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Sunday, 23 April 2006

First Things First: Conference Opening and Introductions

Session led by Bob J (WB chair)

Bob called WSC 2006 to order at 9:05 am at the Warner Center Marriott in Woodland Hills, California, USA.

The delegates from newly seated regions, Chile and Venezuela, were introduced. We all travel long distances for a very specific reason, Bob (WB chair) said; we're all dedicated to the premise that no addict need die without hearing the message of recovery. We may have different opinions or disagree about some things; however, we all share this common purpose.

In each biennial meeting of the World Service Conference, our fellowship comes together in one place at one time to share experience, strength, and hope with each other. The purpose remains to solve common problems among those already here and fortunate enough to have discovered this new way of life and—more importantly—to redouble our efforts to carry the NA message to the addict who still suffers.

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After a “conference countdown,” where participants stood to let others know how many conferences they have attended, Craig R (WB vice chair) explained that we have some invited guests from nonseated regions—Western Russia and South Africa. (Iran was also invited but was unable to attend.) Craig asked conference participants to allow these invited delegates to be a part of the discussions and to sit at the tables as a part of the WSC in a nonvoting capacity. There was no opposition to this idea, only applause.

Introduction Circle

The session closed with introductions. As participants introduced themselves (or were introduced) they walked to the outside of the room, where a circle was gradually formed.

On a serious and sad note, three of the regions (California Inland, California Mid-state, and OK) shared that a member of their delegate team had died during the conference cycle.

Conference participants were counted in the roll as they introduced themselves.

Roll call #1 (see Appendix A) was conducted by Bob, showing that 114 participants and 102 seated regions were present.

Finally, Svetlana and Natalia from Western Russia and Cheryl from South Africa were introduced, the circle was closed, and the Serenity Prayer was recited in fifteen different languages.

It's All About Carrying the Message: The 28th World Service Conference

Session led by Tom McC (WB) and Mary B (WB)

The second session of the opening day of the conference featured several small-group exercises. First, members introduced each other and got to know each other a bit better. Photos were taken of each table and posted with participants' names (except for those who didn't want their photo taken).

Mary then asked participants to talk about their hopes and challenges for the week ahead. A number of people shared that they felt challenged by the task of bringing information and carrying the spirit of the conference back to their regions. One member shared that he hoped "to be part of the process for change."

Ah-ha Moment

In the final small-group exercise, members shared what Tom explained to them is called their "ah-ha moment"—the moment when they first really heard and felt the message of recovery. He said that throughout the week some of the participants would be asked to read their own, so they should keep their cards. Mary summarized the various ways people shared about getting the message of recovery in those moments, and stated that the theme of this conference, and of the week, was *all about carrying the message*. This is our focus.

Navigating the WSC: Orientation

Session led by Jim B (WB), Mark H (cofacilitator), Mindy A (HRP), and Sergio R (HRP)

After the introductory sessions, Jim, Mark, and the HRP gave an orientation. Jim reviewed the week's agenda and reminded participants about deadlines. He reviewed the room set-up—bleachers on one side and round tables on the other. He urged participants to fill out their evaluation forms and let them know that those forms would be used in planning the week. For instance, the HRP and World Board open forums would be taking place one after the other at this conference rather than concurrently as at the last conference, because of feedback from participants.

The cofacilitator reviewed business procedures, including the use of numbered cards to be recognized to speak, structure of business sessions, and roll calls.

Mindy and Sergio briefly discussed some introductory items, including deadlines and whom to ask for help.

There was an opportunity for participants to ask questions during this session, and those questions covered topics such as:

- Roll calls and roll call votes
- The time devoted to fellowship development
- Changing one's vote
- Policies for the off-site and closing lunches
- How to change your vote if you make a mistake on the floor of the conference

Leadership in NA—Now and in the Future

Session led by Bob J (WB chair) and Mindy A (HRP). The other EC and HRP members were at tables in the front of the room.

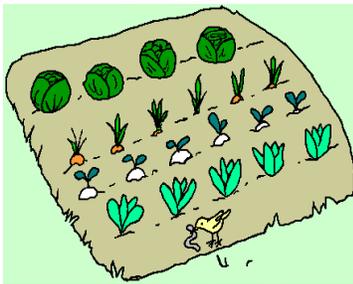
In this, the first of two leadership sessions at WSC 2006, Bob and Mindy gave a presentation, accompanied by PowerPoint slides, that reviewed NAWS discussions about leadership—its ideals and the reality of the limitations in the NAWS leadership development system.

Ideally, leaders are guided by NA's principles, grounded in the group process, and accountable to the fellowship. Our current system has a number of strengths in terms of leadership development: It lends a sense of community and allows leaders to be visible role models. There are, however, plenty of weaknesses as well. We often lack consistency and clear leadership standards. We can give negative messages about leadership and sometimes "beat up" our leaders.

Bob explained that the HRP and EC share a vision of the qualities they would like to see our system cultivate in leaders: honesty; integrity; vision; humility; a clear understanding of their role; consistency; passion; and the ability to listen, delegate, and take risks.

Cultivation

Bob then turned the presentation over to Mindy, who asked participants to turn their thoughts to gardening.



Nature can do some pretty spectacular work, Mindy explained, but beautiful gardens don't just happen. For a garden to grow to its fullest potential, we need to plan and consider our resources before we plant even the first seed. We must consider the type of soil, sunlight, space, and fertilization needed to achieve our goal.

Ultimately, we want a full and diverse garden. Each NA member has his or her own purpose and beauty to offer, and all of the various types of people in NA service contribute to the richness and diversity of leadership in NA.

The Fourth Concept and Second Tradition, together with principles such as those listed on the leadership tent cards on the tables, form a common foundation for us, Mindy said. Along with those principles, the board and HRP have discussed the ideal environment for leadership development and the qualities of the ideal leadership development system. Mindy elaborated on these ideas and underscored the fact that attention needs to be focused on leadership development.

selfLessness
 intEgrity
 accountAbility
 spiritual Depth
 honEsty
 trustwoRthiness
 willingneSs
 Humility
 faIth
 oPen-mindednes

Improvements to NAWS' System

Bob recapped the WB and HRP discussions about improving the leadership development system at NAWS: While there are a number of ways our current system meets expectations (e.g., it allows a more international pool of nominees; it is based on NA principles), there are also ways it does not (e.g., it still favors those who attend the conference). Bob listed a number of general, procedural, and structural areas the board and HRP have discussed as possible areas for change:

- A more effective way to identify the current needs of the board
- Inclusion of workgroup participation in the process
- A more fluid exchange of information between the board and the HRP
- Introducing board members' experience into the nomination process
- Clarifying criteria and experience necessary to be effective in positions
- Eliminating regional nominations from the conference floor
- Formalizing the link between the HRP and WB
- The HRP becoming a workgroup of the board

- Involving the board in aspects of the World Pool candidate selection process
- Creating a more traditional nominating committee with board and nonboard representation
- Redesigning the World Pool structure
- Broadening the talent pool to include those with demonstrated ability to create greater opportunity for contact, observation, and evaluation

All of these are just ideas, Bob explained. Further discussion is needed before specific recommendations can be made.

Questions and Comments from Participants

After the presentation, Bob and Mindy answered questions from participants. While there were many questions, most of them covered similar topics: the history of the current system, trust issues, the need for local action, the lack of an effective mechanism for members to move from local to world service, the difficulty in identifying leaders, and the need to share the information from the conference locally.

Monday, 24 April 2006

Strategic Plan Overview for World Services

Session led by Bob J (WB chair) and Craig R (WB vice chair)

The second day of the conference began with a session on the 2006–2008 NAWS Strategic Plan. The plan had been mailed to participants in advance of the conference, and many participants raised their hands when Craig asked who had read and understood it.

Craig talked about the planning process and the benefits of planning in general—focus, prioritization, delegation, and evaluation are all significantly easier, for instance. He then reviewed the plan itself, beginning with the long-term goals and running through the key result areas and the objectives. From objectives we develop project plans and approaches, which “gives the vision statement legs,” Craig explained.

Craig reviewed some of the changes in the strategic plan. One of the biggest is the repositioning of the key result area *Recovery Literature*; that material is now included under *Fellowship Support*—a key result area that is about our communities maturing in their understanding, not just about world services taking trips, Craig emphasized. We no longer have an objective to build on a strategic planning system because that has become a routine part of how we function. Another major change is that in this cycle the plan includes carryover items from the last cycle.

Small Groups and Conclusion

After a review of the plan and the planning process was complete, the session then turned to a small group exercise. Each table concentrated on a different key result area, brainstorming about what it would take to achieve the objectives. Then the tables swapped Post-It notes and prioritized the work for the next two years, an exercise they found easier to do because they were not attached to the lists, not having generated them. (See Appendix C for results.)

In his closing remarks, Bob talked about the fact that all key result areas are connected to fellowship support. Craig said that he hoped the session helped participants understand the plan well enough to explain it to their home regions.

NAWS Report Session One

Session led by Bob J (WB chair) and Anthony E (NAWS executive director)

Bob welcomed everyone back and explained that this first NAWS report session would provide a summary of essential services. Bob also talked about the delay in reporting over the '04-'06 cycle, explaining that NAWS lost two staff writers and there was an unprecedented level of workshop and workgroup activity.

Overview of Essential Services

Anthony then introduced himself and the staff.

He talked about some challenges and accomplishments in literature distribution and production. NA speaks sixty-five languages, but we don't publish in all sixty-five languages. The translation process can take a very long time. This last cycle, we asked the board to help us experiment in creating a simplified process. Using this new, expedited process, IP #1 was created in Swahili, Zulu, and three other languages used by black Africans in South Africa—communities that we were previously unable to reach. (*Applause.*) We produced 155 new translated items, and we don't see this pace slowing down.

Anthony explained that, in response to input, we removed the staples from *Behind the Walls*, and this publication is now more readily available to inmates.

Anthony also spent some time talking about NA in Iran. We estimate there are over 50,000 members there, and it's difficult for them to get keytags and literature. The board agreed to open a branch office in Iran and hire a branch manager. They've used 300,000 keytags, and 1.1 million IPs have been distributed over a period of eight months.

