

**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](http://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](http://www.na.org/servicesystem) for updates.

## Service System Session Profiles – Introduction Recap and Group/Local Saturday 9:00am – 11:00am

### Opening Session - Recap of Friday night session (30 minutes)

**On tables for this session** - session note sheets with discussion questions and space for notes  
(Have extra copies of the “Healthy Service System” handout available)

Start by identifying any delegates and alternates and asking them to separate if necessary so they are spread out around the room. *(New PPT Slide 1)*

Host re-introduces self and travelers, welcomes everyone to the workshop, and thanks them for their willingness and service.

Explain the topic of this workshop: that we will begin with a ½ hour recap of last night’s background information and exercise about vision and concepts and then we will discuss the group support and local services parts of the proposal, beginning with an overview of the proposals and then doing small group exercises to give input and give an idea of how these proposals would actually function on a local level.

Host re-states how this series of workshops is different from anything we have done before. Our purpose this weekend is to enable everyone here to both understand the proposals and to be able to workshop them in their home communities. To bring about fellowship-wide change we have to have a fellowship-wide conversation, and NAWS is charged with facilitating this.

Recap the workshop and project overview information from Friday night hitting the highlights for those who just arrived. Be sure to touch on:

- Desired outcomes for workshop *(Slide 2)*
- Challenges in the NA service system *(Slide 3)*
- Project history *(Slide 4 - 6)*

Recap the four elements of any successful system and the idea of a process-driven structure *(Slide 7 - 8)*

Review the input (touch on the highlights) from last night’s Vision activity, explaining how the vision serves as our focal point *(Slide 9 - 10)*. Use the organized input on the wall to illustrate the review.

Review the input from the Twelve Concepts activity as well to emphasize some key principles that you can relate back to in today’s discussion. Remember to refer everyone to the “What a Healthy Service System Looks Like” handout and make the connection between the guidance it offers and the input from last night’s session. *(Slide 11)*

Stress that the work done so far on the service system has focused on the structural component of design. Referring to the work the group did on Friday, note that their descriptions of an ideal service system, one that was grounded in or motivated by the Vision and Concepts included other important aspects of design, including process, people, and resources. These elements of the service system are now being worked on.

Talk about the four basic design principles: purpose-driven, group-focused, geographically defined, and flexible. *(Slide 12)*

- Purpose-driven: each service body has a clearly defined purpose that influences its structure and guides its activities

- Group-focused: the group remains our most effective way of carrying the message so an effective service system will try to support groups wherever possible
- Geographically defined: in order to deliver services more effectively service bodies should have more recognizable geographic boundaries that conform to those found in society
- Flexible: an effective system should be flexible enough to meet different conditions throughout NA

Explain how these appear throughout the proposals report they have in front of them because they are fundamental to our thinking. Briefly review each principle as each slide is shown *(Slide 13 – 16)*

Briefly review the timeline for the project and explain where we are in the process today *(Slide 17)*

- Summer/Fall 2010: first discussions and workshops
- 31<sup>st</sup> December 2010: Input deadline for first round of proposals
- Early 2011: Revise and re-release proposals
- Late 2011: prepare for WSC

Ask attendees if they have any questions about the material we have just reviewed. Ask them to hold questions about the proposals themselves until later in this session, after we have reviewed the material that covers them because we they may find their question is answered already.

### **Group Support and Local Services Session (90 minutes)**

**Aim of session:** *(New PPT – Slide 1)*

- Overview of the models including GSU, LSU, two-track and linear options
- Because this is a work in progress, we are trying to engage the fellowship in shaping these options

### **Introduction (5 minutes)**

Review the challenges we encounter at this level *(Slide 2)*

- Ineffective communication
- Insufficient resources
- Frustrated trusted servants
- Poor atmosphere of recovery in service meetings (and some recovery meetings!)

Review the desired outcomes for the changes to group and local services, emphasizing the way these proposals address the local challenges *(Slide 3)*

- Increasing the amount of services we can provide
- Making service a more rewarding process.
- Increasing unity throughout NA
- Improving our reputation as a viable program of recovery

Explain how in our current system the ASC has responsibility for both group support and local service. That is how the ASC is described in GLS, though in many cases, having this dual focus means the needs of the groups gets overlooked. These proposals offer a division of these tasks between the GSU and the LSU *(Slide 4)*

Use slides five and six to demonstrate *(Slide 5 - 6)*

Explain how several GSUs will make up an LSU, and that this will vary depending on size and density

## Group Support Unit (10 minutes)

The World Board feels strongly that a body devoted to group support is essential. The service system was created to support the groups yet, in many cases, it fails to do this effectively. (Slide 7)

Explain the main features of the GSU, including: (Slide 8)

- How the GSU separates group support from the “business” of NA
- The GSU is a discussion based gathering of local NA groups
- Structure and procedures are as informal as possible
- May provide some basic services

Review the main challenges in our current structure, and the solutions offered by the GSU, referring to the box on page 8 of the report (Slide 9 - 12)

**Challenge:** Groups do not always receive help to deal with specific issues like drug court attendees in meetings

**Solution:** Group support is its main focus

**Challenge:** Members are often unwilling or apathetic about service

**Solution:** The GSU is an informal, discussion-based body open to everyone interested in attending

**Challenge:** Members are not always trained in service

**Solution:** Offers an opportunity to introduce new members to service and to train them in the basic principles

**Challenge:** There is often a lack of NA unity and a sense of our common purpose

**Solution:** The GSU increases unity within local NA communities by bringing groups together and strengthening their ability to carry the message

