

PLEASE NOTE: These are draft session profiles. They will probably change after the first two workshops in Detroit and Dallas. Any revised materials will be posted online at www.na.org/servicesystem

We also plan to post streamlined session outlines for use on a local level as soon as we have these materials finalized.

Keep checking back at www.na.org/servicesystem for updates.

Service System Session Profiles – Background and Introduction

Friday 6:00pm – 8:00pm

Introduction and Workshop Overview (10 minutes)

On tables for this session - general note sheets with space for notes

Host introduces self and travelers, welcomes everyone to the workshop, and thanks them for their willingness and service. *(Slide 1)*

Let everyone know that we will be asking the more experienced members here this weekend, such as RDs and ADs, to split up among the tables tomorrow so they can be a resource for those new to this project.

Explain how this workshop is different from all of the other workshops we have organized over the years. Our main task is to inform and train everyone here so that they can go back home and hold more workshops and involve more members. This is the best way we know how to have a fellowshipwide conversation about improvements to services throughout our fellowship.

Global change happens at the world service level because fellowship-wide change can't happen without global coordination.

We want to hear from attendees this weekend with ideas and questions, but also need the conversation to be much bigger than just the five workshops we are holding in the US. We need your help to reach the most people possible within the US, and we continue to be open to ideas about how to have this conversation outside the US.

These workshops are also a two-way street. We get the benefit of hearing how these proposals might work in your local communities, and you get the benefit of an in-depth explanation as well as help thinking about how to communicate this information.

Explain that our hope is to present the material to everyone, discuss it together and then spend time on questions afterwards. Our agenda is very full and we've tried to build time for questions within each session, but that time is limited, so in some cases, you may have to wait to ask a question later in the weekend or between sessions. Beginning with tomorrow's morning session we will try to organize tables so that delegates and alternates and other more experienced members are spread out from table to table. Hopefully this will help the people less familiar with the proposals have someone at their table that may be able to answer some of their questions too. Of course the Board members will be available throughout the weekend to answer questions and help wherever possible.

Review the desired outcomes for this weekend:

Our overall goal is to work together to build a holistic service system. This is an exciting moment in NA history where as members and leaders at all levels of service we are working collaboratively on holistic change that will benefit us all, and most importantly, the groups we serve. Your energy and ideas today and in your local discussions will be used to move this work forward. *(Slide 2)*

Our goals for these workshops are to:

- Help everyone to understand the proposals, and hopefully generate some enthusiasm about the potential benefits
- Help you get ready to facilitate discussions at home and help other members understand
- Receive input and feedback to help shape the future of the work – stress that we are not here as a decision-making body. This is a work in progress.
- Hear how these ideas might work in your local communities
- And of course, as always, we will benefit from spending time together and sharing our experience and our recoveries

Briefly review agenda:

Tonight's session is about explaining the background of the project and looking at the ideals expressed in our Vision Statement, the principles contained in our traditions, and how a service system can support these ideals and be consistent with these principles.

Saturday will be divided into four sessions. The first is a long session that will begin with a quick ½ hour review of our ideas from tonight and then focus on group and local services.

The second session will focus on intermediate bodies and statewide services.

The third session will be on WSC seating.

The final session tomorrow will focus on wrapping up and moving forward and will consist of:

- A wrap up of what we have talked about and any insights we have gained
- A chance to ask any further questions
- A discussion about how best to discuss the proposals as a fellowship
- What work is still to be done
- A review of the materials attendees have been given, the project timeline, and the webpage

The final session will continue into Sunday morning.

Saturday night will feature a recovery meeting with a panel of speakers at 7:30pm.

Project Overview/Orientation (20 minutes)

Review what brought us here – refer to the project background essay given out with the registration packets.

Outline the challenges we have experienced for many years *(Slide 3)*

- Ineffective communication
- Insufficient resources – human, financial etc.
- Frustrated trusted servants
- Poor atmosphere of recovery in service meetings

Take a moment to establish agreement on these challenges that the proposals are intended to address.

