to a lecture. Fusion is an insight-based, hands-on experience that gives you the opportunity to become aware of internal conversations that you may not be aware of. It’s like a laboratory in that it gives you a chance to discover and take a look at some of the belief systems and attitudes operating in your life that you may not currently be able to see.

I’m going to ask you some questions about **participation and value.**  
  
Would you agree that how you see any given situation is influenced by what you believe?  
  
**The Fusion Workshop is** designed for you to discover those internal conversations about what you believe that you may not be aware that you are having. Then, Fusion provides a place for you to see if those internal conversations are supporting the vision you have for your marriage or if they are working against you.  
  
With that in mind, what **attitude** do you suppose would be useful in discovering something that you may not be aware of?  
*Some things that might come up include openness, curiosity, willingness to consider a new perspective, etc.*

In order to receive maximum benefit from this and to discover new things in your life, **are you willing to participate fully in the activities of the Workshop?**  
We get value in life by our participation. The more we are willing to participate and give ourselves fully, the more value we produce. That is why it is so important to be clear about what is important to you in life and the areas in which you are seeking clarity. By getting more clarity about what is next for you, you can be more intentional about participating in life in such a way that you create value for yourself and others.

**(Below are some questions that might support you when engaging in curious conversation on the call).**  
  
What stops you in life? What holds you back from participating fully?  
  
Where do you find yourself holding back?  
  
What gets in the way of you looking at things in new ways?  
  
Are you willing to put those things aside during the Workshop so that you can be ready to discover something new?

Great. Thank you for your honesty. I’m going to shift now to some more logistical questions that will help us best serve you during the Workshop.

1. Do you have any special needs?

If yes, make a note in the “Evaluation of Call” section so that the Confirmation Call Captain can coordinate care with the Sponsor and Team Captain.

1. Is there anything that might prevent you from attending the Workshop?

If they foresee obstacles, ask them how they will handle these challenges. Allow them to govern their own lives.

1. Have you received and read through your Confirmation Packet?

Encourage them to review the workshop guidelines as they will be asked to agree to them in the Workshop. We want to support them in being as prepared as possible when they enter the room.

Let me tell you a little about GAP Community.  
*Do not read all of this. Just use this as a reference and pull highlights from it.*  
  
GAP Youth Training Services, Inc. was founded in 1998. Jean-Marie Jobs pooled her efforts with several pastors and psychologists to create the original GAP Workshop and tailored it specifically for youth ages 14 to 18 years old. The Workshop is designed to address identity, purpose, individuation, and connection needs and development. In addition, GAP is committed to supporting family relationships by fostering a deeper sense of intimacy, honesty, appreciation, and gratitude between youth and their parents and siblings.  
  
In 2004, GAP hosted its first mission trip to Romania. GAP served there with Livada Orphan Care, helping out at the summer camp program. GAP returned to Romania in 2006 and 2007. In 2006, GAP hosted its first mission trip to South Africa, working in the township of Kayamandi, partnering with Legacy Center and Prochorus, to serve the families in that community who are infected and affected by HIV/AIDs. GAP has returned to South Africa every year since and added trips to Zambia in 2009 and Kenya in 2010. In 2012, GAP established its first part-time staff person on site in South Africa, continuing the work while the stateside team is home supporting transformational community here.  
  
In 2012, GAP Youth broadened its focus to become GAP Community. GAP Community is committed strengthening communities by developing character in individuals. By working with both adults and teens, GAP captures the full expression of communities and stand with individuals to craft a legacy worth leaving.

1. Do you have any questions for me?

9. Let’s discuss some of the Workshop logistics.

Fusion begins at 9 a.m. on Friday, {{DATE}}.   
  
We ask that you arrive by 8:30 a.m. to register and orient yourself.  
  
Day One is from 9 a.m. until 9 p.m. Day Two is from 9 a.m. until 5 p.m., and Day Three is from 11 a.m. until 8 p.m. In the evenings on Days One and Two, you will have some homework assignments to do with your spouse.  
  
Please eat a substantial breakfast each morning and plan to bring a lunch. You will have approximately an hour for lunch, and dinner breaks are typically around ninety minutes. Do not make plans to have lunch or dinner with family or friends as meals are not always on schedule.  
  
Your confirmation packet includes information about local lodging and area restaurants. We encourage you to stay at the host hotel as this will allow you to focus on the Workshop for all three days. You can contact the hotel for a special room rate, or you can book online.   
  
Dress for the Workshop is casual. Bring a jacket or sweater as the room may be a little cool.

On the second evening, you will have an opportunity to go on a date as a couple.  
  
On the first day, the trainers will request that all participants agree to a set of guidelines. These guidelines are provided in your confirmation packet for you to review. Please familiarize yourself with the ground rules before you come to the Workshop. The purpose of these rules is to assist the group’s ability to cooperate with a consistent framework.

Let them know Saturday night will be an opportunity for a date night together.  
  
The registration fee you paid is designed to cover the cost of the Workshop. On Sunday, there will be an opportunity to contribute financially to the work of GAP Community to facilitate its ongoing growth and further support for graduates. GAP Community accepts cash, check, VISA, MasterCard, American Express, as well as stocks and property.

**It was truly a pleasure speaking with you.** If you have any questions about Fusion before the Workshop, or if I can support you in preparing for Fusion in any way, please call me. I’m here to help you get the most value out of the Workshop.