NAWS is involved in three active lawsuits, Anthony explained, but we cannot put world services' resources on the line by getting directly engaged in local legal matters. Local communities should talk to their insurance companies and make sure they are covered for liability. We hope to develop a bulletin on this subject soon.

Anthony discussed plans to restructure the NAWS website and challenges with reporting in this last cycle. He reminded delegates that a board presence at regional and zonal events is a way that communication can continue even in the face of minimal staff resources.

Anthony then had some reminders: Send us copies of subcommittees guidelines, and If your community has an active inmate correspondence program, send us your guidelines and contact information so that we can pass the information along.

Anthony told participants we will be evaluating *Meeting by Mail* to see if it is still realizing its original purpose, to allow isolated addicts a way to have a meeting in print.

Bob gave an overview of the Basic Text project, explaining that the current plan is to retain 15-25 percent of the original stories for historical content and relevance, and summarizing the submissions to the project and the deadlines.

The NAWS report closed with an update about recovery material and new products. The Japanese Basic Text was presented to the delegate from Japan (*cheering and*

applause). Anthony showed participants the Iranian IP pack and service pack and explained that they will hear more from NAWS about bundling materials.



Questions and Answers

For the final portion of the session, participants asked questions about topics including the status of NA in China; the challenges of bringing NA into countries with state-sponsored religion; details about the translation process; the possibility of a new book featuring the old personal stories from the Basic Text; issues with insurance for regional committees; an idea to make *Meeting by Mail* available on the web; whether the shopping cart is only for regions; and questions about the distribution of literature and the *Fellowship Intellectual Property Trust*.

NAWS Report Session Two

Session led by Bob J (WB chair)

Bob opened the session with a reference to the issue discussion topics; having the same discussions around the world shows that while the NA fellowship is large, we all share similar challenges.

Most of the second NAWS report session was devoted to information on projects.

Public Relations Handbook/PR Strategy Project

Bob explained that the PR strategy project affected our work in public relations, including the creation of the handbook. The *PR Handbook* was the first service manual we've done in many years. We sent the handbook out for review in four packets. Most input stated that the handbook "looks good," and almost half of the input was from individuals.

WSC Seating Policy

Bob then outlined challenges with the seating criteria, explaining that the current policy does not realize the original intent published in the 2000 *CAR*. The policy lays out the way a region gets seated, but it doesn't capture all of the actual vision. Bob read from the *CAR* essay:

"... One of the realities for all of the bodies that have tried to develop criteria is that the criteria end up aimed at controlling growth of regions in the United States. With all of the currently seated US regions, we wonder if it's really possible that the sense and voice of our US members isn't already represented at the conference?"

That's what's not contained in the policy, Bob says. Our service manuals seem to push people to split a region so that they may better serve the local membership. Some regions, such as Western Russia, contain tremendous distances (twelve time zones from east to west), while many of our new regions are less than 300 miles in diameter. We don't oppose the formation of new regions in the United States, but we need to look at that; certainly the US has a dominant presence in the room.

Service Material Approval Process

Bob explained that the service material approval process was designed to better respond to fellowship needs. Unfortunately, there is still a four-year development cycle for these materials. How can we create material more quickly and be able to revise it throughout a conference cycle? Bob asked: Can we develop a category for service IPs that would be revisable and developed and approved by the board?

A straw poll showed some support for creating a new category of service IPs, and about fifteen who would not support the idea.

Becky M (NAWS assistant executive director) explained that right now everything is treated the same. An IP can't just get included in the Conference Approval Track material; it has to go out for review and input and has to be included in the CAR. So there are three options: Keep the process as is; make a shorter, more abbreviated conference approval track; or allow the board to develop material.

Common Needs Meetings

Bob then posed the question of how we may attract specific populations, such as professionals and young people. Bob asked, "What is so objectionable about common needs meetings?" He explained that some communities have had common needs meetings for years, and it is not an issue, but others have concerns about the First Tradition. He reminded the body that the board reported in the CAR that they are recommending having common needs workshops at the world convention and having a conversation about this at the conference.

Bob then attempted to conduct a straw poll about whether or not to have common needs workshops at the world convention in San Antonio. Peter H (RD, Greater New York) asked if the body could have some questions and answers before the straw poll, and the rest of the session was devoted to that. No straw poll was taken.

Questions and Answers

Common needs meetings

There were concerns raised among several delegates that we should either follow the convention guidelines, which state that we do not have common needs workshops at the world convention, or we should change the guidelines. The discussion was heated at times, with one participant saying, "Don't try to dope fiend my region" and another saying, "The body is using policy as a weapon." Two delegates argued that the issue needs to be put before the groups, while another delegate and two board members explained that the convention guidelines are outdated in general and do not necessarily constitute policy. Bob explained that this body (the WSC) has the authority to override policy and that the board is proposing trying something new on an experimental basis. One delegate said that his region saw the common needs issue as related to that of seating and of service pamphlets—we need to follow our guidelines consistently and change them if we support action to the contrary.

Many delegates shared their local experience with common needs meetings. Four of them urged members to be open-minded, and one shared that it is "about time" the conference had this discussion, and the guidelines should have been revised long ago. One delegate said that his region has common needs meetings, but they feel that at the world convention we need to "focus on our similarities." Similarly, another felt that he would support the idea of common needs workshops at the convention because he

“supports the minority,” but that we need to proceed cautiously because it may be disunifying to separate “special interests.”

In a couple of cases, the discussion overlapped with the issue of targeted literature, with one delegate sharing that gay addicts in his community are going to Crystal Meth Anonymous rather than NA, and AA has had an IP targeting this community since 1980. Another delegate asked what NAWA is doing to try to reach young addicts (there are addicts as young as nine in his region dying from the disease). Bob explained that the targeted literature discussion would begin to address this issue.

Lawsuits

One delegate asked about litigation against other organizations, specifically Watershed. Anthony E (executive director) responded that there is no active litigation by NAWA at present. When we become aware of Watershed listings, we contact our attorneys and they contact Watershed. We are exploring a financial remedy, and the body will be apprised of any decisions.

Service IPs

A delegate asked about what kind of service material the new process would cover and who would be involved in creating it. Bob answered that the idea was to allow the board to develop service IPs. Another delegate asked whether that material would be covered by the *Fellowship Intellectual Property Trust* and Bob explained that the *FIPT* covers fellowship-approved items.

HRP Report

Session led by the HRP: Francine B, Tali McC, Mindy A, and Sergio R

Francine began by introducing the HRP members and herself.

World Pool Status

Sergio reported in English and Spanish on the status of the World Pool. As of 1 April 2006, there were 788 members in the pool. It has more than doubled in size since the 2004 conference.

Cleantime of pool members		Breakdown of non-US and US members	
123	5-9 years clean	174	Non-US members
262	10-14 years clean	614	US members
243	15-19 years clean		
115	20-24 years clean		
45	25+ years clean		

Utilization of the World Pool

Sergio talked some about the use of the World Pool in workgroups during this cycle and the issues that have come up in the HRP’s joint meetings with the World Board.

Timeline

Francine reviewed the timeline for the nominations process.

31 August 2005: Deadline for submitting World Pool Information Forms.

September 2005: Sent 605 letters to pool members who met the cleantime requirement. Francine said that 125 returned letters of interest and were evaluated through the blind CPR (Candidate Profile Report) process.

December 2005: The CPR process resulted in sixty-six candidates moving forward in the process; interviewing and checking of references began.

March 2006: The final list of nominees was selected.

31 October 2005: Deadline for RBZ (regional, board, and zonal) submissions. There were twenty-nine RBZ submissions identifying twenty-four potential candidates.

December 2005: RBZ candidates went through the interview and reference check process along with the other candidates.

Blind CPR Process

Tali elaborated on some of the steps Francine mentioned and then talked about the blind CPR process, explaining that the process is “blind” because the HRP does not see candidates’ names until the scoring has been done.

RBZ Candidates

During the 2004 WSC the board and HRP were asked to create a process so that candidates put forward by the World Board, regions, or zones would not have to go through the blind CPR process. The HRP has integrated that request into our system, Tali explained. Twelve of the twenty-five RBZ potential candidates are on the ballot.

Including these twenty-five, there were a total of ninety candidates put forward. Six declined for personal reasons and one passed away, leaving a total of eighty-three. We interviewed fifty-five for the World Board, eighteen for the Human Resources Panel, and ten for the WSC cofacilitators, Tali said. In March we made the final selections: seventeen nominees for the World Board, five for the HRP, and four for cofacilitators.

As previously reported, after discussions between the EC and HRP, the HRP decided to publish the nomination sources. Tali explained that they felt this would ensure that everybody would have the same information.

Interview and Reference Checks

The reference and interview stage is the third cut stage of our process. Tali explained that the references validate the information from the initial candidate interview.

The HRP asked each prospective nominee the following questions:

1. Did they have the time and resources available to complete the position?
2. Had they completed all of their service positions?
3. What was their understanding of the position that they were being nominated for?
4. The HRP asked specific questions pertaining to the position they were seeking nomination for, such as their understanding of *Robert’s Rules of Order*, strategic planning, and consensus-based decision making.
5. They were asked specific questions regarding concepts, traditions, and ability to work with others.

During the reference interviews the HRP asked the following questions:

1. How long have you known the candidate, in what capacity, and when did you serve with the candidate?
2. What is your understanding of the position the nominee is interested in?

3. Other questions that speak to the nominee’s skills and talents, their demonstration of leadership ability, and their specific skills in working with a workgroup or committee.
4. The reference was asked if he or she would support the nomination, and if not, why, and if yes, why?

General Information Form and Pictures

Tali explained that the General Information Form, which was included in the interview and reference check process, was developed in response to a request from the delegates at WSC 2002. All potential candidates were also asked to send a picture no later than 6 April 2005.