Review history of the project, touching on these key points: *(Slide 4)*

- What we have now works for some, but not for everyone
- Project was adopted at the 2008 WSC and reaffirmed at the 2010 WSC
- Our hope is to improve all services throughout our system, regardless of how well they are working now

Review history of the service system, touching on these key points: (Slides 5 - 6)

- Current system was designed to meet NA's needs in the 1970s
- How NA is different today:
 - larger,
 - present in more countries,
 - faced with different attitudes
- NAWs restructured in the 1990s, but local services haven't been examined until now
- Current structure designed before the Twelve Concepts
- We hope to better embody the principles of our concepts in our service system

Inform attendees that a more in depth history of the service system is contained in the *CAR 2010* essay which is available on www.na.org/servicesystem.

Review the four elements of any successful system – structure, process, people, and resources (Slide 7)

Discuss how we have chosen to start with structure because:

- It represents some of the most significant changes for some of us
- Some of our improvements in service delivery depend upon structural change – e.g. move to using established geographic boundaries to improve our PR services
- The work on WSC seating has a strong structural element, which needs to “connect” with any changes we make to the service system
- And really, we had to start somewhere—with one of the “fishbones.” We are continuing work on the other elements of the system which will flesh out these proposals.

Emphasize how all these proposals are process-driven. We believe that the most profound change will come from changes to the way that we do things in NA. Ideas for change to our key processes underpin our structural ideas.

Review some of the key processes: (Slide 8)

- Planning – effectively and efficiently delivering services to carry the message. Explain how having an established planning cycle with clearly defined projects makes it easier for us to know where we are in our service delivery process and what should be happening, making it much easier to practice accountability
- Decision-making – better reflecting the will of a loving Higher Power as discussed in the Second Tradition
- Communication – more effectively and efficiently sharing information and ideas with each other and those outside NA
- Training and mentoring – passing on our service experience

Let everyone know there will be more material on processes in the coming months.

Before going into the next part of the session ask if there are any questions relating to the background of the project or about this weekend's workshop. Remind everyone that we will be discussing the details of the proposals on Saturday and that there will opportunities to ask questions about them throughout the weekend.

Session focused on A Vision for NA Service and Twelve Concepts for NA Service (90 minutes)

Aim of session: *(Slide 9)*

- Reinforce again that the vision is what should drive the discussion of service system structure/design. That is why before putting together proposals for change, the workgroup and board first worked on revising our vision statement to apply to all services. We spent many months talking about principle and what an ideal service system should do and look like before we began putting together actual structural proposals. Form should follow function.
- Explain structural proposals as an application of the Twelve Concepts and the “form” that can best support fulfillment of the Vision Statement

Vision Activity - Introduction (5 minutes)

Discuss the importance and impact of A Vision for NA Service, covering the following points: *(Slide 10)*

- How the structure of an organization must be shaped and driven by its purpose and the impact it hopes to achieve . . . structure must be designed to support fulfillment of the purpose
- The purpose and desired impact of NA service is described in our primary purpose and our Vision Statement
- ‘A Vision for NA Service’ was just revised and approved by the WSC... It is a statement that aims to unify all service efforts at every “level,” anywhere in the world NA exists. NAWS has used a very similar statement for over ten years and found it helpful as a touchstone and reminder for our efforts

So, a good place to start our discussion of the service system proposals is with our Vision and the Concepts that guide NA service

Large group discussion (15 minutes)

Facilitator asks different individuals in the audience to each read one of the six statements in the Vision. After the reading of each statement, facilitator asks the group as a whole to come up with a word or two that describes a service system that could support the idea in the statement and help make the idea a reality. So that the group better understands the instructions, the facilitator helps the group with the first statement: *(Slide 11)*

“All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. Upon this common ground we stand committed.”

Service System Characteristic: Group-focused

Facilitator solicits 3 or 4 responses from the group for each statement; the co-facilitator or support person writes the words on individual cards and posts them on the wall, grouping similar concepts as the activity progresses.

Activity progresses until all six statements of the Vision are read and discussed.

Recap of Vision Activity (5 minutes)

Facilitator takes a few minutes to recap and summarize the results, briefly tying them into the proposals in a sort of “preview of coming attractions” way.

Concepts Activity - Introduction (5 minutes)

Distribute ½ sheets of flip chart paper and markers to each table –one piece of paper per concept.

[Make sure there is masking tape on the wall for groups to post their results.]

