

CONFIRMATION CALL CAPTAIN OVERVIEW

What this packet includes...

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An overview of what the Confirmation Call Captain needs to know:

- How participants are confirmed
- Confirmation call grounding overview of what to communicate with the team

(Pages 6 - 11)

Team member call documents:

- Set-up script
- Call script
- Call evaluation form

****Please note these documents are included in this packet only for your awareness of the material. The actual call scripts and evaluation form that you will be sharing directly with callers are separate documents located on the www.gapcommunity.com/revealresources page*

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Example confirmation packet

****Please note this document is included in this packet only for your awareness of the material. The actual Confirmation Packet you will need to receive from the Sponsor and/or Administrative Captain to include in the documents you email callers, so they understand what the participant has been sent once they registered.*

HOW PARTICIPANTS ARE CONFIRMED

Overview

A participant is considered "registered" in the training 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 the training. Registration ends two days before the training at 5pm 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 training unless they have submitted their online registration form and they have fully paid the Sponsor, or the Sponsor has let you know they are confirmed.

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 youth trainings, have a minimum age requirement of 18 years old.

1. The participant registers online.
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 training.
 - Guidelines
The Confirmation Call Captain assigns the confirmation call to a team member and sends them the form.
4. 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 two to three 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.
 5. 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.
 6. After completing the call, the team member alerts the Confirmation Call Captain as to when the call has been completed.
 7. 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.
 8. 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

CONFIRMATION CALL GROUNDING

What to communicate with the team about the calls and process

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 training 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 training 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 leadership.

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 the training! 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 the training 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 training.
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 the training 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 training! 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 the training, the participants will be supported to participate fully in the training.

Confirmation Call Components

In order to help prepare participants for the training, 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 training.
2. Discuss their reasons for attending the training.
3. Review three areas in their life where they would like clarity.
4. Encourage them to participate fully during the full time of the training.
5. Review the practical logistics in participating in the training.
6. Give them information about GAP and make sure that they understand the distinction between the registration fee and the offering received at the conclusion of the training.

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 the training and what is important to them in their leadership. This is an opportunity to demonstrate the training process by asking questions to help get the participant clear re: the new ground they want to take.

Review Their Registration Form Questions

Reviewing the three areas they are noticing patterns (from their registration form) 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 training. 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 training 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 training. Make sure they are clear on the logistical aspects of the training, 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 training.

MAKING THE SET-UP CALL

Preparation

Call the participant within 24 hours of receiving the assignment from your Confirmation Call Captain. If the Participant does not answer the phone, then leave a specific message letting them know who you are, the purpose of the call, and clearly repeat your name and say your phone number you can be reached at.

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 30-45 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 training. 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 the training.

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 30 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 the training. 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 Reveal Seminar. Is now a good time for us to talk? It will only take a few minutes.

Everyone who signs up for the training receives a confirmation call to prepare them for the training. The purpose of this call will be to help you identify and bring more clarity to your reasons for coming. We'll also spend some time exploring the three areas of clarity you are seeking (the ones you wrote down when you registered).

What time, in the next few days, would work for you to have your confirmation call? We will need about 30 minutes of uninterrupted time when you can talk freely and without any distractions.

{{SCHEDULE DATE AND TIME}}

Have you received your confirmation packet by email 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 should receive it in a day or so. If you get it after our confirmation call and you have questions,
please feel free to call me.

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 the training 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 & Form

THE CONFIRMATION CALL

INFORMATION:

Location of Seminar:

Dates of Seminar:

Confirmation Caller:

Participant Name:

Participant Phone:

Participant E-Mail:

Who told them about Reveal? (check reg. form)

QUESTIONS:

1. Have you participated in other transformational trainings? If so, which ones?
2. What have you heard about the Reveal Seminar?
(Support the participant in their clarity of what the training is and isn't based on what they already know.)
3. I have your responses here from the registration form of the three areas you wrote about. Would you share a little more about those? I'll start with the first one.

What patterns have you noticed in your thoughts?

What patterns have you noticed in your relationships?

What patterns have you noticed in your feelings?

4. My overall purpose for attending the seminar is...
(Be listening for the participant's reasons for attending the seminar. Are they clear that full participation will equal full value?)
5. Do you have any medical needs that could inhibit your participation in the seminar?
(If yes, make a note in the "Evaluation of Call" section so that the Confirmation Call Captain and Sponsor can take care of any special needs.)

6. Is there anything that might prevent you from coming to the seminar?
(If they foresee obstacles, ask them how they will handle these challenges. Allow them to govern their own lives.)