### GSU Options

Explain the two structural options for the GSU, linear and two-track, and how it offers flexibility for the GSU, including: (Slide 13)

- Linear GSU is part of the delegation stream between the group and the rest of NA – explain the term “delegation stream” if necessary (refer to Glossary) (Slide 14)
- Linear GSU still has main purpose of group support
- Two-track GSU has sole focus of group support, preserving the simplicity of the meeting (Slide 15)
- Two-track GSU requires groups to send a delegate to the LSU
- There is the option to alternate between GSU and LSU meetings each month if required

Refer attendees to the diagram on page nine of their report for more information on the two options

## Local Service Unit (10 minutes)

Explain how the LSU is focused solely on service delivery and relate this to the purpose driven principle (Slide 16)

Explain the main features of the LSU covering the following points: (Slide 17)

- The LSU delivers the bulk of local services
- The LSU conforms to a recognized geographic boundary whenever possible and practical

- The LSU is project- and plan-driven – explain these terms if necessary (refer to Glossary)

Review the main challenges in our current structure, and the solutions offered by the LSU, referring to the box on page 11 of the report *(Slide 18 - 20)*

**Challenge:** Many members are unwilling to serve on subcommittees, meaning we have too few trusted servants

**Solution:** Project-based service provision is more attractive to some members

**Challenge:** The atmosphere in some service meetings is off-putting

**Solution:** Where possible consensus-based decision making is used rather than motions

**Challenge:** Complex service decisions are often made by inexperienced trusted servants

**Solution:** Separates “NA business” from group concerns allowing the business to be carried out by members who may have already gotten their feet wet and received some service mentorship at the GSU

### **Connecting the Groups and the Service System**

Review the potential challenges with connecting the groups and the service system posed by the two options for the GSU, including: *(Slide 21 - 22)*

- The linear option creates the impression of a greater distance between the group and the decision making process at the LSU
- The two-track option means the group may need to find an extra trusted servant to attend the LSU

Review the potential solutions for better connecting groups and the service system including: *(Slide 23)*

- More effective use of IT
- Quarterly or twice yearly LSU meetings to update groups and evaluate services
- Annual planning assembly for groups to oversee the planning of services, and to evaluate them (mention that there are doubts over how effective this will be)

### **On the ground examples illustrating the range of application (5 minutes)**

Talk through how these ideas could work practically. Offer some examples or ideas that may include:

- Who it is
- What kind of work they do
- What decisions they make

[Keep in mind that the examples should be relevant to the community attending the workshop]

For instance:

- A rural GSU: In a rural location, a group service unit might cover a larger geographic area and it might perform some selected services such as coordinating H&I panels or holding events such as picnics.
- An urban LSU: In an urban location, there may be so many group support units for each local service unit, that having a delegate from each of them at the LSU may be unwieldy, and so it might make sense to use Intermediate bodies to “consolidate” the number of delegates.
- Planning: LSUs are plan- and project-driven. One way that could function is to have a board that would oversee the administration of projects. Projects and plans could be approved and evaluated at quarterly or biennial planning or meetings (environmental scanning could take

place at these meetings too). Not all GSRs would have to attend every meeting of the LSU unless they were interested or wanted to serve on a project.

You can use these examples or add some others if you have ideas for what might fit the local community better.

### **Small Group Discussion (20 minutes)**

#### **Hand out post it sheets and markers**

Divide the room in half and give half the room the questions related to group support and the other half the questions about local services.

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.

Stress that we are collecting all the input. Ask recorders to write clearly and title each sheet they use as "group support" or "local service" and include the numbers for each question.

Remind everyone that we are still working on ideas for how the GSU and the LSU will work, so their input today is important.

#### **Group Support Questions: (Slide 24)**

Review the questions for each half of the room.

Picture applying these models in your community:

1. How would these proposals help you to maintain what is positive in our current system concerning group support or improve support to your groups?
2. What, if any, challenges might these proposals create in providing group support?

#### **Local Services Questions: (Slide 25)**

Picture applying these models in your community:

3. How would these proposals help you to maintain what is positive in our current system concerning local services or improve effective local service delivery?
4. What, if any, challenges might these proposals create in effective local service delivery?

Advance to next slide with "Small Group Discussion" text (Slide 26)

### **Small Group Feedback (30 minutes)**

Devote half the time to group support questions and half the time to local service delivery. Begin by asking about challenges and then talk about improvements, dealing with group support and then local service delivery separately. Collect one major point from each group and synthesize as you go. Ask them not to repeat comments already heard, etc.

At the end of the time, have each group put their post-its on the wall and invite them to look at the small group results during the break to identify common ideas, themes, etc. After the break, there will be 10 minutes devoted to a wrap-up of the points made in this session.

### **Straw Poll & Questions (10 minutes)**

Straw Poll: *(Slide 27)*

#### **5. Do you think one of the two options, linear or two-track, is preferable?**

Announce general results of straw poll, then lead a short discussion as a large group to get some of the reasons participants chose one or the other option. Record these reasons on Post-its at the front of the room.

Are there any outstanding questions about this material? Take 5 minutes to answer what questions you can and encourage people to seek out a board member to ask during the break.

Close with final reference to the project webpage and the input deadline *(Slide 28)*

**11:00–11:30: Break**