



# Confirmation-Call Script

## The Unlearn You Seminar

### CONFIRMATION-CALL PHONE SCRIPT

*(This script is also embedded into the [online Confirmation-Call form](#).)*

Hello {PARTICIPANT'S NAME}, this is {YOUR NAME}. How are you?

I'm calling to complete your confirmation call for the Unlearn You Seminar. Is this still a good time?

*(If the answer is "no," ask when there might be a better time and reschedule the call. Before saying "good-bye," ask if there is anything you can do to support them. If the answer to "Is this still a good time?" is "yes," proceed with the call.)*

Wonderful! First of all, I want to welcome you to the Unlearn You Seminar. Congratulations on deciding to take this step! The reason we do these calls is two-fold.

1. The first is to go over the logistics of the seminar and answer any questions you might have.
2. The second is to support you by exploring the areas of your life where you want to see something new. I'm referring to the ones that you listed on your registration form.

My hope is that by having this conversation, I can help you be better prepared to get the most out of your seminar experience.

Before we jump in, I'd like to ask you a few quick questions, and then, we can talk about your reasons for attending the Unlearn You Seminar.

1. **Have you participated in the Breakthrough Training?**  
*(Knowing this may help you understand the participant's frame of reference.)*
2. **What have you heard about the Unlearn You Seminar?**  
*(Begin to listen for the participant's reasons for attending.)*

OK, let's go over the three areas in your life that you wrote about on your registration form where you would like something new.

*(One at a time, read from the registration form.)*

3. **The first area in my life where I'd like to see something new is . . .**

Tell me about this, why are they important to you?

*(Listen carefully and make notes. In the areas where they want something new ask: What would the value of that be to you? How would your life be different if these changes happened? Drive toward specifics. For clarity, repeat back what you think they are saying.)*

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4. **The second area in my life where I'd like to see something new is . . .**

5. **The third area in my life where I'd like to see something new is . . .**

*(Next, relate the desires above to their overall purpose for attending.)*

6. **My purpose for attending the Unlearn You Seminar is...**

*(Get curious and ask questions: If your purpose (vision) were to come about, what value would it hold for you? How might life be different or better?)*

*(Before moving on, you should have a good understanding of why they want to attend the seminar and what they hope to get out of it.)*

**Thank you for your openness with me. What I'd like to do now is tell you about the Unlearn You Seminar and let you know how to best prepare in order to get the most value out of it.**

*(As you begin to tell the participant about the seminar, keep in mind the things you have learned about them through the questions you asked.)*

**The Unlearn You Seminar is unique—it's not just sitting and listening to a lecture.**

**It's an insight-based, hands-on, high-participation experience—kind of like a laboratory—where you have the opportunity to discover and explore some of the beliefs, assumptions, attitudes, and internal conversations that influence or drive your life, but that you currently may not be able to see.**

**These hidden beliefs, ideas, or thoughts can sometimes become huge stumbling blocks that hinder your progress—specifically in the areas that are most important to you.**

**With that in mind, what attitude do you think would be most useful in discovering something that you may not be aware of?**

*(Openness, curiosity, willingness to consider a new perspective, etc.)*

**In order to get the most benefit from the seminar and discover new things about yourself, are you willing to adopt the attitudes we just spoke about and participate fully in the activities of the seminar?**

*(Depending on how this conversation goes—if the participant is hesitant to participate fully in the seminar—you may want to ask one or more of the following questions. Probe gently with an attitude of supportive curiosity and wonder.)*

*Do you mind if we explore your hesitation?*

*What might get in the way of you participating fully?*

*Do you see this same obstacle coming up in other areas of your life?*

*How do you think this might get in the way of you having or achieving what you want in life?*

*Where do you find yourself holding back?*

*What, for you, gets in the way of looking at things in new ways?*

*Are you willing to put those things aside during the seminar in order to see what you can discover?*

Great. Thank you for your honesty. I'm going to shift now to some more logistical-oriented questions that will help us best serve you during the seminar.

7. **Do you have any special needs?**

*(If yes, provide the details on the form.)*

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8. **Is there anything that might prevent you from attending the seminar?**

*(If they foresee obstacles, ask them how they will handle these challenges. Allow them to govern their own lives. Note and potential obstacles on the form.)*

9. **Have you received your Confirmation/Welcome Email with the ground rules and practical suggestions for participating?**

*(Encourage them to review the ground rules as they will be asked to agree to them in the seminar. Our goal is to support them in being as prepared as possible when they enter the room.)*

10. **Do you have any questions?**

*(Note and questions on the form.)*

Great! That's all my questions.

Next, I'd like to tell you a little about The Flourishing Life and go over some of the seminar logistics.

Let me tell you a little about The Flourishing Life.

The Flourishing Life is a non-profit 501(c)(3) organization which developed the Unlearn You Seminar (and other seminars, like Breakthrough) and provides this seminar with the vision of helping individuals, families, and communities flourish.

The vast majority of the registration fee you paid goes to cover the local expenses for the seminar. However, on the final day, there will be an opportunity for you to make a contribution to The Flourishing Life to give back and support the ministry and its ongoing work. There is no obligation to give, but we did not want you to be surprised.

Let's go over some of the seminar logistics.

- ➔ The seminar starts each morning at 9:00 a.m. On the first day you will want to arrive by 8:30 a.m. to check in, get your name badge, and get settled.
- ➔ We recommend that you eat a substantial breakfast each morning and plan to bring a lunch. You will have approximately ½ hour for lunch, and 1½ hour for dinner.
- ➔ Do not make plans to have dinner with family or friends, as meals are not always on schedule and you may be asked to complete an activity during your meal.
- ➔ Dress is casual. Bring a jacket or sweater, as the room temperature tends to be cool.
- ➔ On the first day, the trainer will request that all participants agree to the set of ground rules you received in your welcome email. The purpose of these rules is to assist the group's ability to cooperate with a consistent framework. The rules consist of things like no eating and drinking in the room, being on time, and respecting the confidentiality of others.
- ➔ The seminar runs from 9am to approximately 10pm on days one and two, and from 9am to approximately 7:30pm on the last day.
- ➔ On the last day of the seminar, starting between 7:30pm and 7:45pm, there will be a commencement ceremony to which you can invite friends and family.
- ➔ The registration fee you paid is designed to cover the cost of the seminar. There will be a financial contribution received on Sunday for TheFlourishingLife.org to facilitate its ongoing growth. TheFlourishingLife.org accepts VISA/MasterCard/Amex, check, cash, and property.

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**That's everything. Do you have any questions for me?**

*(Answer any questions as best you can. When you feel the call is finished, close the call on a positive note.)*

**It was really a pleasure talking with you. We look forward to seeing you at the seminar and hope it is an enlightening and powerful experience for you.**

**Good-bye**

*(No complete the Evaluation portion of the form.)*