SUPPORT CALL OVERVIEW

Purpose of Support Calls

Support Calls are the heartbeat of The Awaken Training. The Support Call provides the participant with the opportunity to clarify his or her vision and breakthrough areas and gain information about practical aspects of the Training. It also enables the team to support the participant's spiritual, emotional, and physical well-being.

A Support Call provides these benefits:

1. It prepares the participant for the rigor of the Training and supports them to get maximum value from the Training by gaining more clarity on their purposes for attending.

2. It supports the participant's well being by providing an avenue for the team to pay attention to the details of the participant's life, such as whether or not he/she has special needs, requires a doctor's signature, and so forth.

3. It encourages communication through which both the participant and the team gain clarity and insight about the participant's needs and goals.

4. It informs the participant that, in addition to the registration, which is designed to cover the actual training costs, there will be a —free will‖ offering on Sunday, which goes toward further graduate support and facilitates the growth of the ministry.

Choosing a Support Call Captain

The Support Call Captain should exhibit strong leadership and organizational abilities. As the Sponsor, you may also be the Support Call Captain or choose someone to serve as Support Call Captain.

If you decide to choose a Support Call Captain, support him or her 100%. Learn everything that he/she learns so you can know what is expected and required. You and the Support Call Captain will be in close communication and work closely together.

Your Training Coach will ground the Support Call Captain, review all forms, and share his/her experience and expertise in making Support Calls. Your Training Coach will support you so that you may better serve the participants through excellence and attention to details.

Responsibilities of the Support Call Captain

The Support Call Captain is required to do the following:

1. Ground the Support Call Team at the 2nd Team Meeting, or you can choose to do the Support Call Grounding separately, either in a separate meeting or via a conference call. This second option is a great option to free up more time to talk about commitment, way of being, and enrollment specifics at the 2nd team meeting.

2. Make sure the arrangements for the assignment of Support Calls and the delivery of Registration Forms (which are needed to make a Support Call) is clear with the Support Call Team. The Support Call Forms will need to be kept in a shared Google drive doc that the Sponsor(s) also have access to. These digital forms need to be accessible during the training at any given moment if asked by the Trainer.

3. Give the Support Team clear deadlines in order to assure Calls are being completed in a timely manner.

4. Maintain communication with the Support Team.

5. Day One morning of the Training, you will ground a Registration Team to welcome the participants at the Registration Table. This Team will include 2 to 4 outside volunteers. The Support Call Captain should make sure the Sponsor, Team Captain, and registration table volunteers are clear on what participants' forms and/or signatures are outstanding.

6. Meet at the Training Day One morning as early as needed

In addition, the Support Call Captain is required to know the following details at all times:

1. How many Calls have been completed?
2. How many Calls are yet to be made, and by what date (deadline)?
3. Who will make the Calls as registrations come in?
4. What special needs/medical situations are there?
5. How many outstanding forms are still not submitted online?
6. Are there concerns about any of the participants (for example, psychiatric care for a mental disorder, or alcohol or other drug dependencies)?

7. Are any of the participants an audit? Meaning they are participating in the training a second time.

Participant Digital Folder

The Support Call Captain prepares a digital file folder for the participants upon the receipt of a Registration Form.

Day One morning of the Training, **the digital folder** must contain the completed Awaken form, as well as the physician release form (if needed) with all the necessary signatures.

The physician release form is required if:
a) The participant has taken any dosage amount of anti-psychotic, anti-depressant, or anti-anxiety meds within the last 5 years (can be signed by any doctor and not necessarily the prescribing one if they have not taken the meds in the last 12 months)
b) Or if the participant has taken any dosage amount of anti-psychotic, anti-depressant, or anti-anxiety meds within the last 12 months (the prescribing doctor signs)

Additional forms to include in the participant digital folder are:
1. Support Call Form (completed and sent in by the assigned caller)
2. Participant Registration Form (sent to you by the Sponsor via email)
3. A list of any red flags or special needs being tracked

THE AWAKEN FORM AND THE PHYSICIAN RELEASE FORM CAN BE FOUND AT
www.gapcommunity.com/awakenforms

THE SUPPORT CALL CAPTAIN DOCUMENTS CAN BE FOUND AT
www.gapcommunity.com/awakenresources

Prior to the Training, it is the responsibility of the Support Call Captain to do the following:
1. Go through the name of each participant to make sure they have both online forms in, along with any necessary signatures.
2. List all participants' names on the Support Captain's Checklist and indicate what (if anything) is missing --all of which must be received Day One morning before the Training. When a participant's required Awaken Form and/or required Physician signatures are incomplete, notify the Registration Team by highlighting his or her name on the Support Captain's Checklist.

3. If anyone has not yet completed their Awaken Form by the morning of the training, this is a big red flag. By this point a team member should have called and reached out multiple times, had the person who enrolled them reach out, and gotten the Sponsor involved so that they know they will not be able to participate in the training if their paperwork is not complete (and fyi, there is not refunds). This is also concerning in the case that the participant might need a physician signature, in which they also could not enter the training without having that release (if needed). However, in the case that someone has arrived and still needs to complete the paperwork, have a laptop available for them to fill out on the spot, or print a paper version of the Awaken Form and have them fill it out by hand.