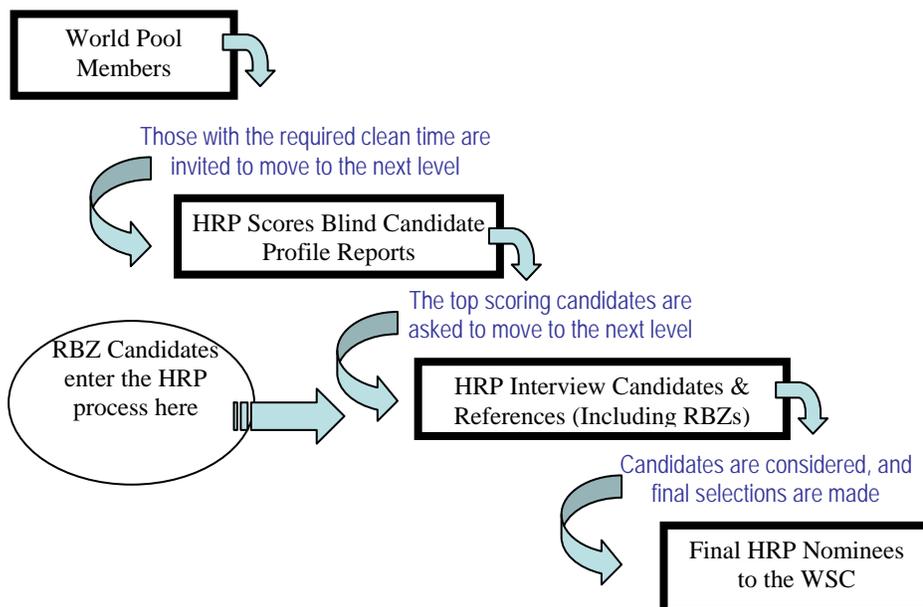
Confidentiality

The nomination process is a confidential process. Sometimes we are asked questions about candidates that we do not answer, in the interest of confidentiality.

Tali then talked about two things the HRP may want to change. Until now, the HRP has kept all candidate information private once the selection process has been accomplished. But there are candidates who have not been forwarded for nomination to a world service position but who have the skills and abilities to be on a workgroup. In the spirit of leadership development, we hope to forward those names to the World Board at the end of this conference cycle. We also look forward to finding a way to give feedback to those candidates who have not been nominated to world service positions.

Vote with Confidence

Mindy closed the report by telling participants that the HRP is trying to repeat the message: “Vote with confidence.” It is true that participants have to make decisions by simply looking at information about each candidate on a CPR, but the only reason a member’s CPR ends up in front of you is because the HRP has moved carefully through each stage of its process, with blind candidate scoring and interviews of potential nominees and references.



Infrastructure

Session led by Jim B (WB) and Ron B (WB)

Introduction

Jim began the session by recapping the results of discussions about infrastructure that we have had throughout the past conference cycle, as reported in the *March Conference Report*. Some of the highlights include:

- Communication is an area needing improvement.
- Frequent inventories are helpful.
- Attractive, welcoming service meetings foster participation.
- Knowledge of our traditions and concepts is critical.

Ron then said that the rest of this session will be devoted to thinking about the next steps to improve infrastructure. Dave A (RD, UK) shared that his region has put together a simple IP that explains why we do service. Ron told participants that this is an example of the kind of resource we can share and adapt.

Small Group Discussion

Ron then asked the body to discuss the following questions in small groups:

- Are you better off than two years ago, when these discussions began? Have the discussions made any difference?
- What new ideas and practices have people been trying that have been working?
- Are you doing anything different?
- What is working now?

Ron brought the group back together to share some of the results of their discussions. (For the complete results of small group discussions, see Appendix D.) Some of the practices they shared that are working include the following:

- Having quarterly issue discussions for subcommittees
- Service committees offering training to areas and groups
- Japan and Korea doing a joint PI workshop
- Eliminating subcommittees on a regional level
- RCMs doing workshops and RDs acting as a resource
- Unifying the regional board (including bank accounts)
- Rotating the regional meeting to provide support to struggling areas

Proposed IDTs for the 2006-2008 Cycle

Jim then explained that we want to keep the momentum going, and the questions under these headings move this discussion into the next phase. We're going to go back into small groups to get a sense of how you feel about these.

Small Group Input—Proposed IDTs

Jim asked small groups to share their input on the IDTs:

- One table thought “building a strong home group” should be the first thing, because if you do that, the rest falls into place.
- Another table wrote a new question: Does the old model of the service structure work with current membership demand?

One table shared that they thought the “who’s missing” question should really be: Who is missing and why? And they thought the other question we really need to ask is: What can we **stop** doing to keep certain members coming?

The next table agreed that the topics were in the wrong order.

One table shared that none of them felt that they have implemented everything they’ve learned from their service workshops. They shared that they need to see if the longtime members are willing to help with the implementation.

Another table said we need to ask: How do we identify who is missing?

The final table felt that mixing the IDTs with the vision statement is confusing.

Tuesday, 25 April 2006

Human Resource Panel Open Forum

Session led by Mindy A (HRP) and Tali McC (HRP)

Before the HRP open forum started, participants submitted questions which were divided into categories. After the submitted questions in each category were answered, the floor was opened to other related questions.

Leadership

Most of these related to the leadership development system that is still being built: how to recognize members who don’t have WSC exposure, how to engage the fellowship in leadership development and prevent a separation between members, how to build more trust and transparency into the system, and whether the HRP and WB will integrate. The HRP explained that the leadership development system was still being built and that input is helpful.

Some questions related to candidate selection. One member asked why it was difficult for a European member to become a part of the HRP, and the HRP replied that it is not. Later in the session they also added that world experience is not necessary. Other members asked about obtaining information about candidates such as sponsorship relationships and where a candidate goes to meetings. The HRP said that the General Information Form (GIF) covers most of that material.

There were also some suggestions for improving the process: having members “train” by observing workgroups, contacting RSCs to see if they give a candidate a vote of confidence, and giving feedback to members about why they weren’t nominated.

Process

Many of the process questions had to do with the RBZ candidates and the role of regions in the nominations process. The HRP explained that RBZ candidates do not go through the blind process and that some did make the cut to be forwarded for nomination. The RSC need not be involved in the member’s nomination process, but regions can nominate candidates, and those nominees do not go through the HRP process at all. A candidate can be nominated at the conference.

Other questions focused on the HRP’s process. The HRP reviewed some of that information. If a candidate meets the cleantime requirement and accepts the invitation to move forward, he or she enters the blind process. One hundred twenty-five members entered, and 66 made it past the blind process. The HRP sends written acknowledgment when they receive qualification forms. Members who do not make it

through the process are emailed rather than called because there is not enough time to call everyone. Resumes are scored by weighing a number of factors such as education and service experience, but the General Information Form is not part of the scoring. If there is a need for more information, the third reference is contacted.

The role of the pool in the process was discussed. The composition of the pool affects who is nominated. One member asked why there were so few women and non-US nominees, and another asked why the same people are selected. The HRP explained that their process hasn't changed, and the composition of the pool is the crucial factor.

Some members asked for more personal information about candidates, and the HRP said they provide all of the information they have.

Structure

Several of the structure questions asked about the HRP membership—its size, whether there should be a member from each zone, and whether there should be an English-language requirement. The HRP explained that the conference has not asked for a different number of members and that there is a great deal of written material in English to review.

There were a number of procedural questions: Do they meet regularly? Do they have guidelines? To whom are they accountable? What is the best way to give them feedback? (Send email to hrp@na.org.) And there were questions about their relationship with the World Board, which the HRP characterized as cooperative.

There were also several questions having to do with criteria and the selection process. A list of qualities important for board members was distributed later in the day, and HRP members reviewed parts of the nomination process during this Q&A session. One delegate explained that his region was puzzled as to why the candidate whom they had forwarded was not among the list of nominees. If the conference could see the HRP criteria, it would help build confidence. The HRP explained that in order to maintain confidentiality, they could not give specific information about individual candidates, but that the region's feedback was helpful.

Other questions and comments included a request for a simpler form for international World Pool volunteers, remarks about the LAZF's resource pool and panel, and a request for a mock panel at the conference as the HRP has done in the past.

Information about Nominees

The last category covered was labeled "personal information" and included questions about the nominees and the nomination process. Some participants wanted to know why they couldn't receive more information such as interview questions and answers or more timely information such as by including the CPRs in the *CAR*. The HRP explained that interviews wouldn't be shared because of privacy concerns, but the issue of what to include in the *CAR* is up to the conference.

There were also questions about how to deal with members who do not make it all the way through the process to be nominated. One participant asked whether a region will find out why a candidate they selected did not move forward. (No, they will not.) Another pointed out that a region can make a nomination at the conference if they wish. In response to a question, the HRP said they would send a letter to rejected candidates if so directed by the conference.

The session ended with several questions related to the international character of the conference. The alternate delegate from Japan brought up the English

requirement again and asked when we would be able to include non-English-speaking members in the process. The HRP explained that they did not make that requirement; they merely enforce it. The delegate from Spain asked that we create an abbreviated WPIF so that it could be easily translated and used by members wishing to serve in ways other than as world trusted servants. The last question came from the Portuguese delegate, who asked whether we were really doing all we could to ensure diversity. The HRP said they would turn that question back to the conference.

World Board Open Forum

Session led by: Bob J (WB chair) and Craig R (WB vice chair)

Although World Board Forums are not technically a conference session, they have been increasingly used to discuss the business of the conference, so we are including a summary of them in the conference record.

The majority of this forum was spent in a question-and-answer session. Participants wrote questions beforehand, and the questions were grouped by category for this session. In addition, questions from the floor were taken in each category.

Leadership

There were a number of questions about leadership. Some were focused on matters of principle. Bob explained that trusted servants can also be leaders, but they don't govern. When asked how leaders get to the top of the "upside down pyramid," Bob explained that there are many models of how the service system could be structured, but that the groups always have the final authority.

Participants also asked whether there are plans to integrate the HRP and WB. There are no definite plans to change the structure right now, it was explained. If any develop they would be in the 2008 CAT. Other questions focused on candidates forwarded by regions, zones, or the World Board. Craig explained that the RBZ process helped cast a wider net than the previous HRP process by itself, and he wasn't aware of any conflicts related to which service body put forward a candidate.

There was some discussion about better use of past board members and World Pool members and some about electing people based on merit and about criteria for elections in general. Craig explained that some ideas were distributed during the week, but they were not rigid criteria, just qualities they look for in board members.

Service and Recovery Literature

Some members asked questions about the literature development process. Jim gave a brief description of the process from beginning to end. One participant wondered whether the board was working to remove groups and members from the process. Bob answered that the opposite is true; the review process has expanded.

