

Service System Workshops General Facilitation Notes

September 2010 Version

Travel teams will consist of 2-3 board members with staff as a support-role complement. One board member will take the role of “master host,” to create continuity throughout the weekend. He or she will facilitate the opening, closing, and connector pieces, like Saturday morning’s recap of Friday.

While the workshops are aimed at local-level trusted servants, such as admin members and area and regional chairs, the attendees will be mixed. Delegates and alternates should be identified early in the workshop and split up from table to table.

Things to keep in mind about the layout of the week:

Sessions that include small group work end with the groups putting their post-its up on the walls. The first ten minutes of the following session is devoted to summarizing and synthesizing the group results.

There will be a “question corner” where attendees can leave their questions (similar to the idea tree during worldwide workshops). Looking over these before each session will help ensure that the material in the session addresses the outstanding issues that participants have. Saturday night the questions can get taken down and read through and they will form part of the basis for the Sunday session.

Materials attendees will receive at registration:

Workshop agenda/program
Project background essay
Proposals Report including drawings, and Traditions and Concepts handout
A Vision for NA Service
Proposals Glossary

Material on tables for every session:

Suggested Groundrules and Concepts on either side of one sheet in large plastic holder
Facilitators Instructions and Brainstorming Guide on either side of half sheet in small plastic holder

Material on the workshop CD:

All of these materials will be included on the CD distributed at the end of the workshop, which will also have:

- PowerPoints used at the workshops
- Session Profiles: Please note that these are “first draft” profiles that will probably be revised after the 1st two workshops. Revised materials will be posted online as will simpler profiles for local use
- “A Healthy Service System Must” handout
- Variables handout
- Input form
- Session note sheets

Everything except the agenda is posted at: www.na.org/servicesystem