7. Do you have any questions?

8. Let's go over some of the practical logistics of the training...
 - a. The training starts at 10:00 a.m. every day. We suggest you arrive 9:30 a.m. the first day to allow time to find the room, check in, get your name tag, and settle in. The seminar concludes no later than 10:30pm the first two nights and at 8:30pm on the third night.
 - b. We recommend you eat a substantial breakfast and bring a snack. There will be breaks during the day, including a dinner break that will be about 1 ½ hours and spent with your small group from the seminar.
 - c. If you have any medical needs that may affect your participation in the workshop, please call us as soon as possible.
 - d. Dress comfortably and casually. We suggest that you bring a sweater or jacket, as the room tends to be cold.
 - e. The registration fee you paid goes to cover the local expenses for the training. On the final day, there will be an opportunity for you to make a contribution to GAP Community to give back and support the ministry and its ongoing work. You can choose to give during that offering time by check, cash or credit card.
 - f. We will have a celebration time on Sunday that you are encouraged to invite your friends and family to. Doors will open to the public for that celebration and graduation time at 6:30pm.
 - g. There will be a Graduate Meeting on [date] from [time] at [location]. Mark your calendar and make whatever arrangements are necessary so that you can attend.
 - h. Your confirmation packet includes information about local lodging and area restaurants. Do you have any questions in this regard?

It was really a pleasure talking to you. Please feel free to contact me between now and the training with any questions that may come up.

Evaluation (to be filled out after the call)

How long did the call last?

Date Confirmation Call Captain gave you their call info to you:

What was your general experience of the call?

Are there any Red Flags? If yes, please explain:

Are there any details requiring a follow-up call?

***The following is simply an example template of what will be emailed to the participants following their online registration and payment submission. All areas highlighted in yellow will need to be changed to your areas needs. This template is from another training, but can be altered for your training as needed.



Welcome to the Reveal Seminar!

May 17th – 19th, 2013
Ontario, CA

Welcome to Reveal! Your attendance at the upcoming Reveal Seminar is confirmed.

It will be held at:

Holiday Inn Express Hotel & Suites, Ontario
2280 S. Haven Ave.
Ontario, CA 91761

The Reveal Seminar begins promptly at 10:00 a.m. each day (Friday, Saturday, Sunday) and concludes at approximately 10:30 p.m., except on day 3, which will conclude around 8:30 p.m. At 6:30 p.m. on the 3rd evening, there will be a celebration to which you can invite friends and family.

Here are some practical suggestions for your participation in the Seminar:

- a. The training starts at 10:00 a.m. every day. We suggest you arrive 9:30 a.m. the first day to allow time to find the room, check in, get your name tag, and settle in. The seminar concludes no later than 10:30pm the first two nights and at 8:30pm on the third night.
- b. We recommend you eat a substantial breakfast and bring a snack. There will be breaks during the day, including a dinner break that will be about 1 ½ hours and spent with your small group from the seminar.
- c. If you have any medical needs that may affect your participation in the workshop, please call us as soon as possible.

- d. Dress comfortably and casually. We suggest that you bring a sweater or jacket, as the room tends to be cold.
- e. The registration fee you paid goes to cover the local expenses for the training. On the final day, there will be an opportunity for you to make a contribution to GAP Community to give back and support the ministry and its ongoing work. You can choose to give during that offering time by check, cash or credit card.
- f. We will have a celebration time on Sunday that you are encouraged to invite your friends and family to. Doors will open to the public for that celebration and graduation time at 6:30pm.
- g. There will be a Graduate Meeting on [date] from [time] at [location]. Mark your calendar and make whatever arrangements are necessary so that you can attend.

As mentioned above, after the Seminar, you are invited to attend a Graduate Workshop designed to support you in implementing the distinctions and practices you learn in the seminar into your daily life. The Graduate Workshop is complimentary and optional, but highly encouraged. This valuable opportunity will occur on Saturday May 25th from 9am - 12pm.

Graduate Workshop Location:

Mosaic Pomona Gallery: 281 S. Thomas St., Pomona, CA 91766

Shortly, you will receive a telephone call from a team member to set up a Confirmation Call. Your Confirmation Call is a dedicated time for discussing your registration form, the areas where you want clarity in your life, and your purpose in attending the seminar. This call is extremely important, and we encourage you to prepare for it by thinking about your reasons for attending the Reveal Seminar and what three areas you want clarity in your life.

Please note that the registration fee is used to cover our local costs in having the seminar. On the final day of Reveal, we will be receiving a contribution to support GAP's ongoing efforts to provide additional products and services to you and others.

If you have any questions, please contact the Training Sponsor, Marla Neighbour, at (909) 730-3888 or email at marla@gapcommunity.com

Reveal Seminar Course Outline

Congratulations on your determination to participate in The Reveal Seminar! This could be a life changing decision. This course description is designed to assist you in assessing the appropriateness of your participation in the Seminar at this time.

Please read this outline carefully and keep it for future reference. We can present this course effectively only if you take full responsibility for your participation and well-being. We believe that those who benefit most from The Reveal Seminar are adults whose lives are already working well.