Several of the questions focused on translations issues. Bob explained that the decision of whether or not to translate the personal stories in the Basic Text is made by individual language communities, and that the Spanish-speaking community is working on their own personal stories. When asked whether the conference materials on CD-ROM will be translated into Spanish, Bob said we're trying but we've only just started to have translated materials on hand at the conference.

The delegate from Uruguay asked about how to avoid unnecessary work such as the translation of a traditions guide that wasn't approved. Anthony E (NAWS executive director) explained that material for consideration from NAWS is identified as such. Sometimes a community will distribute a text to others when they want support for its consideration and approval.

There were several questions about meeting the needs of specific populations. One member asked about how our message translates to cultures with class or caste ranks, and Bob and Tom McC shared their experience from attending events in India and Iran. In some instances our philosophy seems to overcome class differences; in other cases, such as a country where women sit separately from men, we don't benefit from being too rigid in our understandings of how our philosophy looks in practice. Another member asked about literature for indigenous populations, and Bob explained that translations are initiated on a local level, and the best way to request an IP geared toward indigenous populations is to fill out a project idea form. The delegate from Mexico wanted to know whether the board would look into developing literature that could be used in rehab centers for delinquent children in Mexico. Our current literature isn't comprehensible by the residents. Bob responded that the plans for targeted literature could include different formats such as cartoons.

The Carolina RD asked whether anything was forthcoming about predatory behavior. Bob replied that targeted literature should help our message be more accessible, and tools for groups will help keep a recovery focus in meetings.

A couple of questions focused on drug replacement therapy and *Bulletin #29* on that subject. Anthony said that a revision of the bulletin would be considered. Bob warned that drug replacement is an outside issue, and we should be cautious about discussing it in PI situations. The bulletin speaks to the ability of people on drug replacement therapy to be members and to serve NA.

When asked how we can encourage more groups to participate in the CAR and facilitate better communication between levels of service, Bob responded that common wisdom says that "ninety percent of the work is done by ten percent of the people" and that we need to bring others in. Small group discussions give people a voice and a place in the process.

It was asked whether the APT could be released in "draft" form for trial use in the field before it is approved, as some bodies find it complicated. Bob replied that all service material can be adapted to our needs and that some portions may be more useful than others.

Seating of Regions

The reasons for inviting nonseated regions were restated, as was the concept of including the voices of unrepresented communities. Some of these communities are not ready for seating, whereas others have been providing services for years, whether they called themselves a region or not. Support continues to be given to growing communities through NAWS and neighboring fellowships.

Common Needs

The decision and rationale to have common needs workshops at WCNA-32 was restated. The WB doesn't consider this type of workshop to be a violation of the traditions. The idea that we were having a discussion about this at this WSC was clarified, as was whether the Convention Guidelines were policy when they were

written. The Convention Guidelines are no longer used, and the decision to have common needs workshops was reported to the fellowship in the CAR.

The WSC Women's Luncheon, it was explained, is a chance for women in service to come together in what is often a very male-dominated environment.

Old Business Discussion and Decisions

Session led by Mark H (CF) and Roberto J (CF)

Mark introduced Roberto, the other cofacilitator, and Don Cameron, the WSC parliamentarian, and gave participants an overview of the session. First participants will discuss the motions and then the conference will go into a business session to decide on the motions. Mark then took roll call #2 (see Appendix A), showing that 114 participants and 102 seated regions were present. For old business, sixty-eight represents a two-thirds majority and fifty-two represents a simple majority.

Discussion of Old Business Motions

Motion 1:

To direct the World Board to develop a project plan, timeline, and budget for WSC 2008, to create/develop a glossary of recovery terms typically used in Narcotics Anonymous.

Intent: To provide a resource of common meanings for frequently used NA recovery terms

Maker: Northern New York Region

Gail D (RD, Northern New York) explained that her region strongly believes that the glossary should be made because there are addicts who don't know what recovery terms mean. The board recommended not to adopt because variations in definitions would make it difficult to have a common glossary. There was discussion—both in favor of and against the motion—about a glossary's tendency to standardize definitions.

Straw poll on Motion 1: Very weak support from the body

Motion 2:

To direct the World Board to create a project plan for the development of a fellowship-approved Identity Statement to be presented at WSC 2008.

Intent: To obtain literature that will recognize the distinguishing characteristics of the Narcotics Anonymous fellowship from other twelve-step fellowships.

Maker: Ohio Region

Michael K (RD, Ohio) said that his region feels a standardized identity statement would serve the fellowship better than the multiple versions that are currently being used. The board recommended not to adopt because they are concerned that groups would feel they had to read such a statement if it were adopted on the world level. Discussion centered around issues of group autonomy, whether or not potential members would feel welcome, distinguishing NA from other programs or from treatment options, how to best guide members on use of NA language, and whether or not our current written material addresses the issues adequately.

Straw poll on Motion 2: Very weak support from the body

Motion 3:

To change the time frame for approval form recovery literature from the current minimum of 150 days to a minimum of one year.

Intent: To extend the time frame for approval form literature to allow sufficient time to communities that choose to make a rough translation

Maker: German Speaking Region

Christian F (RD, German Speaking) said that there are a number of people in his region who don't speak English, but his region wants to be part of the process. The board recommended not to adopt because the time for review and input would be reduced. Among the points brought up during discussion were the opportunities prior to approval to affect a piece of literature, the speed (or lack thereof) of the literature development process, our tendency to procrastinate, the fact that a non-English-speaking community has a second chance after a piece of literature passes, and the desire to reflect the worldwide nature of our fellowship as much as possible. Bob J (WB chair) clarified that this motion would not apply to the Basic Text project unless the conference took special action.

Straw poll on Motion 3: Weak support from the body

Motion 27:

Amend Motion 3 by adding language: "...for book-length pieces; the World Board may exercise its discretion to set a shorter period for shorter pieces of literature, but that period will not be less than 150 days."

Intent: To allow flexibility for shorter pieces where a one-year minimum is not necessary

Maker: Jeremy F (RD, New England); Seconded: Larry K (RD, Wisconsin)

Jeremy explained that this would give people an opportunity to participate without slowing down the release of shorter pieces of literature. The World Board recommended to adopt the amendment to allow for more flexibility in project planning.

Straw poll on Motion 27: Support from the body

Old Business Decisions

Mark facilitated the decision making on these motions.

Motion 1: It was M/F Northern New York Region

To direct the World Board to develop a project plan, timeline, and budget for WSC 2008, to create/develop a glossary of recovery terms typically used in Narcotics Anonymous.

Motion failed

Motion 2: It was M/F Ohio Region

To direct the World Board to create a project plan for the development of a fellowship-approved Identity Statement to be presented at WSC 2008.

Motion failed

Motion 3: It was M/C German Speaking Region

To change the time frame for approval form recovery literature from the current minimum of 150 days to a minimum of one year.

Motion 27: Amendment: It was M/S/C Jeremy F (RD, New England)/Larry K (RD, Wisconsin)

Amend Motion 3 by adding language: "...for book-length pieces; the World Board may exercise its discretion to set a shorter period for shorter pieces of literature, but that period will not be less than 150 days."

Motion carried as amended

Motion 4: It was M/C World Board

To adopt the WSC 2004 minutes.

Motion carried by unanimous consent

Public Relations

Session led by Ron B (WB) and Piet D (WB)

Introduction

This session covered PR history, roundtables, PR activity over the last two years, discussions held in CAR workshops, challenges we have encountered, perceptions of NA, the importance of professional relationships, and cooperation with them [who? professionals?] at events. Ron B began by saying that PR drew the least interest over the last conference cycle, as indicated by lack of response with public image workshops, despite our history with PR.

Slides shown and discussed covered the following topics:

PR events in Argentina, Hungary, and South Korea.

Highlights from public relations activities from 04-06 conference cycle.

A couple of points raised from NA's public image discussion: NA is perceived as having no long-term recovery, and NA has no credible public image.

In the workshops and fellowship discussions, we have heard various thoughts as to what creates a positive public image. Members recognize that it begins with each of us accepting personal responsibility. Additionally, our public image can be enhanced by making our services more attractive and illustrating long-term recovery.

In CAR workshops, we heard a couple of challenges such as potential members feeling like NA is not the recovery choice for them because they can't identify with NA members.

For a variety of reasons, professionals are often reluctant to refer potential members to NA.

Our services can work cooperatively toward creating a positive public image and better relationships with professionals. We seem to struggle with perception and reality. Often, perception (impression) represents 90 percent of our image while reality (facts) is 10 percent. Perception helps shape our public image.

The board is offering the *PR Handbook*, Ron explained, as a service resource to assist NA's PR efforts by describing practical solutions for having our services work together.

Discussion of Relationships with Professionals

Piet continued the session

Creating and maintaining relationships with various professionals will help us overcome many preconceived ideas about NA. We hope to help professionals realize that: NA has long-term recovery, NA members have various drug backgrounds, and professional, educated people can recover in NA.

PR is about relationships grounded in goodwill, cooperation, and collaboration—which all work toward our common goal. Many of us may believe that PI presentations are public relations, but they are only the first step, sort of like a "first date." Relationships are built with follow-up—repeated contacts over a sustained period of time, not just a one-time occurrence.

Many of our relationships with professionals are maintained through a primary contact person, like a member who works in the treatment or healthcare field, rather than a trusted servant, such as a PI chair. The *PR Handbook* contains a chapter that discusses interacting with professionals and suggests steps to take with presentations and follow-up actions. The handbook illustrates our desire to cooperate and collaborate with

professionals by practicing public relations and creating a positive public image of NA. We want NA to be viewed as a credible recovery choice for everyone.

Cooperative PR Highlights from Last Cycle

Cooperative PR efforts over the last cycle included events where NAWS worked with:

The Georgia Region, for the South East Conference of Alcohol and Drug Counselors

British Columbia, for the Canadian Society of Addiction Medicine

Greece, with a professional event that resulted in the first NA meeting in Cyprus

Trusted servants for a Kunming, China, presentation at Daytop treatment facilities, which was a follow-up activity from the last conference cycle,

The RD from Greece and a UK member with PI experience, for the International Congress of Alcoholism and Addiction, in Budapest, Hungary

Lithuanian members and the EDM, for the June 2006 European Congress on Alcohol and Drugs and a workshop that will be held in Vilnius, Lithuania

NAWS will be participating and presenting at the annual American Society of Addiction Medicine (ASAM) conference, which is being held in San Diego in May, and participating in a follow-up roundtable discussion with California ASAM physicians.