Selecting the Support Call Team

Together with your Support Call Captain, select a Support Team. You, as Sponsor, and the Support Call Captain will choose a minimum of seven, and preferably at least ten, people to make up the Support Team. You can primarily use the team members, unless there is someone who is particularly opposed or not equipped for you to have full confidence in their making calls. You can also ask past Awaken graduates, or as the GAP Director of Communications for access to the database to find out previous team members who have said they will help with future team calls.

During Support Calls, Support Call Team members must listen with discernment; stay focused, and is disciplined.

The following attributes describe an effective Support Team member:

- Desire to be a Support Team member
- Trustworthy
- Skilled at listening
- An excellent communicator
- Compassionate yet firm
- Caring and diligent
- High integrity and true to his/her word
- On time
- Follows through
- Attentive to details

Support Team members need to maintain a tone of excellence, professionalism, confidentiality, and sincerity, and be coachable and accountable to the Support Call Captain. The Support Team member's responsibility is to do the following:

1. Help the participant become clear about his/her vision and breakthrough areas by listening and asking questions. (NOT to train on the participant and have them arrive at some perfect conclusion).

2. Inform the participants about:
--The logistics of the Training
--The Graduate Support Workshop after the Training
--GAP Community is a nonprofit organization. The registration fee that the participant paid is designed to cover the local costs of the Training. On Sunday, a free-will offering will be received to support GAP Community. All contributions to GAP Community help the organization grow and provide additional support to graduates.

3. Relay information to the Support Call Captain:
--Confirm that the participant has received his/her Confirmation Packet
--Communicate to the Support Call Captain any concerns or red flags they have about participants
--Return the filled out Support Call Form to the Support Call Captain immediately after the Call

Support Calls Team Grounding

Support Team members attend a mandatory Support Call Grounding, led by the Support Call Captain, to ground and train Support Call Team members in their responsibilities. The grounding is scheduled to take place at the Second Team Meeting. Any Support Call Team members who are not on the regular Awaken team should attend this grounding in-person or via video conference for just that period of time in the meeting or arrange to ground with the Support Call Captain at a different time. This grounding is extremely important and must not be taken lightly. Each Support Team member must be grounded in the being and doing of effective Support Calls.

Support Team Grounding Outline Purpose: The Support Call Grounding is the foundation of the Support Team. This grounding assists the Team in understanding Support Call forms, setting a standard of excellence, and reviewing in detail what is required for a successful Support Call. The workshop will take 1 hour, 15 minutes, and takes place at the Second Team Meeting. Have your Support Call Team attend this meeting if they are not on the Awaken team.

Preparation: The Support Team Grounding takes place during the 2nd Team Meeting

Materials Needed

Provide each Support Team member with the following:

- Confirmation Packet from the Admin that is emailed to participants after registering
- The printed version of the Awaken Form
- Access to a laptop to show the Support Call team the links for both the forms located at www.gapcommunity.com/awakenforms, as well as the Physician's Release
- Graduate Workshop info (verbally share, and it's referenced in the participant confirmation packet)
- Red Flags Examples (verbal cover or show the printed version)
- Support Call Script & Evaluation Form

Support Calls Forms

The Support Call Forms and two checklists described in this section are used by the Support Call Captain who is responsible for updating and maintaining them. These forms assist the Support Call Captain and support your Support Call Team in completing the participants' forms and special needs.

Maintain an accurate record of participant information that is needed or missing. Use all of the forms. They are an infrastructure designed to support you, the participants, and the Training, in excellence. They provide peace of mind, because when they are properly filled out, you know that all the details are covered.

These Calls and forms involve people's lives. If anything is missing: the form, physician signature (if needed), medical information, and special needs–it affects the well being of the participants and it affects Awaken.

The Support Call Script and supporting documents describes the Support Call in detail. The Support Call Team must be well grounded in how to make Support Calls before they begin making actual Calls.

Awaken Support Call Captain Checklist

This checklist tracks each participant's registration progress. The Support Call Captain can check each participant's name and immediately know if any information for that participant is missing. Ideally, this information is tracked digitally on a Google doc or equivalent that the Sponsor, Team Captain, and Admin Captain would all have access to.

The data the Support Call Captain tracks should be kept on a shared Google Sheet the the Sponsor(s) also have access to. An example tracker TEMPLATE is provided under the Support Call Captain header on the www.gapcommunity.com/awakenresources page

The categories on the checklist include:
- Participant first name and last name
- Name of the Support Team member who made the Support Call
- Date the Support Call was made
- Eval form from the Caller submitted?
- Did the participant submit the Awaken form?
- Does the participant require a physician signature and did they submit it?
- Any special needs
- Any red flags

Support Call Special Needs List

This form lists the special needs of participants. For example, what if a participant requires prescribed medicine for migraine headaches? What if he/she is on Prozac or similar medication? The Support Call Captain writes in exactly what the participant is taking, the amount, and how often per day. What if a participant has back problems and needs to stand periodically? This too should be noted.

All special needs are to be listed on this form.

Note: It is vital to know when a participant is UNDER A DOCTOR'S CARE and why. Be sure this information is on this form.

When this form is completed give copies to:
--The team member who is in charge of Special Needs
--The Trainer and Apprentice Trainer(s) on the first morning of the Training
--The Team Captain

Red Flags

These are listed on a separate document under the Support Call Captain header on the www.gapcommunity.com/awakenforms page.