Results You Can Expect

- Clarity about what is wanted and needed to immediately transform the quality of your personal and professional relationships
- A breakthrough in confidence and creativity as well as a sense of direction and possibility in areas of life you may have previously considered impossible.
- Increased learning and fulfillment in your profession
- Creating a life defining purpose
- Deepening trust in relationships
- Communicating effectively in conflict

Seminar Description

Structurally, The Reveal Seminar is a Christian, action-oriented education program that is designed to assist you in dealing with important life issues in a frank and personal way. You will be encouraged to participate fully, which may be challenging, stressful, and/or generally uncomfortable for some participants.

The Reveal Seminar Includes

Ground Rules: On the first day, the trainer will request that you agree to a series of ground rules. The purpose of these rules is to assist the group's ability to cooperate within a consistent framework.

Lectures: The trainer will speak about various subjects relevant to the Christian's life experience, such as

Small Group Exercises: You will periodically meet with a group of people for informal discussions and/or structured communication.

Sharing: Throughout the Seminar you will have the opportunity to learn about yourself by sharing, talking about what you are learning, and hearing about your own and others' experiences. Sharing may occur one-on-one, in small groups, or in front of the entire group. Sharing is completely voluntary.

One-on-One Interaction: You may be asked to answer a series of questions, tell a story, complete sentences, or assume a particular body stance. You will have the opportunity to look directly at specific, personal issues and to support your partner in doing so. Some participants find this an intense or emotional experience.

Listening: Occasionally, the Trainer will request that you close your eyes in order to enhance your ability to listen carefully, free of distractions.

Homework: Each night you will be asked to write out answers to a variety of thought-provoking questions.

Interaction with Trainer: At times you may have direct interaction with the trainer. The Trainer believes that you are adequate to the circumstances in your life. He or she will coach you from the position that taking personal responsibility is more effective than being a victim. Interaction with the trainer is intended to provide an opening for you to deal with the issues of your life. You may feel the challenge, anxiety, and risk of dealing with the unfamiliar.

Worship: At certain points during the Seminar, you will be involved in individual or group worship. These sessions are designed to allow you to discover and explore powerful expressions of worship that you may not be fully expressing in your daily life.

In short, the Seminar involves all parts of your life: intellectual, emotional, physical, and spiritual. At times, participants experience thoughts, feelings, or sensations that they may not have explored thoroughly before.

This is a fascinating journey for most participants, but it may include a high degree of personal challenge.

Your participation is your choice. In preparing yourself for the Seminar, consider the consequences of confronting your life head-on and make your decision to participate accordingly.



GROUND RULES

THE NATURE OF EVERY ORGANIZATION, ACTIVITY AND GAME IS DEFINED BY ITS RULES. THE FOLLOWING GROUND RULES ARE INTEGRAL TO THE SUCCESS OF THE TRAINING.

1. Keep other participants' words and actions completely confidential.
2. Participate in the entire seminar through its conclusion.
3. Be on time. The seminar begins at 10:00 a.m. each day. Be seated before the music ends.
4. Smoke, eat, chew, or suck on anything or drink beverages, including water, outside the seminar room only.
5. Ask questions, talk, and share only when called on by the Trainer or during a designated sharing period. Do not side talk.
6. Wear your nametag in a visible place during seminar hours. Turn your nametag in at the end of each day and at meal breaks.
7. Turn off cell phones in the seminar room at all times.
8. Don't sit next to somebody you knew prior to this seminar.

Trainer Recommendation #1:

Seek to remain in the seminar room except at breaks as much as possible. Sessions will last between 2 ½ to 4 hours.

Trainer Recommendation #2:

Take responsibility to get sufficient food and sleep during the Seminar.

NEAREST AIRPORT TO FLY INTO

Ontario Airport (ONT)

HOTEL(S) NEAREST TO THE TRAINING FACILITY

Holiday Inn Express Hotel & Suites

2280 S. Haven Ave.

Ontario, CA 91761

*Mention GAP COMMUNITY AWAKEN TRAINING for \$89.99 price.

DINING ESTABLISHMENTS NEAREST TO THE TRAINING FACILITY

Miguel Jr's - 2250 S. Haven Ave.

Alina's Lebanese - 2250 S. Archibald

Titan Burgers - 2240 S. Haven Ave.

Baker's - 2555 S. Archibald Ave.

Subway - 2200 S. Haven Ave.

Pho Island - 3055 S. Archibald Ave.

Farmer Boys - 2180 S. Haven Ave.

Bento Box Grill - 2910 S. Archibald Ave

LOCATION OF THE TRAINING FACILITY

Holiday Inn Express Hotel & Suites

2280 S. Haven Ave.

Ontario, CA 91761