

Awaken Training

SUPPORT CALL

CHEAT SHEET



1
Watch the [support call grounding video](#) and review all the support call documents




2
Keep an eye out in your emails for **new** support call assignments



3
Call the participant and Set Up Your Support Call **within 24 Hours** of receiving their info

*Review set-up call script
*Let the support call captain know when this has been scheduled



- 4**
- **Have Your Support Call (1hr)**
*Be sure to have the following on hand:
 - Evaluation Form
 - Support Call Script
 - Copy of Confirmation Packet
 - **Give quick overview/vision of training**
 - **Get clear about their purpose for attending**
 - **Review the participants form responses**
 - **Review the 4 [required forms](#) and talk through the medical form questions as noted in the script** 
 - *Please ask all the questions on the script and get specifics where needed.
 - **Go through training logistics**
 - **Check in and ask if the participant has any questions**



5 Complete the Evaluation Form and Send to Support Call Captain **within 24 Hours**



*Please communicate any special needs or red flags.

Support calls are so important because it grounds participants before the training.

Two of the main purposes of the call are to **communicate logistics** and **get clear about their vision** for coming.



If any questions or concerns arise check in with your Support Call Captain!