



The Awaken Training Support Call Script

Call Set-Up

Call the participant to arrange a time for the Support Call **within 24 hours of receiving their Registration Form**. Ideally, the call is scheduled within the next 2 - 3 days.

- Hello, my name is _____. I am on the Support Team, which calls new participants for the upcoming Awaken Training which you are registered to attend.
- Do you have a moment?
- Everyone who enrolls receives a call in advance of the Training. This is a "Support Call" and it is part of the Training. I am calling to set up a time for your Support Call. We will need about 1 hour of uninterrupted time. What time in the next few days would work for you?
- Just to confirm, I will call you on ____ (date) at _____(time). Here is my phone number just in case you need to get in touch with me prior to our appointment.
- One final question, have you received your Confirmation Packet yet?
- If "YES" ...please read it over before our call, so that if you have any questions I can answer them for you. You will need to fill out the online Awaken form mentioned in that packet to come to the training. And depending on your medical needs, you may need to get a physician release form as well.
- If "NO"...you should be receiving your packet in the next day or so. I'll help to make sure you receive that as soon as possible.

Script for the Support Call Time

First of all, let me welcome you to The Awaken Training!

Everyone who signs up for Awaken receives a call in advance of the Training. The purpose of the call is simply to help prepare you so that you get the maximum value out of your experience in the Training, and to answer any questions you might have. We'll also go over the questions you'll be filling out, (if you haven't already) for your online form that's required for the training as well.

Any questions upfront before we begin? Let's begin.

We'll start with the contact information you completed on your Registration Form.

Go through the participant's Registration Form, double-checking the information listed for their name and email. Make sure the information is accurate and complete. Note that you call them by their Preferred Name if they listed one.

Have you received your Confirmation Packet? *(if you haven't previously asked)*

Have you already completed the online required forms at the link included in the Packet?

It includes the required Awaken Form. (The link in the Packet listed is www.gapcommunity.com/awakenforms)

Let me encourage you to complete and return the Awaken Form as soon as possible. You will not be able to attend the Training until you have completed it and submitted them. If along the way in the Medical Questionnaire section, it requires an e-signature from a physician, that will be needed as well to complete the paperwork required for attending the training. We will go over those medical questions on this call as well.

So tell me, what have you heard about the Training?

If they are unclear about the Training or how it works, refer them to their Course Outline. You can also tell them your experience of the Training. Keep it brief.

What would you say is your overall purpose in attending the Training?



As you hear the participant's responses, seek to ask questions that will help them get more and more specific about what they are seeking to accomplish.

Great, we're going to shift gears.

I'd like to spend some time talking about the areas on the registration form you filled out so that you are clear coming into Awaken about what new changes you are committed to taking in your life. This is important, because the Training is a lot like a gym. The more you are willing to "work out" (give of yourself) and risk, the more you're going to receive. The more clear you are, the more fully you will be ready to participate.

Let's go over the areas you wrote about on your registration form. (This will take about 30 minutes)

Here are the three questions asked on the registration form:

What's a recurring thought, feeling or behavior that you would like to change?

What relationship in your life do you most want to transform?

What do you want for your future?

Read to them their responses to the questions starting with the first.

Tell me about this, why is this important to you?

How does this area impact the people around you and who are they?

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

Here are some suggestions:

-What do you think it's going to take for you to have greater levels of what you say you're wanting in your life?

-What would this kind of relationship look like?

-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?

-What would it look like if this area of your life were working?

-What's not working for you in this area right now?

-In the Training, when things become uncomfortable or don't go your way, what could be a good strategy in those moments to support you in pressing through?

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?"

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, we're going to shift gears a bit.

We're going to go through the same material that is on the Awaken online form in health and medical section.

THERAPY

1. Are you currently in therapy?

2. Have you had any prior therapy or psychological counseling?

If yes, give approximate beginning and ending dates.

** Note that marriage counseling is not therapy or psychological counseling.*

If the participant has been in therapy WITHIN THE LAST 12 MONTHS, read to them the following paragraph:

If you, the participant, answered YES, indicating that you are currently in therapy or have been in therapy during the last year, we strongly suggest that you discuss with your current or former therapist the advisability of taking the Training at this time. We urge you to fully express to your therapist any concerns you may have and listen closely to any concerns your therapist may have for you. We strongly recommend that you follow your therapist's advice as to whether or not this is the optimal time for you to take the Training. If your therapist requires more information, he or she is welcome to review this training and organization by going to



www.gapcommunity.com/awaken and looking at The Awaken Training Course Outline, and/or call GAP Community at (909) 730-3888.

