

Building Communication session outline

Session materials

Eight Concept sheet
Building Communication Note Sheet
Groundrules
facilitator's instructions
Traditions and Concepts summary sheet.

Introduction To Session

5 Minutes

(Slide 2)

- ◆ This session is meant to address the challenges we face because of poor communications.
- ◆ Communication at all levels is one of the weaker links in our service system chain.
- ◆ Effective communication throughout our service system enhances our unity.

Intro to Large Group Discussion

10 Minutes

(Slide 3)

- ◆ Getting newcomers to meetings depends on functioning communications – working phone lines, accurate meeting lists, and good public relations.
- ◆ Groups delegate responsibility to service committees to carry out these services on their behalf. Without clear communication, it is difficult to maintain this trust.
- ◆ Often, the problem is deciding what to communicate, how to communicate it, and who to communicate it to.
- ◆ The individual way each trusted servant communicates has a tremendous effect on how information and ideas move through NA as a whole.

Defining Terms

10 Minutes

This is a brief discussion to get people on the same page. Answers do not need to be recorded.

(Slide 4)

- In the Eighth Concept, what does integrity mean?

(Slide 5)

- How can we tell when our communications are effective?

Large Group Questions

10 Minutes

Record the answers to the question below at the front of the room for everyone to see. Keep it **SHORT!**

(Slide 6)

1. What is working well in our communication across BC PR service members?
2. What are the communication links that need improving?

Building Communication session outline

Intro to Small Group Discussion

5 Minutes

(Slide 7)

◆ If we want to improve communications in NA, it is up to each of us as individual members and in our service committees to offer contributions and innovations. Considering the issues identified as not working, we need to try to identify solutions to these issues. Consider what practical steps you can take to address these issues at each table. Please capture all ideas on the paper at each table and we will prioritize later.

Small Group Question

20 Minutes

(Slide 8)

2. What actions would help us build an effective chain of communication throughout our service structure and address these issues that we said are not working?

Session Wrap-up

10 Minutes

(Slide 9)

Have each group present their answers.

Review the input gathered as solutions and challenge the group on what their next steps are to try to apply some of the ideas heard.

Remind members that putting the solutions into action and then evaluating the results are also critical steps in addressing our challenges.

This process can work for many topics: Identify issues > Prioritize issues > Consider solutions for top issues > Prioritize solutions > Take action on solutions > Evaluate the results.

Remind everyone that the note sheet contains some examples of possible communication strategies for members to consider.

(Slide 10)

COLLECT ALL GROUP NOTES AND WORK DO NOT THROW AWAY I WILL USE AT A LATER SESSION.