Distribute handout for Concepts Activity (Slide 12)

Remind the group what the Twelve Concepts are, covering these points:

- The Twelve Traditions were created for the groups. The Concepts were later created for the service system. Read the following from the Twelve Concepts booklet introduction:

“The Twelve Concepts for NA Service are a relatively recent addition to our fellowship’s body of guiding principles. Since NA’s inception in the early 1950s, we have used the Twelve Steps as guidance in our personal recovery and the Twelve Traditions to steer our groups. The traditions empower the groups to create a service structure, directly responsible to them. The traditions also offer fundamental ideals to guide all our collective efforts. Yet the Twelve Traditions themselves were designed especially to guide the NA groups; they were never intended to provide our service structure with the specific direction it needs to serve by. The Twelve Concepts for NA Service were created to meet that need.”

- Concepts provide more specific direction for service, and give us a guideline for what kind of service system we need to ultimately fulfill our Vision
- The Concepts were developed to address the challenges we were experiencing in our service system 20 years ago [The concepts were approved in 91, published in 92]. We have retrofitted our structure to align with the concepts as much as may be practical. Now it’s time to take a look at what our system might look like if we used them as a foundation

Small group discussion (20 minutes)

Divide the Twelve Concepts up between the tables in this way: Divide the room into quadrants and give two concepts to each quadrant: (Slide 13)

Group 1: Concepts 1 & 6

Group 2: Concepts 2 & 7

Group 3: Concepts 3 & 9

Group 4: Concepts 5 & 12

That way 8 of the 12 concepts will be discussed. [Note to facilitator: We decided on 8 concepts for discussion simply because it seemed an easy number to work with. To narrow the number to 8, we eliminated some of the more process- and resource-oriented concepts from discussion.]

Have the groups assign a facilitator and recorder. Review the facilitator’s instructions, groundrules, and brainstorming guidelines, remembering that many of the participants may not have participated in this style of workshop before. Emphasize that each person only has one minute to speak, that we take turns, and that everyone has something to contribute.

Each table is asked to write the numbers of the concepts they have been assigned at the top of their flip chart papers.

Each table reviews the concepts assigned and gives three different ways of answering the question:

“In order to be consistent with the ____ Concept, a service system must...?”

In other words, each group should give three examples of what the concepts they’ve been assigned might look like in practical application in a service system. These answers will be more detailed than the one or two word responses to the Vision exercise. Try to encourage each group to give specific answers.

Facilitator provides an example using two different concepts:

“In order to be consistent with the Second Concept a service system must communicate with groups and inform them of its needs.”

“In order to be consistent with the Ninth Concept a service system must use decision making processes that enable us to achieve an informed consensus.”

Small group feedback (30 minutes)

Each group is asked to read the Concept it was assigned and the three applications they came up with. Their flip chart sheets are posted until all the Twelve Concepts have been covered.

Facilitator ends by summarizing a few of the themes that have come out of the analysis of how the Concepts relate to an effective Service System. Relate a few of these results to the results that came out of the Vision activity.

Pass out the “What a Healthy Service System Looks Like” handout

Explain how it serves as a touchstone in our efforts to create a better system that is centered on the values in our Vision Statement and the Concepts. Point out some of the overlap between the qualities on the “Healthy Service System” handout and the results of the small group discussion today.

Session Close (10 minutes)

Highlight purpose of tomorrow’s sessions and how the Friday discussion will weave in as we discuss the proposals. Hopefully we will come to understand:

- How the ideas in the proposals will address the challenges we face in providing services
- How the proposals move us toward our vision
- How the proposals are built on the principles contained in the Twelve Concepts

Re-emphasize that this workshop is part of a larger communication effort to inform the fellowship about the proposals so that we can work together as a fellowship to shape ideas for change. Touch on the project timeline briefly and highlight the project webpage address *(Slide 14)*

Cover any necessary meeting logistics such as start time tomorrow and the basic agenda for the day, any necessary announcements such as availability of food, and arrangements for the Saturday night recovery meeting. *(Slide 15)*

[Note to facilitator: “clean up” the results of the Friday discussion on the wall while it’s fresh in your mind so that on Saturday morning you can more effectively review the highlights. Have a couple of blank cards on the wall on Saturday morning to get a few more answers from the group, especially from those that just joined the discussion.]