O.K. Any questions?

MEDICATION/HOSPITALIZATION

3. Have you ever been hospitalized for psychiatric care or for a mental disorder?

If yes, give approximate beginning and ending dates.

4. Are you currently taking or have you ever been prescribed any antipsychotic medication?

If yes, please specify when, what medication, dosage, and duration.

(READ)

If you are currently on psychotropic medication or have been in the last 12 months, you must have the physician who prescribed the medication e-sign the Physician's Release located at www.gapcommunity.com/awakenforms. If prior to 12 months ago, but within the last 5 years, any physician (not necessarily the prescribing one) will need to e-sign the Physician's Release.

5. Are you currently taking or have you ever been prescribed any antidepressant or anti-anxiety medication?

If yes, please specify when, what medication, dosage, and duration.

(READ)

If you are currently on anti-depressant or anti-anxiety medication, or have been in the last 12 months, you must have the physician who prescribed the medication e-sign the Physician's Release located at www.gapcommunity.com/awakenforms. If prior to 12 months ago, but within the last 5 years, any physician (not necessarily the prescribing one) will need to e-sign the Physician's Release.

MEDICAL CONDITIONS

6. Do you have any other medical condition(s) that may be aggravated or inhibit your participation in the Training? If yes, describe.

7. Have you ever been incapacitated by severe depression, anxiety, or other mental disturbance?

If yes, when, how many times?

8. Have you ever harmed yourself or become violent toward others?

If yes, when, with whom, how many times?

9. Within the last 12 months have you been dependent on alcohol, marijuana, cocaine, or any similar non-prescribed drugs?

If yes, describe.

If you have been dependent on alcohol or drugs within the past 12 months, we recommend that you have at least 6 months sobriety.

(We can NOT tell the participant they CANNOT attend, however, encourage them to weigh the benefit of waiting until such time it will support them.)

If you come to the Training on drugs or alcohol, you may be asked to leave the Training.

10. Have you ever experienced any events in your life that resulted in significant trauma? For example, any kind of abuse, loss of a loved one, or any other significant loss?

11. Do you have any special needs?

If yes, describe.

Make note of these. Be sure to get specifics. For example, if the person has back problems and needs a special chair, will they bring their own or do they have a request of the Sponsor to possibly supply one?

12. Are you currently under a doctor's care?

If yes, describe.

Okay, we've completed the medical section of questions. All that's left for us to go through are the logistics of the Training.



TRAINING LOGISTICS

- You will need to arrive by at least 9:30 AM the first day to complete your check-in process.
- During the Training, you will be asked to abide by a simple set of Ground Rules. A copy of the Ground Rules is in your Confirmation Packet.
- It's a good idea to eat a substantial breakfast each morning. Also, because the time for lunch and dinner is limited (approximately ½ hour for lunch, 1 1/2 hours dinner). I would strongly suggest bringing a lunch every day.
- Do not make plans to have dinner with family or friends, as meals are not always on schedule and they are often with people in the training.
- The dress is casual. Bring a jacket or sweater, as the room may be a little cool.
- The Training runs from 10 a.m. to approx. 10:30 p.m. Day 1 to Day 3 and 9a.m. to approx. 6:30 p.m. on the last day.
- On the last day, starting at 2:00 p.m., previous Awaken grads will be invited to celebrate with you. There will be a testimony and celebration time also available to your friends and family at 5:30pm. Doors will open to the public between 5:15pm - 5:30pm.
- The registration fee you paid is designed to cover the cost of the Training. There will be a financial contribution received on Sunday for GAP Community to facilitate its ongoing growth and further graduate support events as well.
- There will be a Graduate Workshop on [day, date] (refer to your Confirmation Packet for details). Mark your calendar and make whatever arrangements are necessary so that you can attend.
- If anything comes up between now and the Training, or if you have any questions, please feel free to call me. You have my phone number.

- By when do you plan to complete your required online Awaken form (and physician release form, if applicable)?

- Is there anything that would prevent you from attending the Training?

(Look on registration notes to see if they wrote anything that would prevent them from attending the Training.)

If they foresee obstacles, ask "How do you intend to handle this challenge or situation?"

If they get stuck, you may offer suggestions but don't figure it all out for them. Let them take responsibility for their own lives. If they do not arrive at a clear solution, please note this as a red flag for your Support Call Captain.