In our cooperative ventures, NAWS will often provide the necessary literature and assist the local member participants with travel and lodging.

Large Group Discussion

Ron B said there are numerous PR activities outlined in regional reports. NAWS wants to hear about successes, obstacles, and barriers. Some examples included:

New Zealand shared about the *History of NA Book*, the release of which was a PR event. The challenge to convey all the information into a PR-friendly format. The completed research booklet was picked up by the print media with a half-page story, and helped to open doors with healthcare professionals. A PR coordinator trusted servant position has been created in NZ.

France shared about their difficulty getting into jails. French institutions are skeptical of NA.

Peru shared about problems with the internal function of the RSC and with a southern area of Peru, which had different ideas about PR and mass media. This division was resolved by the creation of an interregional PI workshop and development of a simple manual, available to areas in Peru and Bolivia. A PSA was developed, and copies are available for Latin American regions so they can add their own contact information.

Arkansas spoke about handling the influx of members through drug courts. The areas and region combined efforts to put together a presentation for areas to use. Because these professionals network, Arkansas had requests from several drug courts for presentations.

Venezuela was asked to appear on a TV show with the largest viewing audience in Venezuela, but members were asked to show their faces. They asked conference participants for suggestions that will help them to be able to participate in this show.

Chile has obtained legal status and is now able to do PI with government and nongovernment agencies. One benefit is that clients are being sent from drug courts and psychiatric institutions. Also, PI signs were put in all the subway stations in the city.

Norway said they ended up looking foolish by starting discussions with government officials and not being able to follow through.

Ron B put the questions below out to the body and asked for delegates to respond.

What Do You See that Still Needs to Be Done?

With so many conventions, we can coordinate efforts with services—invite people with whom we want to interact, such as those in the judicial system (parole and probation, drug courts), and do presentations for them. Conventions are a good venue—professionals are able to experience recovery and meet recovering addicts. The other side of this issue is that we sometimes arrive late, leave early, and don't interact properly with other attendees. We need to respond to people quickly, helpfully, consistently, and conscientiously.

How Can We Improve PR?

NAWS attended the PI seminar in South Korea. Professionals, including the Korean CIA, attended a presentation facilitated by NAWS. Seventy members from Korea and two members from Japan attended the event. We can have even more people attend events/workshops by working together to put on events.

Minnesota targeted phonelines as a service to improve. They update meeting lists quarterly, and they hired a professional answering service with a list of addicts to contact if the caller wants to reach a live member. The PI chair attends professionals' meetings and provides presentations. Many Minnesota professionals were invited to attend the regional convention, including the mayor, judges, drug court professionals, family services, etc. The professionals who attended this convention spread the word to their peers: This is what NA can do.

Conclusion/Wrap-Up

Ron B said that NAWS wants to further our partnerships, so we need to hear about communities' needs in advance so we can continue to increase our cooperative public relations undertakings.

Atmosphere of Recovery: Reaching Those Not in Our Rooms

Session led by Ron H (WB) and Muk HD (WB)

Setup of Session

Ron H gave an overview of the session and a recap of the Atmosphere of Recovery discussions—including what we have done in workshops these past two cycles. He explained that the topic of “reaching those not in our rooms” is about more than just common needs workshops at the world convention. These are simply one part of a larger strategy that we'll need to address—the issue of reaching those not in our rooms. Targeted literature and the Basic Text personal stories projects are a part of the strategy as well.

Ron emphasized that many of us come to NA and don't feel like we fit, and that if we don't find a spot in NA, we may not stay. What professionals said to us in the roundtable discussions was that we don't do a good job of helping people identify early in recovery, and don't provide enough information such as where to find young people's meetings, etc. Another thing that got our attention was some of the strategies that AA uses, like literature that targets certain populations. This all

seems to highlight that we are not applying effective strategies to target the specific populations. We seem to have some sort of cultural value that prevents us from doing this. Reaching those not in our rooms is also part of our public relations efforts.

Large Group Discussion about “Who Is Missing?”

The following bullet points were displayed as Muk set up the next part of the session:

Who is missing from our rooms and why?

What else can we do to help NA groups offer an atmosphere of recovery to all addicts seeking recovery?

What can we do to reach these potential members? What can we try to do differently?

Muk announced that she is changing the session. It occurred to her that public relations, atmosphere of recovery, and carrying the message are all connected. She called upon conference participants to share some of their personal experiences about this topic.

One participant shared that when she was in the discussion session regarding common needs meetings yesterday, she started to think about where she would fit in. She wondered how we can reach people like herself—professionals living in quiet desperation.

A young member from the gallery shared his experience of being the youngest person in meetings and that he was really lucky because he had a lot of people reach out to him. Now he sponsors young people and hears about how they don't always feel welcome in meetings. He is grateful that people reached out to him, but there are still a whole lot of young people not in our meetings.

Chris from Volunteer Region shared that in his area there is a large Hispanic community, and the area is talking about how to carry the message to them.

Ron H asked the body to think about ways we can reach people who are missing. What are some of the successes participants have had? Muk shared about physically going to a community and taking meetings to those who were not being reached.

Tom McC (WB) shared that in the early days we were just trying to stay clean. Now we have more tools and materials and the fellowship has changed. He believes that we have to continuously look outside ourselves to focus on what we can do to reach people. Tom pointed to the vision statement—the focus has to be on the exterior, has to be outside of ourselves and on who is not here yet.

Juan Carlos from Chile shared that they have been doing PI in schools for fourteen-to-seventeen-year-olds because they have no young people in their meetings. Now the teachers are asking NA to come. Because these efforts have been so successful, the schools have a professional sending young people to NA.

Leta from Indiana shared that in her area it was always the longtime members who seemed to be missing from meetings, so they started having events to target them.

Romer from Georgia shared about going to a meeting with a young person in this area and how they connected despite their differences. Our literature doesn't say anything about leaving when we get to a certain age, but it seems to be getting harder to stay. We ought to be using our greatest resources, and one of those is the longtime members. He wants to continue to be of service to this program, but wants to be reached out to and not always have to reach out.

Mark shared that in Nebraska he has seen the Hispanic population grow but those residents aren't in local meetings. They don't speak English and don't stay. A couple of Spanish-speaking members started a meeting, which now has twenty-five members every week. If we don't have what people need when they get here, they won't stay.

Steve from Central California shared that in his home group they have had challenges with young people at their meetings. He has forgotten what it was like to be young, and there isn't anybody to guide the young people in his area when they come into NA. Longtime members feel driven out by this influx of young people.

Martin from Uruguay explained that he has been thinking about common needs and how the main thing that needs to change is him. The best thing we can do to reach people with common needs is to make meetings spiritually accessible and work on our own recovery.

Brenda from Hawaii shared her experience of being the only woman who looked like her when she first came to NA, and how being gay was an issue. In her home group (a women's meeting) most members are young women with babies. Many members in the meeting are willing to play with these children so that their mothers can be in the meeting and participate. If it weren't for common needs meetings, she wouldn't have stayed, so now she stays to help other people who feel different.

Luc from Quebec spoke about the changes in his region's approach to young people and how they now have profitable youth conventions. The young people now call him an old man and they tell him what to do and what not to do. Pierrot from Quebec stated that he is young, and when he got here there weren't any young people around. What you can do to help them is give them room to participate, Pierrot said. Now there are so many young people that we have to find things for them to do.

Ron H began to wrap up the session by sharing that he got clean at twenty-three, and there were a bunch of people his age. He found a home in NA after trying AA. Ron hopes that we can have a conversation this cycle about what needs to change and how we can reach out.

Ron then attempted to conduct a straw poll about having common needs meetings at WCNA. A participant asked about the purpose of this straw poll. Ron explained that the board has had conversations about this issue and they want to get the sense of the conference. The body voiced differing opinions about how to proceed and decided not to conduct a straw poll at this time.

Wednesday, 26 April 2006

Budget and Project Plan Presentations

Session led by Anthony E (executive director), Becky M (assistant executive director) and the World Board Executive Committee

Budget Overview

Anthony began by providing an overview of the session, including some details about the budget and project plans, followed by Q&A. He explained the small differences between the draft budget in the Conference Approval Track material and the budget that the participants now had.

The fact that we still have a positive budget stream was discussed, along with the increase in demand as the fellowship grows. Anthony stated that the Basic Text is still

our primary source of revenue, and that literature sales still account for 90 percent of NAWS' income. We take a conservative approach in that we underestimate our income and overestimate our expenses, he explained.

The discussion then turned to financial reserves, which at one time were just a few days' worth of reserve revenue. The Business Plan Workgroup recommended that we have a full year's reserve for fellowship development and conference support, along with a NAWS investment policy that would call for the hiring of an independent investment advisor.

Next, Anthony talked about the world convention, which has become about a \$1.5 million activity including merchandise, transportation, entertainment, etc. The money used for these expenses is replenished through the income generated by the event and is retained in what we call operational reserves.

Anthony also gave a little bit of detail about depreciation as reported in the budget.

The \$500,000 of fellowship development subsidies and discounts was explained and its locations in the budget clarified. Communities that can afford to buy literature subsidize those that cannot.

An update on the embezzlement issue was given. We have to take direction from the insurance company regarding any action we could take. As an aside, the company has dropped us as a customer; we have secured another insurance company and are currently protected against any possible theft. Additionally, we changed internal procedures, in accordance with recommendations from our auditor, in an effort to minimize the possibility of a recurrence.

The branch offices around the world were discussed. In response to being asked what would happen if the Iranian service office didn't work out, Anthony replied that we would simply turn over our operations to the local Iranian NA community and walk away. The Canadian branch office is a literature distribution point only, whereas the European Service Office also provides some fellowship services. We have no plans to open additional branch offices. We have been publishing literature in various NA communities, including India and Latin America. This drastically reduces shipping costs and offsets other expenses.

