Service System 101 and Mock Group Support Forum

On tables for each person: A Vision for NA Service, Field Test tools packet, Traditions/Concepts handout, Local Services excerpt from the Service System Proposals, SSP note sheets

For each table: Facilitator Instructions, Brainstorming Guidelines, Ground Rules, Key tags

Purpose of session: Slide 1

- ◈ Provide brief overview of the project origins and progress so far
- ◈ Review foundational ideas of project
- ◈ Provide overview of group and local services
- ◈ Hold a mock GSF meeting

Overview of Service System Project   10 minutes

Project Background: Slide 2

- ◈ Workshop feedback for many years reports common challenges:
  - ○ Apathy, duplication of efforts, poor communication…
- ◈ Project developed as part of the World Board's strategic planning process to offer potential solutions for the fellowship to discuss
- ◈ Project approved at 2008, 2010, and 2012 WSCs
- ◈ A Vision for NA Service adopted at WSC 2010
- ◈ Resolutions in CAR passed at WSC 2012

Next Steps: Slide 3

- ◈ Formal field testing from November 2012 through July 2013 now ending. (Some communities worldwide continuing to use project ideas.)
- ◈ Tools have been developed for the field test. Posted on www.na.org/servicesystem.
- ◈ Decisions regarding local services will be in 2014 CAR
- ◈ Transition plan will be presented in 2014 CAT
- ◈ Further discussions next cycle about SNP service bodies, zonal forums, and intermediate bodies

A Vision for NA Service: Slide 4

- ◈ First thing produced by the project. Passed at 2010 WSC.

Elements of an Effective System: Slide 5

- ◈ Structure
- ◈ Process
- ◈ People
- ◈ Resources

Foundational Principles: Slide 6

- ◈ Purpose-driven
- ◈ Group-focused
- ◈ Defined by geographic boundaries
- ◈ Collaborative
- ◈ Flexible

Local Services Slide 7   10 minutes

- • Currently the ASC has two main functions: group support and provision of local services.

- Proposals suggest dividing the group support and local service provision functions of ASCs between Group Support Forums (GSFs) and Local Service conferences (LSCs)
- GSFs devoted to group support
- LSCs devoted to service delivery

Local Service Conference and Local Service Board: Slide 8

- Delivers most local services
- Quarterly LSC meetings to plan services and maintain accountability
- Monthly Local Service Board (LSB) meetings to carry out tasks as directed by the LSC
- LSC should conform to recognized geographic boundaries
- LSC utilizes CBDM

The Group Support Forum	10 minutes

WHAT HAPPENS AT THE GSF: Slide 9

- Welcome and outreach to new groups and members
- Informal information sharing – group to group, "one addict helping another"
- Orientation and introduction to service
- Everyone is welcome to attend and everyone can participate
- Usually multiple GSFs for one LSC

Healthy GSF Discussions: Slide 10

- Share our Experience, Strength, and Hope
- Listen to one another and respect each other's ideas
- Take turns: One person speaks at one time, and no one person dominates
- Try to stay focused on the issue at hand and avoid repetition
- Remember – Honesty, Trust, and Goodwill are the foundation of service

GSF Tools Available: Slide 11

- GSF Basics
- GSF Agenda and Facilitation Tips
- Group Report Form
- GSF Report Form
- Basic Facilitation Guide and CBDM Basics may also help

Q&A Slide 12	15 minutes

Mock GSF Meeting	25 minutes

Explain the mock GSF exercise: Slide 13

- Small groups will be used to replicate GSFs; each table is a GSF
- We will brainstorm discussion topics and prioritize 2 for the GSFs to discuss today

GSF Discussion: Slide 14

- Review GSF Agenda & Facilitation Tips from the tools packet, focusing in particular on the Discussion section and the 3 questions:
  - Does anyone have experience with this topic?
  - What does our literature say? (The Group Booklet, Treasurer's Handbook, Tradition and Concept essays etc.)
  - Where can we get more information about the topic? (Possibilities include the LSC, regional body, state/nation/province body, and NA World Services.)

◈ **Give an example: Slide 15**
  o Issue: A local member is disruptive in the meetings she/he attends
  o One Solution – As a GSF and/or in home groups, read and discuss the service pamphlet, *Disruptive and Violent Behavior*.

Brainstorm and Prioritize issues: Slide 16

- As a large group review the sample issues and brainstorm any additional group concerns
- Have the entire group prioritize the top 2 issues
- Goal for GSFs is to have a healthy discussion and identify solutions or approaches to the identified issues

Divide the room in half and assign one of the discussion topics to each half.

Briefly explain the Facilitator's Instructions, Brainstorming Guidelines, and Suggested Ground Rules. Remind everyone how the small groups work, including choosing a facilitator and a recorder, round robin sharing on the topic, and sharing the time. **Slide 17**

Remind everyone how long they have for the discussion.

Move around the room visiting with as many GSFs as time allows, ensuring they understand the process.

Small Group Reporting Slide 18   **15 minutes**

Choose a couple of tables from each half of the room to share one solution, being sure to divide the time between each half of the room. Avoid repetition: ask groups to share something that hasn't already been said.

Remind members that in a real GSF situation, the groups would close their GSF meeting according to the sample agenda and would draft a report for the LSC using the GSF Report Form.

Wrap-Up/Conclusions Slide 19   **5 minutes**

Explain that the SS project is ongoing, and that many communities are testing and using some or all aspects of the proposals. Some have decided that trying the GSFs is a good starting place to become familiar with the proposals, etc.

Remind everyone that both the *CAR* and the CAT will contain material relevant to the project.

Resources & Information:

Remind members that there are many resources available on the project webpage:

◈ Background information
  o *NAWS News* and *NA Way* articles
  o Previous *CARs*
  o SSP Background document
◈ Service System Proposal documents
◈ Workshop material – session profiles and PowerPoints
◈ Field Testing Tools: facilitation, GSF, and LSC Tools
◈ Archive Pages

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