

# MAKING THE SET-UP CALL

## Preparation

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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 30-45 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

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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 seminar receives a confirmation call to prepare them for the seminar. 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 discussing the information you wrote down on your registration form.

What time, in the next few days, would work for you to have your confirmation call? We will need about 30 - 45 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 seminar. 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 & Form

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### THE CONFIRMATION CALL

#### INFORMATION:

Location 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 seminar is and isn't based on what they already know.)

3. I have your responses here from the registration form you filled out. 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?

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?)

4. 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.)

5. 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.)

6. Do you have any questions?

7. Let's go over some of the practical logistics of the seminar ...

- a. The seminar 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 ZOOM Graduate Meeting on SUNDAY April 28 from 4 to 5:30 pm on zoom. You will receive a post-seminar email with the zoom information after the seminar graduation!
- 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)

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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?