Project Plan Overview

Becky presented the next part of the session. She described the project plan process and the patchwork nature of it. We continue to plan for more work than can be achieved in one conference cycle, in case there is an opportunity to do something extra. The review and input process of literature has a great deal of impact on our ability to complete projects.

Becky explained the color-coded rankings from the last conference. She stated that there were many projects in the second and third tier (medium and low priority) that the board and staff knew we would never get to. The same will be true this time. The conference always prioritizes what speaks to people who have been very involved in service. The tools that the rest of the fellowship wants have not always been prioritized.

There is a new category for prioritization: carryover of essentials. The Basic Text is an example of this. Becky recapped the timeline from the original Basic Text project plan.

The Business Plan Workgroup has become an ongoing resource. There are plans to look at our two IPs about contributions and decide whether we want revisions or new

pieces. We will also look at our discount policy and how it affects US service offices, and make plans for a literature and convention workshop.

Becky moved on to discuss fellowship IDTs and how they were all talked about at workshops. We need to do more follow-up, and the IDT project plan addresses that.

The implementation of the *Public Relations Handbook* was clarified as a carryover item. Hopefully, people will use it and give us feedback, and the material will improve. The other part of the project is training, meaning supplying the practical tools to help people use and understand this handbook. There is a request from the board to approve and distribute training videos to replace our old material. The development of an IP on *PR and the NA Member* is no longer seen as a priority because there are so many other needs. Becky explained the need for more trained, qualified people (addicts and nonaddicts) to do PR for us. We use a finite group of members who also work in the field, but we need to expand that pool. We also use more and more localized resources to do things for Narcotics Anonymous World Services.

Concerning PR development, Becky said that it was really about more PR roundtables, having dialogues with professionals, and having the conference's consent to go down that path.

Becky then discussed Worldwide Workshops and the expense involved with funding participant travel.

The Basic Service Material and Targeted Literature plans were reviewed.

NAWS Communications is a lower priority but also a carryover. There are plans to redesign the NAWS website and have an area where communities can share materials.

Becky said that we hoped to have a discussion about the Service Material Approval Process during this session. The board is asking that the addenda in the *PR Handbook*, the service IPs, and the APT be able to be approved by the World Board. One problem would be distribution if this approval does occur. Where will members get them? We need process other than the method for distributing bulletins. The plan to make them updatable was again stated.

Bob J (WB chair) asked the participants to forward any names of members who the participants thought might make good workgroup members. The WB is also looking for friends of NA, professionals who might be willing to be public relations spokespeople.

Questions and Answers

In response to questions, various budget items were clarified, including bad debts, fixed expenses, fellowship support expenses, the increase in income, operating reserves, and giveaways/discounts.

Further clarification was given regarding the purchase of our current building (it is not available for purchase), the NAWS crisis management plan, recycling at the WSO (covered by state law), the frequency of financial updates for the World Board, and whether literature could be mailed after checks had cleared. Anthony stated that it is more important that the fellowship get the literature than it is for us to get paid for it. The costs of the WSC were also stated.

The status of the Consensus-based Decision Making project was clarified in response to its apparent absence from the work schedule, as was the process for prioritizing projects from cycle to cycle.

Anthony stated that there is no intention by the DA's office to prosecute the former NAWS employee involved in the embezzlement.

Anthony said that the distribution figures for the Iranian Service Office rival those of the US, and gave figures.

The idea of nonaddicts doing presentations was discussed. We might draw from the World Pool, under certain circumstances, but there are also benefits to having nonmembers doing presentations. Anthony added that we need the voice of an advocate not restricted by membership, since some professionals wouldn't pay attention to a member, but would pay attention to a first district judge, for example.

Ron H (WB member) asked participants to look at *A Guide to World Services*, page 33, where the approval process for service material was spelled out, in order to prepare for discussion on the process, hopefully in tomorrow's WB session, as we hadn't found time to do it today. We need to find a way to provide nimble procedures to produce adaptable service material.

The intention that the *Public Relations Handbook* would replace the *PI Handbook* only, and not the *H&I Handbook*, was emphasized.

Thursday, 27 April 2006

World Board Open Forum

Session led by Bob J (WB chair) and Craig R (WB vice chair)

Although World Board Forums are not technically a conference session, they have been increasingly used to discuss the business of the conference, so we are including a summary of them in the conference record.

New business motions were discussed and WB recommendations were formulated, followed by a question-and-answer session.

Motion 26:

To direct the World Board not to hold common needs/special interest meetings at the world convention 2007, and not to hold said meetings at any convention without a motion going to groups in the *CAR*.

Intent: To allow groups to decide if they want to have a common needs/special interest meeting at our world convention

Maker: Nick C (RD, New Jersey); Seconded: David M (RD, South Florida)

Clarified that this motion only applies to world conventions.

WB recommendation: Given that our recommendation in the *CAR* is in conflict with this motion, the board's recommendation is not to adopt.

Motion 28:

To allow the World Board to develop service-related information pamphlets in an expeditious manner for distribution to the fellowship.

Intent: To accelerate the process as outlined in Key Results Area, Fellowship Support, Objective #4, 4.1: by developing information regarding basic tools for groups, areas, leaders, and members.

Maker: Greg W (RD, Arizona); Seconded: Rick W (RD, Region 51)

"Expeditious" was explained to mean "in a speedy manner." There was mention by a board member that this motion leaves much for the board to decide, and if it passes, more detailed direction to the board would be helpful.

WB recommendation: To adopt with the premise of additional detailed wording.

Motion 29:

To direct the HRP (or the World Board) to create a simple one-page form for the World Pool. This form would be used for the workshops, workgroups, and other activities. It would be easily translated and used by those not interested in seeking nomination to a WSC elected position.

Intent: To more effectively diversify the use of the World Pool and open the pool to English- and non-English-speaking fellowship resources

Maker: Toby G (RD, Spain); Seconded: Joao P (RD, Portugal)

WB recommendation: To adopt with suggestion to read “one- to two-page” and acknowledge that this is the HRP’s purview.

Motion 30:

Remove the Convention Guidelines from the World Services inventory.

Intent: To remove the outdated handbook that is no longer used

Maker: David J (WB); Seconded: Daniel S (WB)

WB recommendation: To adopt.

Motion 31:

That the *Public Relations Handbook* be released as a working document and be published in a three-ring binder with chapter separations.

Intent: The *Public Relations Handbook* contains material that will be continuously changing with new technology and other updates. The *Public Relations Handbook* must be updated regularly, and this would make it easier and more cost-effective.

Maker: Larry K (RD, Wisconsin); Seconded: Louis H (RD, Chicagoland)

Design and formatting elements traditionally are not done by conference action. Last conference we tried to get clarity on the production of materials and think we would do the same for this without creating some binding action.

WB recommendation: Not to adopt but would take this as input.

Motion 32:

Considering that the World Board makes recommendations in all the regional motions presented to the WSC, we require that it be equally clear the percentage of the World Board voters in favor of or against or eventually abstaining in the vote to adopt or not, for every regional motion (e.g., 10 for, 5 against, 3 abstain).

Intent: To have the exact percentage of World Board members against, for, or eventually abstaining and give the opportunity to the regional delegates to better value the decision that they will make when voting. Also, to give more clarity to RDs on decisions that they have to take without forgetting the consideration given to the regions in respect to the principles of the Second and Ninth Traditions.

Maker: Walter P (RD, Italy); Seconded: Enrique A (RD, Venezuela)

WB recommendation: Not to adopt, given that recommendations are arrived at by consensus.

Motion 33:

That the World Board hold common needs workshops at WCNA-32.

Intent: To ensure that the World Board has confidence to quickly move forward in its efforts to reach communities that are not in our rooms

Maker: Larry K (RD, Wisconsin); Seconded: Stuart L (RD, Metro Detroit)

WB recommendation: To adopt.

Motion 34:

To direct the World Board to reinstate the consensus-based decision making at the WSC project for 2008.

Intent: To complete the transition to a consensus-based conference

Maker: Richard S (RD, Mountaineer); Seconded: Tony C (RD, South Dakota)

Clarification provided that this would be a project plan for 2008 to define consensus at the WSC and not to implement it. It was mentioned by a board member that it is for the WSC to decide and then inform the WB what they want; a board recommendation might not be appropriate.

WB recommendation: No recommendation.

Motion 35:

That any nominee for a WSC position be endorsed in writing by an RSC. During the reference interview phase a letter will be sent to the RSC listed on the candidate's WPIF requesting a written recommendation. In the case where no RSC exists, then the candidate will reference their ASC.

Intent: To verify the legitimacy of a potential nominee

Maker: Dale W (RD, Georgia); Seconded: Richard S (RD, Mountaineer)

The motion-maker clarified that the intent is to create a criterion that requires local validation of a candidate to be forwarded as a nominee to the WSC.

This is an HRP internal process. It may exclude members who do not belong to an area/region, but will also provide useful references for HRP.

WB recommendation: To commit to the HRP as input with straw poll attached.

Motion 36:

To direct the World Board to seek conference approval for any adopted project it wishes to eliminate.

Intent: To comply with WSC policy

Maker: Richard S (RD, Mountaineer); Seconded: Mark B (RD, Nebraska)

Craig (WB vice chair) explained that it was unclear to the board which policy this applies to. Throughout the cycle, Craig said, various factors affect the prioritization process as well as how much the board can achieve, so some projects may remain undone.

WB recommendation: Not to adopt. (Amendment will be made to say "inform the conference" rather than "seek conference approval.")

Motion 37:

That the Human Resource Panel present to this conference the evaluation criteria, grading, or weighing that were used in order to select the candidates that qualify in order to be eligible as members of the World Board and Human Resource Panel and that the candidates are informed in a prudent way the reason why they were not selected for the final list.

Intent: That the regions have a point of reference and thereby are able to select candidates with the most aptitude to fulfill their tasks and that the unqualified member for the final vote knows why—and also to be able to grasp the necessary qualifications for the next round of selections

Maker: John F (RD, Panama); Seconded: Cesar G (RD, Guatemala)

It was clarified that this is an internal HRP policy and procedure and not anything that the board has any control over. The HRP can respond during new business on this motion.

WB recommendation: Commit to the HRP for their recommendation.

