

CONFIRMATION CALL CAPTAIN

Overview

The Confirmation Call Captain instructs and coaches the team regarding the participant confirmation process. In a position that requires organizational, teaching, and listening skills, the Confirmation Call Captain teaches the team how to make effective confirmation calls. As with all team roles, the Confirmation Captain must have completed the TL Training (or its equivalent), or another GAP (or equivalent training).

The Confirmation Call Captain represents the heart and soul of the training as those making confirmation calls are the first ones to welcome participants and prepare them for the rich experiences ahead. In this light, the role of the Confirmation Call Captain is to oversee that all the participants are confirmed in a timely and gracious manner. To accomplish this job requires leadership and strong organizational and communication skills plus the willingness to work with and invest in others.

From the first enrollment of a participant into the training, the Confirmation Call Captain oversees the confirmation call process and the accurate handling of information. Moreover, he or she handles any situations that require follow-up, which sometimes arise during confirmation calls.

Members of the team make confirmation calls along with the Confirmation Call Captain. Depending on the size of the team, the Confirmation Call Captain may need to enroll two to five other GAP grads to help make calls, along with insight from the team coach and sponsor. Any graduate who volunteers will need to be grounded into the confirmation call process. This means that the Sponsor or Confirmation Call Captain will ask them to talk to the Coach or join the part of the second team meeting that specifically talks about the Confirmation Call process.

Because this job is completed when the training actually starts, the Confirmation Call Captain may take on other jobs during the training itself, such as making sure the room stays clean, and helping other team members with their jobs.

Commitment

Beyond the arena of character, you will be asked to commit to the following:

1. Attend all team meetings and any Intro to Transformation Workshop.
1. Be prepared for all meetings and the training, including any homework and paperwork.
2. Participate in weekly team coaching calls.
3. Enroll other individuals to the team.
4. Enroll and register participants to the training.
5. Make confirmation calls.
6. Pray regularly for the team, the Trainers, the participants, and the training.
7. Be a witness.
8. Create value for the team.
9. Do what it takes to accomplish the vision.

Responsibilities Before TL

1. Prepare (in conjunction with the Sponsor and the Administration Captain) all paperwork and materials needed for the team to make the confirmation calls.
2. Form a team to make the confirmation calls. The confirmation call team will include your team members as well as past grads of any GAP Community trainings/seminars. It is imperative that you begin forming your team sooner rather than later so that the team is fully formed by the 2nd team meeting. (This means beginning to assemble a team at the 1st team meeting and asking the team for potential names to enroll for your team.)
3. Make arrangements with the Sponsor for how and when the Confirmation Call Grounding will take place. The team is typically grounded at the 2nd team meeting, but outside team members will need to be grounded separately (typically on a conference call).
4. Prepare for the Confirmation Call Grounding, becoming familiar with the process and all materials. Your Coach is available to assist you in preparing for the grounding.
5. Work with the Sponsor and the Administration Captain to ensure all team materials needed for grounding the team on confirmation calls are prepared and distributed. (The Confirmation Call Grounding generally happens during the second team meeting or as a conference call sometime just after the 2nd Team Meeting.)
6. Ground the team in how to prepare for, complete, and process confirmation calls (at the 2nd Team Meeting).
7. Manage the confirmation call process.
8. Be the point person (with the Sponsor and Team Captain) for any questions regarding participants that arise from confirmation calls.
9. Provide registration information to the Administration Captain.
10. Making sure that participant files (including all confirmation call forms) are in order and given to the Sponsor (to be sent to GAP) at the conclusion of Fusion. Digital form is accepted as well and can be sent to the Director of Communication at GAP via Dropbox if the file size is too big to email.

Responsibilities During TL

1. Resolving any questions that arise relating to participant confirmation
2. Serve in another role during the training (unless you are a participant.)

CONFIRMING PARTICIPANTS

Overview

A participant is considered “registered” in the training when the Sponsor has received both a completed registration form *and* the registration fee from the individual. Verbal commitments or forms without payment do not constitute registrations.

The start of enrollment/registration can begin the day that you have an approved date for the training. Registration ends two days before the training at 5pm in order to allow sufficient time for final confirmation calls and other administrative tasks.

As participants register, the Confirmation Call Captain needs to set up a file for each participant. In this file, place all of the forms relating to that participant, including the registration form and the confirmation call form.

Please note: No one is allowed to participate in the training unless all of their forms are complete and in your possession.

