



# State Ambassador Training

## Conference Call Examples

### 1<sup>st</sup> Conference Call

**Mission Moment** - is a time or experience that exemplifies the Best Buddies mission & your role as an ambassador.

Here is an example:

One of our Ambassadors who attended leadership conference last year, reached out to his local police station about speaking to them. He now goes to speak to the police officers about how to properly interact with people with disabilities, shares best practices with them and his own experience.

This is the kind of relationships that we hope you are able to make through the State Ambassador program. Our goal is for you to feel confident in your abilities as a self-advocate so that you make new relationships with people in your community and raise awareness about your needs and how others can support people with IDDs.

Moving forward I will be reaching out to you about doing the mission moments. I will select one of you for our next conference call and ask you to tell us about your experiences.

#### SA expectation:

Attend at least 2 state trainings per year

Identify at least 4 local or state speaking opportunities per year

Attend at least 3 Best Buddies local or state events per year

Attend the conference calls for your state

#### Roundtable:

What have you been up to since our last Ambassador training? Have you had any speaking engagements since/spoken anywhere? If you have not, can you think of someone or a group that you'd like to speak to? Think of groups that you are already a part of.

#### Communication:

What is communication?

Exchange of information between people. It's the way we express our feelings and thoughts. There are different ways to communicate - not all communication is verbal. There is also non - verbal communication.

Why is communication important?

So that you can understand other people and create relationships.

Right now I want to focus on professionalism & how to communicate in a professional manner. This is important for when you get a job or go to college or communicate with someone important. You should be professional when communicating with the Best Buddies Staff, and when you're making new relationships in your community.

1. Appropriate - no profanity, be aware of personal space.
2. Always be kind & considerate of others - listen and don't speak over people.
3. Be timely - respond to emails in 1-3 days max
4. Be aware of your surroundings - if you're in a conference call and your dog is barking, mute yourself
5. Follow up with people - it's important not to send TOO many messages or call people TOO much.



## State Ambassador Training Conference Call Examples

6. You should follow up with emails only after a week of no response for a couple of weeks. DO NOT send daily emails. If someone does not respond for over a week, try one phone call and leave a message. Some people may just not respond, and that's ok! If you're texting someone and they don't respond, you should only follow up after a couple of days.

(Insert State News):

Example of Announcements Below ☺

Ambassador Training on June 7th -

World Team Sports in on June 1st - THIS SATURDAY

Also, If you're going to BBLC, Info Night is on June 13th



# State Ambassador Training

## Conference Call Examples

### 2<sup>nd</sup> Conference Call

**Mission Moment** - Ashley Counts - Her favorite part about BBLC.

#### Roundtable:

What have you been up to since our last Ambassador training? Have you had any speaking engagements since/spoken anywhere? If you have not, can you think of someone or a group that you'd like to speak to? Think of groups that you are already a part of.

#### Conversational Advocacy:

What is Conversational Advocacy?

When you advocate for something or someone in an informal setting - without a speech.

Come into conversations with a positive attitude and open to learn, ask questions and engage, and share your experience. If you come into a conversation assuming that you're right about everything - you won't be able to get the other person to learn from you.

When does conversational advocacy happen?

ALL the time! Whenever someone asks you about Best Buddies - you are engaging in conversational advocacy.

At school with your teachers, with your friends, with your family.

Advocacy - is NOT just about Best Buddies - it can be about ANYTHING that you're passionate about - it's about YOUR MISSION.

**ANNE engages in conversational advocacy during her donut sales at Accenture!**

Has anyone ever heard about talking points?

Talking points are a bullet proof way to ensure that you are INTENTIONAL in sharing your mission. They can be very simple but very helpful in making sure that you feel prepared when you have a conversation with someone about your mission or what you're advocating for.

#### Talking Points Tips

1. What is your mission/what are you trying to accomplish in the conversation? - Write it down
2. Why is this important to you/Why do you care? - Come up with three - 4 answers. These are your talking points!
3. Come up with an example that support each of your talking points - write them down
4. What is your call to action?
5. Practice! Practice! Practice!

#### Talking Point Examples

My mission is to get people to volunteer for Best Buddies. Why? Because it is FUN! Example: you get make new friends and participate in fun events like the Friendship Walk and Prom! If you're interested I can send you the volunteer form - what's your number?

#### (Insert State News):

Ambassador Training on October 14th at Accenture

Friendship Walk is October 19th - register now & ask your friends and family to donate



# State Ambassador Training

## *Conference Call Examples*