Questions & Answers for New Business Motions

A question-and-answer period followed discussion of the motions. Among the topics discussed were:

The need to package the *PRHB* in international formats

Consensus regarding WB recommendations on motions (Motion 32) and the possibility of dissenting opinions among the board (Ninth Concept)

Amount of inventory of *Convention Guidelines* and the financial impact of removing them. (Minimal in both cases.) What guidelines would we use if they are removed? (The current guidelines for world conventions are in *A Guide to World Services*.) Other regions and areas have useful resources for planning conventions that can be sent to the WSO and shared.

Common needs meetings at WCNA (Motion 26). Should this go to groups? Why the apparent hurry? (It is a response to fellowship input.) The distinction between meetings and workshops at WCNA (Motion 33). (Meetings are the main speaker meetings and all others are workshops.) Anonymity and the principle of integration. What constitutes a “common need,” and will they all be included at WCNA? How will the success of common needs meetings be assessed? (Numbers in attendance.) Why weren’t they included in the IDTs or as a motion in the *CAR* for RDs to discuss at their regions?

Criteria for HRP screening process for WSC elections and the transparency of this process.

The attendance of new members carrying court cards and how this relates to our traditions and the principle of cooperation, not affiliation.

Straw Polls

The session then moved to a number of straw polls on various subjects.

What support is there for the concept of creating a category of service IPs authored by the board? (Motions 21 and 28)

Yes: Vast majority

No: 3 hands approx.

How many would support making the decision at this conference or at next conference?

This conference: Majority

Next conference: 8 hands approx.

Bob stated that according to these straw polls, there was consistent support for this item, and majority (but not overwhelming) support for making a decision to do this at this conference.

Addenda in the *Public Relations Handbook*—WB approval (Motion 8)

Bob J (WB chair) explained that the addenda would include letters to professionals, etc. These would be amendable and revisable by the board. Would the conference support this?

Yes: Large support

No: 4 hands approx.

Area Planning Tool and Service IPs (Motions 9 and 28)

The conference was then polled on whether the APT should be an addendum to the *Public Relations Handbook* and therefore be revisable without conference approval. Should “service IPs” also include “service tools”?

Yes: Widespread support

No: 3 or 4 hands

Chapters 10-13 of the *Public Relations Handbook* (Motion 6)

Yes: Widespread support No: Some opposition (approx. 4)

In response to a question as to why the motion about the board being able to adapt and revise chapters of the *Public Relations Handbook* is limited to Chapters 10-13, Ron M (WB) explained that these chapters are more prone to change—e.g., because of Internet technology. The first four chapters express basic terminology, so they wouldn't belong in this process. He proposed that the conference leave it at 10-13 and revisit Chapters 5-9 at a later date.

Hearing the conference voice between conferences

There was unanimous support for using an electronic method to gather input to questions:

What support is there for having common needs workshops at WCNA? (Motions 26 and 33)

No clear indication of how the body felt. Not many participants voted in this straw poll.

Elections and Budget Approval

Session led by WB Executive Committee, Mark H (CF), Roberto J (CF), Mindy A (HRP), and Sergio R (HRP)

Bob J (WB chair) reminded everyone that one representative from each region should speak on the floor at a time, meaning the RD has to be off the floor for the alternate to speak.

Roll call #3 (see Appendix A) of voting participants was conducted by Mark, showing 114 participants present; 76 represents a two-thirds majority, 58 represents a simple majority, and 102 seated regions were present.

Nomination Challenges

Mark explained that there are two challenges to nominations that have not been resolved. Following an outline of the procedure found in *A Guide to World Services in Narcotics Anonymous*, the challenges were presented to the conference.

Petition One

Daniel S (WB), the panel's point person, explained that the challenger had the opinion that the potential nominee was not as dedicated to NA as he should be because he attended AA meetings. The candidate told the panel he attends one AA meeting, attended mainly by others of his profession.

Mark H (CF) then asked the body: Do you accept the petition challenging the nomination? Petition failed by show of hands:

Yes (support challenge): 17 No (do not accept challenge): 74 Abstain: 15

Petition Two

David J (WB), the panel leader for this petition, explained that the petition states that there is a misrepresentation of a service record: The potential nominee didn't complete a treasury position on an RSO board of directors. The panel obtained regional records which showed evidence of removal of the entire RSO BOD, including this individual. The panel's unanimous understanding was that this individual didn't complete their service position and didn't disclose this information. The potential nominee stated that they believed they finished the service position. When the board was "purged," the candidate was given an opportunity to run again, but declined.

There was discussion of this petition.

Mark H (CF) then asked the body: Do you accept the petition challenging the nomination? Petition passed by show of hands:

Yes (support challenge): 59 No (do not accept challenge): 31 Abstain: 11

Elections

Mindy explained the election procedures. Ballots were distributed following roll call #4 (see Appendix A), conducted by Sergio, showing 115 participants present; 77 represents a two-thirds majority, 58 represents a simple majority, and 103 seated regions were present.

Budget approval

Roll call #5 of voting participants was conducted by Roberto (see Appendix A), showing 114 participants present; 76 represents a two-thirds majority, 58 represents a simple majority, and 102 seated regions were present.

Roberto and Mark led the conference through the following motions:

Motion 15: It was M/C World Board

To approve the Basic Text Workgroup project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried 96-0-2

Motion 16: It was M/C World Board

To approve the Business Plan Workgroup project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Motion 17: It was M/C World Board

To approve the revised Fellowship Issue Discussions project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Motion 18: It was M/C World Board

To approve the revised Implementation of the *PR Handbook* project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by show of hands

Motion 19: It was M/C World Board

To approve the Training & Orientation project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Motion 20: It was M/C World Board

To approve the Workshops project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Motion 21: It was M/C World Board

To approve the revised Basic Service Material project plan, for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc. budget.

Carried by unanimous consent

Motion #22: It was M/C World Board

To approve the revised Targeted Literature project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Motion 23: It was M/C World Board

To approve the Public Relations Development project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Motion 24: It was M/C World Board

To approve the NAWS Communication project plan for inclusion in the 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Motion #25: It was M/C World Board

To adopt the revised 2006-2008 Narcotics Anonymous World Services, Inc., budget.

Carried by unanimous consent

Prioritization

A straw poll of priorities was taken by a show of hands for project plans. The following table shows the results of the prioritization:

WB Ranking	Project Plan	High	Medium	Low
Essential or Carryover	Basic Text Workgroup	103	3	2
	Business Plan Workgroup	62	34	4
	Fellowship Issue Discussions	84	17	2
	Implementation of the <i>PR Handbook</i>	81	15	4
	Training & Orientation	50	42	12
	Workshops	60	29	11
Priority Ranking	Basic Service Material	39	55	14
	Targeted Literature	68	30	7
	Public Relations Development	61	38	4
Second Priority	NAWS Communications	59	35	7

Fellowship Development

Session led by Becky M (assistant executive director) and Anthony E (executive director)

The session opened with a video.

Becky gave a brief overview of Fellowship Development, explaining that it is not just trips but it's all that we, in NA, do to help carry the message. The worldwide meeting map was shown and Becky said that the group counts that we have in our database are close to those in the regional reports, but meetings counts were not.



Anthony spoke about how the NA Fellowship is thought of as being “developed” in North America, but nothing could be further from the truth. The challenges are complicated here, and resources need to be focused in this area. The information gathered at zonal forums and other NAWS events is incorporated into our environmental scan which, in turn, affects the strategic plan. One achievement has been making our vision statement about NAWS being

Lithuanian conference was a smaller affair with seventy members and was assisted by EDM members. One of the most significant benefits of these events is the human connections that are made. There is considerable expense involved, but our belief is that this is money well spent. (*conference applause*)

In cooperation with NAWS, the RD from Greece and a UK member with PI experience participated in the International Council on Alcohol and Addictions in Hungary. We then took the opportunity to hold a one-day workshop in Hungary with the local fellowship. In February, Hungary attended the EDM for the first time.

Anthony then moved on to Africa. There has always been a portion of this continent where we have had little or no success for a long time.

We have had contact with a group in Nairobi, Kenya. One of the conference participants ended up there because of his profession and was able to help keep this group going. Because we were going to South Africa we were able to bring two Kenyan



members to the addicts in South Africa, which they could never have done on their own. And so, rather than trying to meet all of the needs directly from NAWS, we were able to help the South Africans assist the other communities with literature and basic workshops on the fundamentals of recovery and service. Today we have two groups in Tanzania, a group in Mozambique, two or three groups in Kenya, and a draft IP #1 in Swahili. We need to find new ways to address this need and focus the resources we

have. The Saturday night Soweto meeting has now grown from two members to twenty-four regular attendees since this visit.

Anthony then spoke about the Asia Pacific zone and about how it has the same challenges but with a different face. Many of the communities have no indigenous NA members. The members come from the US, UK, Canada, Australia, etc. One of the factors is a lack of literature in their language. Being a woman in some of these cultures makes it almost impossible to identify as an addict. We have a lot of challenges in this zone, not because of money or a lack of willing people, but because of culture. At a workshop in India we funded close to sixty people where there are eighteen to twenty-three different dialects. The workshop was intended to stabilize local translation efforts.

Anthony has been asked several times about China. After the elections some of the people who had been helping us stopped because they were uncertain of the political climate. Recently we have received communication through the Shanghai group from an official who extended an invitation for NA to come and start meetings in southern China. Our hope is to foster a group of indigenous Chinese NA members. We used a professional translator to create draft material because we didn't have local members who could help us. If you know members of Chinese descent who can help us, please have them get in touch with NAWS. The same goes for any Asian language speakers. The Chinese government estimates that there are approximately four million active addicts there, and one million are treated within their system. No one is getting and staying clean.

More pictures were shown of places that NAWS has visited, including the APF and Kuala Lumpur.

In Vietnam there are some places where we cannot meet because we are viewed as religious, Anthony said. There is progress, but we need to find new ways to talk about God in our literature.

Revisiting Latin America, Anthony explained that NA is viewed as a threat in Cuba by the security services. Members have been threatened and told to discontinue their activities. Cuba is still struggling, and we need to pray for them.

Becky revisited Europe. Contact was made between Cyprus and Greece because of the ICAA in Venice. We were able to help with first efforts with Cyprus. Our roll is to facilitate communication.