Process

The Confirmation Call Captain will be grounding the team in the basic principles of generous listening before team members make confirmation calls. With the forms (provided below), you will find a sample script to assist you in the team grounding. In advance of that meeting, you will need to have sufficient copies of the confirmation call script and confirmation call forms to distribute to the team. The Confirmation Call Captain should speak with the Coach and/or Sponsor in advance of the team grounding in order to get clear on how best to demonstrate a confirmation call and to role-play.

Should you need additional people to make calls due to the volume of participants, work with the Sponsor to locate and enroll other GAP graduates in your area to make those calls, keeping in mind that you will need to ground those volunteers with the same focus and detail 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. Another way to do this is to have a conference call with the outside team members making confirmation calls.

Note: All GAP Trainings, Seminars, and Workshops, with the exception of the youth trainings, have a minimum age requirement of 18 years old.

CONFIRMATION CALL GROUNDING

Overview

Maybe you have been on a GAP team where you have made support or confirmation calls in the past. However, seek to put all that aside and abstain from evaluating, assessing, or comparing this experience with anything that has happened in the past or with prior calls. In making confirmation calls, take a learning stance so that you are open to receiving whatever is available in the moment.

In each of your calls, there are two things to remember: First, *be fully present for the participant* with whom you are speaking. Be fully engaged, generously listening to them in order to ask questions which will really catalyze the beginning of their training process. Second, don't share with other people the names of who you called or any other aspect of your confirmation call. These calls are confidential, and the only person with whom you should be speaking about these confirmation calls is the Confirmation Call Captain and the Sponsor or Training Coach.

The confirmation call is a time set apart for the future training participant. The call should take about 15-20 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 the participant. You have a significant opportunity to make an impact in the life of the participant!

You are working with the participant to get clear on the three things about which they are seeking clarity in their leadership.

What a tremendous opportunity this is to serve another person by listening generously to them and supporting them in getting clear about their reason for attending the training! You are serving the participant by helping them get clear about what they are committed to have happen in their marriage.

In your call, you stand with them to get them prepared for the rigor of the training by listening generously and inquiring into what matters to them. You can do this by asking questions about the areas in their life in which they desire clarity. By sowing vulnerability and risk, you can help open up possibilities for them that they may not be seeing at present. This will require you to be prepared for the call and to fully engage in supporting the other person towards clarity.

Purpose of the Confirmation Call

11. Confirmation calls prepare each participant for the training.
12. Confirmation calls allow the team to be informed about participants to support them well.
13. Confirmation calls encourage communication so both participants and the team gain clarity and insight.
14. Confirmation calls support participants to be more clear about their reasons for attending the training so that they will be able to participate more fully and thereby create more value for themselves and for others.

Remember: Confirmation calls are huge opportunities to support the participants in getting maximum value out of the training! They are fun and often deep-connecting. Ground your

confirmation call team into the reality that they are getting to serve the participants. By helping them get clarity about *why* they are coming to the training, the participants will be supported to participate fully in the training.

Confirmation Call Components

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

15. Welcome the participant to the training.
16. Discuss their reasons for attending the training.
17. Review three areas in their life where they would like clarity.
18. Encourage them to participate fully during the full time of the training.
19. Review the practical logistics in participating in the training.
20. Give them information about GAP and make sure that they understand the distinction between the registration fee and the offering received at the conclusion of the training.

Welcome the Participant

To begin your call, let the participant know you are excited about the opportunity they have before them and that you are standing with them to reach for the unprecedented future that they say matters to them. This is an opportunity for you to be at stake for the participant and to let them know that you are there to support them.

Discuss Their Reasons for Attending

During the confirmation call, you will have a dedicated block of time (about fifteen – twenty minutes) in which your sole purpose will be exploring with the participant why they are coming to the training and what is important to them in their leadership. This is an opportunity to demonstrate the training process by asking questions that help get the participant clear regarding the new ground they want to take.

Confirmation Call Captain: At the grounding, be prepared to demonstrate the question/answer process that takes place during a confirmation call. You will want to discuss such concepts as “touch and get out” with your Coach and/or Sponsor before the grounding starts so that you can best instruct the team members in how to connect with the participants in a meaningful way.

Review Their Areas of Clarity

Reviewing the three areas in their life where they would like greater clarity goes far beyond just reiterating what the participant has already written down. You are taking a stand as an eager listener who desires to get to know the participant and as an eager explorer, asking questions that bring more clarity to what matters most to them.

