

## Attracting Members to Service

### Session materials:

- Facilitators' Instructions, Groundrules,
- Traditions/Concepts sheets—1 per table
- Vision for NA Service—1 per table
- Service system diagram from *GWSNA* draft
- Session notes sheets / Quotes about Spiritual Benefits of Service
- Large post-it for group discussion results & markers

### Thoughts on Holding this Workshop Locally

Conference participants who helped frame this session felt strongly that it is important to draw in those members who might not normally attend a service workshop. The workshop is focused on how to get more people involved in service; it's hard to have a useful discussion if only the members who are already active in service are participating.

Some thoughts for how to expand the participants include:

- Do this workshop during an event that is not entirely service-oriented, perhaps as part of an "activity."
- Offer some sort of reward for participating.
- Have food available.
- Have a recovery meeting after the workshop.

As important as getting people in the room, is making sure those who are participating feel valued. Every effort should be made to hear all voices. Some of the members whose input is most important for this workshop are the ones most likely to be quiet or to need encouragement to speak up. Experienced members need to be patient and encourage less experienced members to share.

### Session Goals

- Give people information on service.
- Share experience and best practices
- Increase interest and participation in service!

**Slide: Title screen**

Hello, and welcome to our workshop on Attracting Members to Service. This is one of three Issue Discussion Topics for the 2018–2020 cycle.

[Introduce yourself and the other facilitators in this session.]

As you may know, there was a survey in the 2018 *Conference Agenda Report* on Issue Discussion Topics, or IDTs, as well as literature ideas and service material—so that members could indicate their priorities for the upcoming cycle.

**Slide: IDT survey results**

Attracting Members to Service was the most highly rated IDT both by individuals and by service bodies. The 2018 World Service Conference approved this as an IDT, and in July Conference participants framed the workshop during a web meeting. The workshop we will do today sprang from the ideas of Conference participants.

The purpose of this workshop is to give some basic information about service and to inspire more members to participate in service.

Before we get started, let's take a minute to remember why we're here.

**Slide: Where would you be if you never had the opportunity to hear the NA message?**

Take a few seconds to imagine if you had never had the opportunity to hear the NA message. Where might you be right now?"

[Facilitator: let the room fall silent for 20 seconds or so while people are thinking. Then ask to hear from a few people.]

Thank you all. It can be easy for us to lose track of why we do what we do. Remember: Service is making our message available to save others addicts' lives in much the same way our lives were saved.

**Review handouts [Facilitator, hold these up as you review them]**

You have a number of handouts in front of you:

- **Traditions/Concepts sheets**—you may be familiar with these from other workshops you've done. This page gives a quick "cheat sheet" for the Traditions and Concepts.

**Slide: Second vision bullet: Every member....**

- The second handout is the **Vision for NA Service**. The second bullet point speaks to our purpose here today and what we are striving for with this workshop: Every member, inspired by the gift of recovery, experiences spiritual growth and fulfillment through service.
- You'll use the **Facilitators' Instructions** and **Groundrules** when you are in your small-group discussion. We'll explain those in a bit
- Quotes about **Spiritual Benefits of Service / Session notes sheets**—These sheets have the questions you will discuss in your small-groups on one side, and some quotes taken from our literature about the spiritual benefits of service on the other side.

- The brightly colored sheet has a couple of **diagrams of the service system**, which have been taken from the draft of *A Guide to World Services in NA* that is out to delegates for review until the end of October. Then it will be posted at na.org.

Is anyone missing any of the handouts?

## Background on Service

10 minutes

### Slide: Concept one

One of the things that Conference participants repeated during the web meeting to put together this session is that there needs to be time for members to learn about the service system.

Of course, we could take this entire 90-minute session reviewing the details of the service system, but we want to spend most of our time together in discussion about how to attract members. We will briefly run through some introductory basics.

Put very simply, the First Concept explains the purpose of the service system:

To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains services on behalf of NA as a whole.

### Slide: BT quote

The Basic Text Introduction provides this guidance:

Everything that occurs in the course of NA service must be motivated by the desire to more successfully carry the message of recovery to the addict who still suffers.

If we can keep those two things in mind—why the service structure exists and what must always motivate our service work—we are off to a really good start. It is easy to get overwhelmed when you're new to NA service. We use many abbreviations and acronyms and specialized terms. But really it always comes down to these basic principles: The service system exists to fulfill our Fellowship's primary purpose, and everything we do in service should be motivated by the desire to more successfully carry the message.

Can I have a show of hands of those who are relatively new to service or who still feel somewhat unfamiliar with the service system? Those of you who are service veterans at the tables with the service newcomers, please make sure their questions get answered.

