

Frequently Asked Questions – Telephone Support Call

Does everyone speak and do I have to speak? Everyone introduces themselves briefly at the start, saying their name and where they are geographically. After that some people share a lot, some choose to share very little or not at all to begin with but find they warm to sharing as the call progresses or on future calls. It's completely your choice how much you share.

How will I know when to speak? Anyone wanting to share is invited to speak at certain points. Just say your name before speaking.

Are the calls confidential? At the start of the call participants commit to the same level of confidentiality as on their Process or in other support groups. Often, despite the distance and lack of physical contact, a real sense of connection and solidarity builds by the end of the call.

I go to a local support group, can I still call into this one? Yes. These calls are for anyone.

I've only just done the Process, are these calls for me? We have graduates from decades ago and graduates from a month ago; the mix of post-Process experience works really well. All are welcome who want to connect and practice tools.

Is there a structure to the call? Yes, we generally follow the following format: Welcome, Introduction, Check-in Visualisation, Sharing, Discussing and using the tools, Closing

How long does the call last? An hour and fifteen minutes, though sometimes we overrun a little, so please mention at the start if you need to finish promptly.

How do we use the tools on the phone? Most tools can be adapted to be practiced over the phone. We then have a discussion and sharing to cement the learning.

Do I need to prepare anything beforehand? Some people like to have a pen and paper handy to make notes of important insights. Others prepare the room they're speaking from with scented candles. But ultimately all you need is you!

Can I use the call for a particular problem I have at the moment? It's not suitable for deep 1:1 processing because of the format - like any support group. However, it's surprising the insights and shifts people have and the depth of the sharing, so you may still find it helpful. Remember if you'd like 1:1 coaching with a Hoffman Teacher you can find a contact list on the Post Process Website: <http://www.hoffmaninstitute.co.uk/selfsupport/events-coaching.html>

Anything else I should know?

Please read the phone instructions and etiquette on the Graduate Website before calling. <http://www.hoffmaninstitute.co.uk/selfsupport/events-tele.html>

Enjoy the call!

When you're serious about change

Hoffman Institute UK
Call us on: +44 (0)1903 88 99 90