Encourage Their Full Participation

Encourage them to participate 100% throughout the training. Make sure the participant is clear that they will have opportunities to jump in and participate and that they will get the most out of the training by being willing to speak up, take risks, and be fully present. Using the confirmation call script, emphasize with the participant that value is either withheld or created by the way that we participate in life.

Review Logistics

Near the end of your call, once you have connected relationally with the participant, review the practical logistics involved in being part of the training. Make sure they are clear on the logistical aspects of the training, including the location, the dates and times, what to wear, what to bring,

how meal breaks will work, and other basic logistics information to help them prepare for their time at training.

Present the Ministry of GAP Community

End your call by giving the participant further information about GAP Community, making the distinction between the registration fee and the offering received at the conclusion of the training. Before making your calls, refer to the “About GAP” tab on the website for information about GAP’s history, training series, coaching opportunities, and other resources.

CONFIRMATION CALL PROCESS

21. The participant registers online.
22. The Sponsor notifies the Team Captain, the Administration Captain, and the Confirmation Call Captain, sending the Confirmation Call Captain the registration form for each participant.
23. The Sponsor or the Administration Captain sends the participant a confirmation packet that includes the following:
 - ☐ Confirmation Packet
Confirms the participant's registration and provides practical information about the training.
 - ☐ Guidelines
The Confirmation Call Captain assigns the confirmation call to a team member and sends them the form.
24. The team member makes an initial call to the participant within 24 hours of receiving the registration form. This call is to arrange a future time for the confirmation call within two to three days. The participant needs to know that the call will take approximately thirty minutes, and they should be in a place free of distraction and interruption where they can talk freely and openly.
25. After scheduling the call, the team member alerts the Confirmation Call Captain as to the day and time when they have scheduled the confirmation call with the participant.
26. After completing the call, the team member alerts the Confirmation Call Captain as to when the call has been completed.
27. The team member submits the completed confirmation call form to the Confirmation Call Captain no later than one day after the call has been completed.
28. The completed confirmation call form is given to the Administration Captain and added to the participant's file.

Tracking Confirmation Calls

The Confirmation Call Captain will create a document or spreadsheet to track the following information:

29. Participant name
30. Date registration form received
31. Date confirmation caller assigned
32. Team member name (person responsible for the confirmation call)
33. Date of the confirmation call
34. Date completed confirmation call form received
35. Notes on any red flags or special needs
36. Notes on how red flags or special needs were resolved

MAKING THE SET-UP CALL

Preparation

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 20 -30 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 15 - 20 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

Hello, my name is *{{NAME}}*, and I am a volunteer with GAP Community. I'm calling regarding the upcoming Fusion Workshop. Is now a good time for us to talk? It will only take a few minutes.

Everyone who signs up for the training receives a confirmation call to prepare them for the training. 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 exploring the three areas of clarity you are seeking (the ones you wrote down when you registered).

What time, in the next few days, would work for you to have your confirmation call? We will need about 20 - 30 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 training and the areas in which you are seeking to gain clarity. I'll call you on *{{DAY}}*! Bye!

MAKING THE CONFIRMATION CALL_____

Preparation

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

THE CONFIRMATION CALL

INFORMATION:

Location of Training:

Dates of Training:

Confirmation Caller:

Participant Name:

Participant Phone:

Participant E-Mail:

Who told them about the training? (check reg. form)

QUESTIONS:

1. Have you participated in other transformational trainings? If so, which ones?

2. What have you heard about the Transformational Leadership Training?
(Support the participant in their clarity of what the training is and isn't based on what they already know.)

3. I have your responses here from the registration form of the three areas you would like clarity in your leadership. Would you share a little more about those? I'll start with the first one.

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?

4. My overall purpose for attending the training is...
(Be listening for the participant's reasons for attending the training. Are they clear that full participation will equal full value?)

5. Do you have any medical needs that could inhibit your participation in the training?
(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.)

6. Is there anything that might prevent you from coming to the training?

(If they foresee obstacles, ask them how they will handle these challenges. Allow them to govern their own lives.)

7. Do you have any questions?

8. Let's go over some of the practical logistics of the training...

- a. The training starts at 9:00 a.m. We suggest you arrive 8:30 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 both days.
- b. We recommend you eat a substantial breakfast and bring a snack. There will be breaks during the day, including a lunch break.
- 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.
- e. The registration fee you paid goes to cover the local expenses for the training. However, 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.
- f. There will be a Graduate Meeting on [date] from [time] at [location]. Mark your calendar and make whatever arrangements are necessary so that you can attend.
- g. 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):

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?