



unlearn you

## ***Red-Flag Definitions and Protocol***

### **What is a Red Flag?**

A “Red Flag” is a **behavioral warning sign** that becomes evident during a participant’s confirmation or support call. Typical red-flag behaviors include:

- 🚩 The participant is **dazed, confused, resistant** to participating, **unable to focus** or answer questions; **unable to carry on a conversation**. Examples of this might include statements that he or she “only wants to observe” or “doesn’t want to participate.”
- 🚩 The participant is **angry, feels pushed**, or has **changed his or her mind**. This can show if the participant feels manipulated or pushed into attending the training.
- 🚩 The participant wants to **leave in the middle of the training**.
- 🚩 The participant indicates that they will be **younger than 18** at the time of the training.
- 🚩 The participant indicates a history of drug or alcohol **addiction** AND has not been clean or sober (zero use) for the past three (Unlearn You Seminar) or six (Breakthrough Training) months.
- 🚩 The participant indicates that they have had **violent episodes** in their past.

### **What to do when you encounter a Red Flag**

#### ***The Red-Flag Protocol***

- 1. Before your call**, familiarize yourself with the **specific actions** to take for individual types of red flags you may encounter. *See the list on the next page.*
- 2. Complete the call politely** and fill out the confirmation/support-call form. Mark that there is a red flag on that form.

- 3. Call and notify** the Confirmation-Call or Support-Call Captain that there is a red flag. Discuss the specifics of the red flag with the call captain. Follow any instructions you are given. **Your Confirmation/Support Call Captain will take over from here.**
- 4.** The Confirmation/Support-Call Captain will reach out to and seek insights into the potential participant from the enrolling team member.
- 5.** The Confirmation/Support-Call Captain will discuss the red flag with the ministry sponsor.
- 6.** The Confirmation/Support-Call Captain and/or the ministry sponsor will have a follow-up conversation with the participant.
- 7.** If the participant still wants to attend the training and the ministry sponsor still believes them to be a red flag, the ministry sponsor will notify and explain the situation with the team coach who will then do the same with The Flourishing Life's director of coaching.
- 8.** The Flourishing Life's director of coaching will have a de-enrollment conversation with the participant. The team coach is invited to be on this call.
- 9.** If the potential participant still wants to attend to the training after their de-enrollment conversation, they must have a conversation with the lead trainer for that event prior to the training, preferably several days before the training. The trainer has the right to dismiss this person as a participant as a result of this call. If they allow the person to participate, then they inform the participant that they reserve the right to dismiss them after the training begins.

## Specific actions to red flags

### ➡ **Dazed, confused, or resistant behavior**

*If this happens during the phone call, seek to open up possibilities and help the participant identify why he or she wants to go to training.*

### ➡ **Anger, frustration, feeling pushed**

*Remember, it is not the caller's job to enroll this participant to stay in the training. Ask what interested him/her in the training in the first place. If they are open to talking, build value by inquiring about what the training could mean for them personally. Always seek to be sensitive to where the participant is. If they continue to express anger, end the call politely and notify the Confirmation/Support-Call Captain who will follow up and take action.*

## ➔ **Might leave in the middle of the training**

*If a 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 for a meeting," the caller should explain that the training is a three-day commitment and encourage him or her to attend another training if they cannot commit to the full three days. The caller should ask the participant what his/her concerns are and address any fears.*

## ➔ **Younger than 18**

*Complete the call politely and fill out the confirmation/support-call form. Notify the call captain that the potential participant is under age.*

## ➔ **Substance Abuse**

*Complete the call politely and fill out the confirmation/support-call form. Notify the call captain that the potential participant has a substance abuse issue and has used within the last few months.*

## ➔ **Violence**

*If a potential participant indicates in their Confirmation/Support Call that they have had violent episodes in their past, take the following steps:*

- 1. If anger is noted, gently inquire about the anger asking the potential participant to discuss the cause.*
- 2. Report the results of the call to the Confirmation/Support-Call Captain. **The call captain will take over from here.***
- 3. The call captain will discuss the situation with the ministry sponsor.*
- 4. The ministry sponsor will call the potential participant and will:  
a) Discuss the person's coping skills for appropriately dealing with anger  
b) Inform them that charges will be pressed for any attempt to physically harm another person during the training*
- 5. Before the start of the training, the ministry sponsor will make the trainer aware of this individual and the conversation that was had with them.*