



Confirmation Process

CONFIRMING PARTICIPANTS

A participant is considered registered in the Training when the Sponsor has received both a completed Registration Form and payment of the registration fee from the individual. Verbal commitments or a form without payment, etc., does not constitute a registration.

Registration ends at 5:00 pm two nights before the Training so as to allow sufficient time for final Confirmation Calls and other administrative tasks.

As participants register, the Confirmation Captain needs to set up an excel sheet or checklist for each participant. They will be the one to ensure all participants are assigned and all confirmation calls are completed with the team members' confirmation forms completed and turned in. No one is allowed to participate in the Opening unless all their call is complete and the team member call form in your possession.

The team coach is responsible for grounding the Confirmation Captain and the Confirmation Captain is responsible for grounding the team in the basic principles of generous listening before they make Confirmation Calls. Here is a sample script to assist you in that grounding. This outline can also be found in the 2nd Team Meeting outline. In advance of that meeting, you will need to have sufficient copies of the phone script and Confirmation Call Forms to distribute to the team.

Should you need additional people to make calls due to the volume of participants, work to locate and enroll other GAP graduates in your area to make these calls, keeping in mind that you will need to ground those volunteers with the same comprehensiveness 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.

Note: All GAP adult trainings, seminars, and workshops have a minimum age requirement of 18 years old. Only graduates of the Awaken Training or a training equivalent (see Sponsor) may attend The Opening Workshop.

CONFIRMATION PROCEDURE AND PACKET CHECKLIST

Once a participant is registered in the Opening, three steps need to be taken:

- 1) The Sponsor will confirm the participant has submitted both their form and payment.
- 2) The Sponsor will send the registration form to the Confirmation Captain.
- 3) The Confirmation Captain will assign the participant to a team member and track progress.
- 4) The Sponsor will also send the name and email to the Admin Captain so they can email the Confirmation Packet to the participant within 24 hours of being confirmed paid by the Sponsor.

Confirmation Call Grounding

INTRODUCTION

You may have been on an Awaken or Reveal team where you have made Support or Confirmation Calls. However, I am going to ask you to put all that aside and seek not to evaluate, assess, or compare this experience with anything that has happened in the past or with prior calls. I am asking that you take a learning stance so you are open to receiving what is being presented, so that it can be fresh to you.

Most likely, you will know some of the people that will be signing up to participate in this Opening. In any of your calls, I am going to request two things. First, I ask that you seek to discover something new about the person you are speaking with during the call. Secondly, I ask that you don't share with other people who you called or any other aspect of the Confirmation Call. The only person with whom you should be speaking with about these Confirmation Calls is the Sponsor or Confirmation Captain.

The Confirmation Call is a time set apart for the future Workshop participant. You are working with the participant to get clear on their purpose for attending the Opening. You are serving the participant by helping them gain clarity on the clearing they are and want to be for others. You stand with them to get them prepared for the Opening by listening generously and inquiring into what matters to them. 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 with participant. You have a significant opportunity to make an impact in the life of the participant!

CONFIRMATION CALL BASICS

In order to help prepare participants for the Opening, each receives a Confirmation Call from a team member or GAP graduate volunteer. The Confirmation Call serves to:

- Welcome the participant to the Opening
- Find out the purpose for this person participating in the Opening
- Help him/her gain more clarity about the opening they are and want to be for others
- Encourage them to go for it 100% during the Opening
- Review the practical logistics involved in taking the Workshop

CONFIRMATION CALL TIMEFRAME

Upon receiving a registration form, the Sponsor or Admin Captain will send out the Confirmation Packet, and the Confirmation Captain will assign him or her to a team member for the Confirmation Call. An initial call should be made within 24 hours, arranging the time for the Confirmation Call. The Confirmation Call itself should occur no later than three to four days after receiving the Registration Form. The team member should alert the Confirmation Call Captain as to (a) when they have scheduled a call with the participant and (b) when the call has been completed. The team member should turn in the completed Confirmation Call Form to the Confirmation Captain.

SETTING UP THE CONFIRMATION CALL

The purpose of the first call with the participant is to make an appointment for the actual Confirmation Call. This initial call introduces the caller to the participant and alerts them that the Confirmation Call will take about 30 minutes. Once this initial phone call is completed, the Confirmation Captain should be notified as to when the Confirmation Call will be made.

SETTING UP THE CONFIRMATION CALL: PHONE SCRIPT

Hello, my name is _____. I'm calling regarding the upcoming Opening Workshop. Do you have a minute?

Everyone who enrolls in the Opening receives a Confirmation Call to support you in preparing for the Workshop.

I would like to make an appointment for this Confirmation Call. What would be a good time for you? We will need approximately 30 minutes of uninterrupted time.

Have you received your Confirmation Packet by email yet? (If yes)... Please read it 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.

Here is my phone number if you need to reach me before our appointment.
Thank you. I look forward to our call on (date and time of Call).

PREPARING FOR THE CONFIRMATION CALL

Before making the call, be sure to fill out the top part of the Confirmation Call Form based upon information from the participant's registration form (it is important that you feel these forms out completely). If any information is missing on the registration form, be sure to get that information during the call.

Take time for prayer! Pray for the participant, for openness and clarity.