DO NOT EVER indicate to a participant that they can request during the training to leave early, or step out for a period of time. DO NOT EVER indicate that it's possible for a participant to leave early or during the Sunday Celebration time. Your role is only to ask questions about having them solve their own problem and do what it takes to be there the ENTIRETY of the training and if they cannot come up with a solution, tell your Support Call Captain immediately so they can bring in the Sponsor to talk through what's needed. You CAN say that a leader from the team may want to call and talk with them regarding their wanting to come late or leave early after you've updated them of the issue. Again, do not even hint at the possibility that 'it might work out,' or 'just make a request, or anything along those lines.

Thank you so much. Again, please feel free to call me if you have any questions.

AFTER THE CALL

Fill out your Support Call form and submit it to your Support Call Captain within 24 hours of completing the call.

Are there any Red Flags?

Email your Support Call Captain following the Call and let him/her know that the call is complete and how it went. If there are any Red Flags or special needs, report them immediately.



RED FLAGS

These Calls are rare, and yet it is vital to be prepared and to handle them effectively.

Note: Support Calls are not for the purpose of screening the participants or deciding if they should be allowed in the Training or not. Participants use their own self-government in choosing to participate or not participate in the Training. GAP sets the standard they must meet in order to participate.

If the Support Team member has concerns about a potential participant, he or she may strongly recommend to the participant and the Support Call Captain that the participant not take the Training. It is absolutely necessary that a participant has their required Awaken form and if medically necessary, the required physician e-signature release to attend the Training. There are NO exceptions.

If the Support Team member is struggling in the Call or has concerns regarding the participant, the Support Team member should advise the participant that he/she will receive another phone call from the Support Call Captain. The Team member should advise the Support Call Captain of the situation immediately and return all of the participant's forms to the Support Call Captain without delay. The Support Call Captain will notify the Sponsor of the situation and they, in turn, if needed, will contact the their Team Coach. Depending on the situation, the Support Call Captain, Sponsor (or per the Coach's advisement), the Director of Communications will make the next follow-up call.

Note to Sponsors: If you and the Support Call Captain need further guidance regarding a participant, call your Coach immediately.

Here are some examples of Red Flag Calls. If, during your call, the participant...

- states that he/she "only wants to observe, doesn't want to participate, doesn't really want to break through, doesn't want to work..."
- tells you that he or she works for an organization or belongs to a ministry that is against the Training
- seems dazed and confused, can't really focus or answer questions, seems unable to carry on a conversation

- is angry and feels manipulated or pushed into the Training
- is pregnant
- is under the age of 18

...this should alert the Support Team member that this is a Red Flag Call.

How to handle these sorts of calls:

For the first three types of Red Flag Calls, open up possibilities, ask questions. For instance, ask the participant why he or she wants to go to the Training and ask questions related to their reasons.

If the participant exhibits anger or feels manipulated or pushed, end the call politely and inform the Support Call Captain and/or Sponsor about the situation. They will talk to the person who enrolled the participant and get in touch with the Team Coach for advisement as needed. No matter what the response, advise the participant that someone else will call him/her because you don't feel that you are adequately supporting them. If at any point you feel that you are not adequately supporting the participant, END YOUR CALL POLITELY AND CALL YOUR SUPPORT CALL CAPTAIN. Your Support Call Captain will talk with you and the person who enrolled the participant before having the participant called again.

Note: The Trainer reserves the right to ask Participant to leave the Training. Remember that the Support Team member cannot tell a participant that they cannot attend Training. That decision is up to the participant. However, the Support Team member may suggest that the participant not attend. Talk over any concerns with your Support Call Captain, Sponsor, and Coach.

Below are other possible red flag scenarios and how to handle them:

PROBLEM: The participant states they are going "just because the boss is paying and I got the time off" or "no big deal if I go or not"

SOLUTION: Ask questions to the participant about jumping in and taking risk to create value



PROBLEM: Participant says “I might leave in the middle of the Training if I don’t like it” or “I’m going but I have to leave Sunday for a meeting”

SOLUTION: Explain that the Training is a four-day commitment. Encourage him/her to attend another Training if they cannot commit to the full four days. Ask the participant what his/her concerns are? Can we handle them now? Address the fear, or the obstacle and encourage them to come up with a solution. State clearly that there are no exceptions to attending the entirety of the training.

PROBLEM: The participant says he/she has changed her mind and doesn’t want to go even though he/she has paid and is registered

SOLUTION: It is not your job to enroll them to stay in the Training. Call your Support Call Captain. The Captain or Sponsor will talk to you and the person that enrolled the participant before calling the participant again. The Team Coach can also advise in the process.

Note to Support Team Members: Notify your Support Call Captain immediately after a Red Flag Call. If you are the Support Call Captain, notify your Sponsor immediately!