

# MAKING THE SET-UP CALL

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## Preparation

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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

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Hello, my name is {{NAME}}, and I am a volunteer with GAP Community. I'm calling regarding the upcoming Fusion Workshop. Did I catch you at a good moment? It will only take a couple of 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, as well as go over some logistics, and talk through any questions you may have. 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 Admin Captain 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.

{{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

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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

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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 marriage that you hope to see transformed. 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 areas in your marriage where you would like more clarity, or to have something new. 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 areas you want to see transformed in your marriage.

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?

Tell me about this, why is this important to you? How does this area impact (your spouse/kids/others around you)?

Continue to ask the participant questions that help them get specific about the nature of these areas.

***Here are some suggestions:***

- What is it going to take for you to have greater intimacy in your life/marriage?
  - What is something or someone in your life about whom you would be willing to do whatever it takes to have things turn out as you desire?
  - What would this kind of relationship look like?
  - How would your family describe your commitment to intimacy on a scale of 1 –10? What would it take for you to get to 10?
  - What would it look like if you were participating 100% in life?
  - What doors would open up for you?
  - What is hindering you from reaching others?
  - What are you willing to risk to have something new in this area?
  - What do you do when things don't go your way?
  - Do you see that you are reaping what you have sown?
  - How do you contribute to this situation?
  - What would it look like if this area of your life were working?
  - What are some dreams and visions for your life that people close to you don't know?
  - What are the dreams and visions of your loved ones?
  - How do you normally respond when life doesn't go your way? (for example, do you shut down, blame, leave?)
  - How do you sabotage yourself?
  - Where can you shift?
  - What's not working for you right now?
  - In the Workshop, when things become uncomfortable or don't go your way, how will you behave differently in order to achieve your breakthroughs?
  - What fears do you have?
- What are the different possibilities that you see?
- If the person keeps saying "I don't know..." ask them "Let's say you did know. What would it look like?"

**4. What would you say is your overall 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, that in-turn could be impacting your marriage.

***Through these questions, keep seeking to partner with the participant. Connect with them by relating to experiences in your own life (for example, by saying "I can relate. In my life...")***

***Your goal in partnering with the participant through asking questions is to help the participant get clear about why they are attending the Training.***

Do you have any questions?

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.

5. 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.

6. 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.

7. 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.

8. Let's discuss some of those Workshop logistics outlined in your Confirmation Packet:

Fusion begins at 9 a.m. on Friday, {{DATE}}.

We ask that you arrive by 8:30 a.m. to find it and check in.

Day One is from 9 a.m. until 7 p.m.

Day Two is from 9 a.m. until 5:30 p.m.

Day Three is from 2 p.m. until 6:30 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 locally, as meals are not always on schedule.

Your confirmation packet includes information about local hotel accommodations and restaurants.

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 guidelines before you come to the Workshop. The purpose of these are to assist the group's ability to cooperate with a consistent framework.

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, card.

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.