Remember when you are an opening for the participant (loving, supportive, vulnerable, open) you are an invitation for him/her to be an opening as well.

Once the Confirmation Call is completed, the Confirmation Captain should be notified immediately to let him or her know that the Call is completed and also how the call went. We do not expect Red Flags. If, however, you do have concerns about a participant, contact the Confirmation Captain as soon as possible who will then let the Sponsor know. All red flags will be told by the Confirmation Captain to the Trainer at the trainer ground just prior to the start of the workshop.

CONFIRMATION CALL: PHONE SCRIPT

First of all, welcome to the Opening. Again, my name is _____. The purpose of this call is to go over the practical information on the Opening and to support you in gaining clarity on your purpose for attending the Opening as well as the opening you are and want to be for others.

First, I'd like to ask you a few questions. Then, we can talk about your purpose for attending the Opening

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1. When did you participate in the Awaken Training?
2. Have you received your Confirmation Packet?

3. What have you heard about the Opening? (This information helps you find out if the participant is clear on what the Opening is about.)
4. What is your purpose in attending the Opening? (Talk about a vision worth living for. Get clear and be specific.)
5. What specific area(s) in your life with others are you prepared to work on in the Opening?
6. What new ground in your way of being with others are you committed to take during the Opening?

Make notes of what the participant says to keep track of what's important for him/her.

THE FOLLOWING ARE TIPS AND SAMPLE QUESTIONS TO SUPPORT YOUR CONVERSATION (NOT LISTED IN THE FORM). FAMILIARIZE YOURSELF WITH THEM BEFOREHAND AND CHOOSE JUST A FEW QUESTIONS BASED ON YOUR 30 MIN TIMEFRAME AND WHAT SEEMS MOST SUPPORTIVE FOR THE PARTICIPANT IN THAT MOMENT.

What's important in the conversation:

* Listen generously! This is 'involved' listening.

This means:

- Be aware of your attitude. Your intention is: to serve the participant. The Confirmation Call is not about you, giving your interpretation of solving) the other person's issues, but about assisting him or her gain clarity about the opening they are – and want to be – in life.

- 'Mirror': Repeat what you heard, to make sure you understood correctly what he/she said. This gives confidence, make the other person feel heard. And it gives him/her insight in what they have communicated to you. You can use sentences like: 'So what I hear you saying is...' , 'If I hear you correctly, you say...' , 'Do I understand you correctly, that you...'

- Use key words as basis for asking questions, that help the participant be specific and clear about the opening they are and the clearing they want to be for the people in their life. 'You say that XXX, can you tell me more about it?' 'You mentioned XXX, what was it that irritated you?' You said XXX, can you tell me why this is important to you?'

These key words are 'summarizing' what somebody thinks or feels.

- Note: Ask open questions (which cannot be answered with just 'yes' or 'no')

* Stay neutral!

- If the participant tells you something you don't agree on, remember: it's not right or wrong – just different!

- Acknowledge the person for who he/she is and for how he/she experiences a certain situation. But don't get enrolled in the story of the participant, do not let this stop you from opening up new possibilities for him/her.

REMEMBER: The purpose of this call is to support the participant in gaining clarity about the opening they want to be in life – and ultimately: about their unprecedented future!

Talk to the participant about a vision that's worth living for.

Ask questions like:

- What sort of environment or opening are you for others?
- What environment or opening would you like to be?
- What are the declarations you are making right now in your life?
- What would you like to see happen, in your own surroundings, in your community?
- What would it be worth for you to see it happen? What steps are you willing to take?
- Where do you feel you could stretch?
- Where do you hold back? What's stopping you from giving yourself fully?

What are some areas that you hold back? Are you willing to set aside the things to the side during the training, so that you can really experience a new way of being?

- Think back at Awaken, at the feedback exercises there. What feedback did you get? What did you experience during the exercises? Are you willing to give and receive feedback?

7. Do you have any special needs? If yes, please explain:

8. Do you have any questions?

9. Let's go over some of the practical logistics of the Opening (also in the Confirmation Packet):

1. The workshop starts at 10:00 a.m. We suggest you arrive 9:30 a.m. the first day to allow time to find the room, register, get your name tag, and settle in. The training concludes at 6pm on Saturday and at 5:30pm on Sunday.
2. We recommend you eat a substantial breakfast and bring a snack. There will be breaks during the day, including a lunch break.
3. You will be going to lunch with your small group at local restaurants.
4. If you have any medical needs that may affect your participation in the workshop, please call us as soon as possible.
5. Dress comfortably and casually. We suggest that you bring a sweater.

CONFIRMATION CALL FORM

The Opening Workshop: Confirmation Call Form

INFORMATION

Confirmation Caller:

Participant Name:

Address:

City/State/Zip:

Primary Phone:

E-Mail:

Church (if applicable):

Pastor (if applicable):

Who told you about the Opening?

QUESTIONS:

1. When did you participate in the Awaken Training?
2. Have you received your Confirmation Packet?
3. What have you heard about the Opening?
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5. What specific area(s) in your life with others are you prepared to work on in the Opening?
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- e. Dress comfortably and casually. We suggest that you bring a sweater.

EVALUATION

How long did the call last?

Date Confirmation Captain assigned the call:

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?