



## Red Flag Calls

Discuss with the Team members what “Red Flag Calls” are (calls you have concerns about) and what do to about them. 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 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, will decide the best form of communication. If in doubt, the Sponsor will keep the Team Coach aware of the situation for coaching of what's needed. Depending on the situation, the Support Call Captain, Sponsor, or GAP representative will make the follow-up call.

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 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.

For the fourth type of Red Flag Call (in which 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 guidance on what's 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 a 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. For example, in the situation that the participant has been recently or is currently addicted to drugs or alcohol, the Support Caller is advised to say that "GAP recommends that each participant be clean for a minimum of 6 months time. This is not to say that the cannot come, or should not come, but that we advise attending the training when a controlled substance could not in any way deter the value that the participant or others receive." However, if the participant is clear they are committed to being clean, present, and fully engaged, then they can still choose to be there. Regardless, make note of the red flag and notify the Support Call Captain.

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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

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**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 three-day commitment. Encourage him/her to attend another Training if they cannot commit to the full time. Ask the participant what his/her concerns are? Can we handle them now? Address the fear.

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**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 (or having the Coach call) the participant again.

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 if needed.

Important: Please notify the Trainer about all red flags at the team grounding prior to the start of training so that they are aware. If the coach and/or Director of Communications feel it is needed, they will include the trainer on any red flags as necessary prior to the team grounding time as well.