Welcome to the newcomers. Thank you for being here. There are many, many resources that can help explain the service system to you, including *A Guide to Local Service*, which is posted on na.org, but probably the most valuable resource is more experienced members. Don't be afraid to ask questions and don't let anyone chase you away from doing service. NA belongs to all of us, and it's up to each of us to do our part.

### Slide: Service Structure diagram

Let's look at the diagrams in front of you. These come from the most recent draft of *A Guide to World Services in NA*.

This first diagram gives an overview of the structure from the group to the World Service Conference. A number of different variations on the structure are captured in this diagram. One

of the core principles of the service system is flexibility; groups join together to provide services in whatever structure they agree makes the most sense for their circumstances.

[Facilitator: Take a few minutes to walk through the diagram with everyone, briefly explaining what the service bodies are and what they do.]

### Slide: World Service Diagram

The other side of the diagram illustrates World Services, including the World Board and the World Service Conference.

[Facilitator: again, briefly explain the different components of the diagram perhaps giving an example for things like a WB workgroup.]

These diagrams help us to visualize the structure. But the diagrams only tell part of the story. What keeps most of us involved in service for years is not about the processes or structure; it's the personal growth and spiritual gifts we receive. The other handout in front of you has a very small sampling of what our literature says about this. You'll get a chance to share your personal experience with service when we go into small-groups.

### Large-group discussion question 10 minutes

First we want to talk together about why service is so important. We always hear people urging involvement in service. Why is that? Let's take a few minutes to discuss why service is so important to NA.

- What would NA look like without service? Why is service such a significant part of the NA program?

Facilitator, get someone to write responses on easel paper at the front of the room as members share their ideas.

### Introduction to small-group discussion 5 minutes

#### Slide: small-group questions

Now that we've talked some about why service is so important to NA as a whole, let's talk about the personal impact it has had for us and how we share that experience with more people.

We are going to spend about 30 minutes in small groups discussing two questions. Groups will have about fifteen minutes a question. Your group facilitator should help you keep track of the time.

The questions are:

- How have I personally benefited from NA service? How has it helped me stay clean and enhanced my recovery?
- Imagine it's five years from now. NA is growing in your area and members are excited about doing service. There are plenty of volunteers for each position and elections are contested. What has changed to make this possible? What about your NA community has made service so attractive?

Each group needs to select a facilitator, a recorder, and a reporter. The facilitator should make sure everyone gets a chance to share. Going around the table from person to person works best. You have about 15 minutes per question.

The recorder should be someone with neat handwriting who can capture your ideas on the large post-it material

The reporter should be prepared to share some of your group's ideas with the full room. We probably won't have time to hear back from all of the tables, but we will collect the ideas from everyone.

[Facilitator: give a warning at 15 minutes that groups should be switching questions. Give another warning a couple of minutes before the end of discussion..]

### **Small-group discussion**

**30 minutes**

#### *Small-group questions*

- How have I personally benefited from NA service? How has it helped me stay clean and enhanced my recovery?
- Imagine it's five years from now. NA is growing in your area and members are excited about doing service. There are plenty of volunteers for each position and elections are contested. What has changed to make this possible? What about your NA community has made service so attractive?

### **Brief reporting back and large discussion**

**20 minutes**

[Facilitator: Take 5-10 minutes to hear back from a few tables. Choose one question per table, and ask the reporter to give one or two responses to that question that struck them as significant. Don't let one table report all of their answers and take up all of the time. Have each group put up their post-it note when they report their ideas.]

Thank you everyone for an inspirational small-group discussion. We don't have time to hear from everyone because we want to save enough time to have a discussion all together about some positive changes we can make.

If your group has not yet put up the post-it with your ideas, take a minute to do so now so that we can all walk the room when the session is over and look at all of the ideas on the walls.

[Facilitator: give groups time to do that, and then pull everyone's attention back for a full-group discussion.]

Before we close, we wanted to hear some ideas about how we can attract some of the missing populations to our service meetings.

#### **Slide: discussion question**

#### *Large-group closing discussion—(20 minutes)*

- What changes can we make to our attitudes and practices to attract populations that are missing, such as younger members, to service?

**Slide: Closing screen with [www.na.org/idt](http://www.na.org/idt) and [wb@na.org](mailto:wb@na.org) etc.**

Thank you everyone for participating today.

You can find these workshop materials and materials for the other Issue Discussion Topics workshop at [www.na.org/idt](http://www.na.org/idt).

[Facilitators: please collect the input from the workshop and send it to [worldboard@na.org](mailto:worldboard@na.org). You can send typed input or photos of post-its or notes sheets. Whatever works for you.]