Becky moved on to the Middle East. In many places it is illegal to meet without legal registration, which we are trying to help with. The other obvious issues are women (more later on this) and translation. In 2000 we brought together several communities for a translation workshop. The key is communication between the different communities. We followed up in 2005, and then made a commitment to 2007. We brought members from Iran and made a decision to hire someone from Iran and start the office. The Iranians have been excellent at laying out how people can work within the Islamic community and do public relations. For the first time we have five IPs that the Arabic communities agree on and actually use, as well as *H&I* and *PI Basics*, etc.

We brought nine communities from the Middle East together during February 2005. The only communities that had women in recovery at that time were Egypt and Iran. There is now one woman recovering in Bahrain as well.

Iran is a wonderful success story for women, but with that success has come a lot of attention. The mixed meetings have mostly been closed. Becky told them that she could guarantee them that their lives would be better clean, but not that it would wash away all of those issues. It was a heart-rending and heart-touching experience.

Iran has discovered that the structure outlined in the *Guide to Local Services* has some serious flaws in that it promotes regional splits. There is no advantage to multiple regions in a country like Iran. Public relations and unity suffer. They have created layers that they refer to as “Areas” and “Metros” to cope with the distances and numbers involved.

Becky drew similarities between Iran and Brazil. Both had terrible struggles in their early days. Brazil used to have two fellowships and then came back together. Iran didn't, but functioned as two fellowships. The coming together created a passionate energy and a commitment to public relations.

We haven't been able to get our employee from Iran here, nor have we been able to visit Iran since 2005, said Becky. It was only possible then because we were invited by the National Institute of Addiction.

A video from Siamak, the Iranian RD, was then shown. He gave an overview of the fellowship in Iran, the available literature, and the service structure. Addicts are beginning to be referred to NA rather than sent to prison. He thanked NAWS staff and WB members who have supported the Iranian fellowship and attributed much of Iran's success to the opening of the Tehran office.

Becky expressed her gratitude to the Iranian fellowship for the experience of working with them.



Anthony restated that there is no way for us to communicate all of the details of the fellowship development efforts we undertake. A CD that contains the content you saw will be distributed, but with one caveat: It contains pictures and is not to be posted on the Internet.

Election Results

Tali McC (HRP) announced the results of the election (for a copy of the ballot, see Appendix E):

World Board

Arne H-G
 Franney J
 Mark H
 Paul C
 Ron H
 Tom McC
 Tonia N

Human Resource Panel

Gregory S
 Mary Kay B

WSC Cofacilitator

Jimmy S

Zonal Reports

Session led by Bob J (WB chair)

The session was called to order by Bob. He asked that electronic copies of reports be emailed to webmaster@na.org and printed copies be given to WSO staff.

Each zonal forum (ZF) was given ten minutes to report. Bob explained that no zone could give time to another for reporting.

Southern ZF: The SZF meets four times a year, but will begin meeting three times a year to save resources. The zone is active with Spanish translations of locally developed material. Concerning recent tragedy in the zone: It is imperative to communicate that your support and love was so valued by those who received your help after Hurricane Katrina.

Rocky Mountain ZF: There is concern about the creation of another level of service. Is there a need to conduct business at all in the zonal meeting? Their new guidelines fit on one page. They have no officers and no treasury. They reported on the convention and event workshop facilitated by NAWS, during which they learned how to utilize liability insurance and develop contracts.

North East ZF: They agreed to meet separately from MARLCNA. They meet twice a year for two days. They reported on the growing pains they experienced, evidenced by long discussions without progress. They finally made progress when they decided to accept their guidelines on a “can you live with it?” (90/10) basis.

European Delegates Meeting (EDM): All decisions are consensus-based. Fellowship development is the only subcommittee. They were asked at their last meeting to define what “fellowship development” is, what we have to offer, and what our needs are. They decided to set up a website, and Carlos from Portugal was elected as webmaster.

Midwest ZF: They did a diversity seminar in 2005 in Minnesota. They were one of the first zonal gatherings at the WSC, calling themselves a caucus. They are trying to do more activities at the meeting they have. They also discussed how to build consensus.

Latin American ZF (LAZF): The LAZF had a Cuban representative in the last forum. All the literature he got as a gift from the LAZF was confiscated. From that point on, they began persecuting the NA groups in Havana. Carlos Luis is designated as the only

person to contact the Cuban representative and has to be very careful with language. LAZF had Paraguay attend the last meeting and they thanked NAWS, which funded the representatives. NA in Paraguay is growing. LAZF is interested in having ongoing communication with other zonal forums, including the EDM. The workgroup for the personal stories in the Spanish Basic Text has submitted them to WSO. There is an ongoing newsletter and email list to help with communication with communities within their zone. They are grateful to be able to pay for their own expenses in putting on the forum. They are also grateful to the Chesapeake/Potomac Region for their donations.

Autonomy ZF: Six regions comprise the Autonomy Zone, including the Eastern Pennsylvania Region. A common area of concern is the growing need for insurance for groups and other meeting facilities. One of the AZF's regions does carry insurance that covers the groups, but it is very costly. The AZF has established a web page with the minutes integrated in it: <http://www.cprna.org/azf/>.

Canadian Assembly: Due to size and logistics, there are Eastern and Western FD coordinators. CANA uses established local communities to reach out to the remote and outlying groups and addicts in need of help. Many of the requests for assistance we receive come through the website. Quebec and Alaska regions are invited to attend the zonal forum.

Western States ZF: Among other topics, they discussed Infrastructure, and most of the topics come down to this. Rural areas are popping up that have no idea of service structure. Southern Idaho has chosen to join the Upper Rocky Mountain Zone. Also, WSZF has suffered the loss of two trusted servants from the zone.

Plains States ZF: PSZF recently observed their ten-year anniversary. They meet three times a year, rotating through each of the regions in the zone. The Tribal Council of the Lakota Nation has approved an NA event. NAWS participation has been requested.

South East ZF: The zone consists of six regions, including the newest member, the North Carolina Region. The "Fun in the Sun" convention has been re-formed as the Alabama/NW Florida Regional Convention.

Asia Pacific Forum (APF): The APF has grown with China, Saudi Arabia, and the Maldives now a part. Two-thirds of the APF are not seated at the WSC. Among the challenges in the zone: A lack of funds is a problem in Bangladesh. Expatriates keep meetings going in Cambodia. There are internal problems in Pakistan, but an area was formed and they are working on translations. The government censors all literature in Vietnam. They've received donations from Chesapeake/Potomac Region.

Friday, 28 April 2006

Leadership

Session led Jim DeLizia and Bob J (WB chair)

Bob introduced Jim DeLizia.

Overview

Jim gave a brief overview of the session and thanked the conference for having him back. He went on to say that anything the board or NAWS wants to do starts at the group level. Leadership develops from the grassroots. During this session we asked one huge question: "If we are going to build a leader, how do we do it? How do we make it part of the operating culture of this operation?"

Jim started by reconnecting with why this topic is so critical. Leadership is not an end or a goal. We develop leaders in order to get something else done, which is that every addict in the world can get the message of recovery.

Jim focused on three of the objectives in the strategic plan: enhancing the perception of NA; increasing the effectiveness of the service structure; and identifying, framing, and better facilitating a dialog with members around current issues. He asked participants to discuss with their neighbors what kind of leadership is required to accomplish these objectives and at what level of the service structure it should reside. (For a complete list of small group results for this session, see Appendix F.)

Responses included:

- It begins and ends at the home group; we need to encourage people at that level
- Commitment
- Leading by example and showing integrity
- Appropriate skills for the position
- Coordination among all levels of the service structure
- Leaders need to be reflective of their members
- Willingness to make tough decisions

Jim focused on the leadership development strategies we have in the fellowship. Will they stand the test of time where NA is growing and diversifying? Leadership development is a system. It is more than just a set of strategies, and it cuts across all levels of the service structure.

What are we trying to accomplish? Jim asked. We need qualified leaders with the right skills and with the ability to achieve our goal. We are trying to show that leaders have value. We are trying to better use our past leaders because of their wisdom and to create an environment where you can develop potential. Leaders must operate at all levels.

What does the system look like? We start with someone who just joined NA today, comes to a meeting for the first time, and feels welcomed. It's well organized; they find a sponsor, then a connection with service and recovery. They have something to offer and have positive experiences in service. Strategies have to be put in place for this to happen. They are seen as an emerging leader and are offered training, coaching, support, and recognition.

Leadership development can also better use past leaders. They are identified as people with the skills and materials to serve. They help facilitate Worldwide Workshops, continue to mentor emerging leaders, and still feel like they have something to offer. This all takes a set of strategies because it just doesn't happen by magic.

The core principles of leadership development are NA leadership principles, development strategies, and an environment of cultivation. All of this equals a leadership development system.

The big question is: "How can we embrace the concept of leadership cultivation throughout the entire service structure and build an effective leadership development system that supports this?"

Jim asked participants to go back into groups to discuss the challenges in answering this question. Responses included:

- A lack of trust because of a lack of understanding of the traditions. This has to be treated at the core.
- Transition when one person steps down is weak
- The inability to change the culture
- Identifying the strength of connection between recovery and service

Breaking through the culture of apathy
 Get people to understand that leadership has value
 Overcoming our self-centeredness
 Focus on retention of leaders
 Conflict with recognition and reward in NA culture
 Division among different meetings

The conference agreed with Jim in prioritizing the three challenges listed below. The question is: What should we change about what we do now to address them?

Jim assigned the three topics to sections of the room.

1) Inertia: How does a deep-seated, unplanned culture change?

Recognize that we have a problem, identify it, and then learn from past successes and failures.
 Perception of service has to change.
 Facilitate a dialog with members and let answers come to the surface rather than giving opinions.
 Recognize members for a good job—positive reinforcement.
 Exhibit the change that you want to see as an outcome. Be the change. **(Priority)**
 Invite newcomers into the process personally. Development starts not with needing leaders but with what the newest member thinks about leaders.
 Lose the negativity.

2) Transitions: How do we pass the baton?

Stagger positions and minimize rollover.[Do you mean turnover?]
 Move antiquated service structure and cultivate leaders through participation.
 Share responsibilities with alternates and vice chairpersons. Leadership is a shared responsibility.
 Uncomfortable with “shining star” strategy—throw a wider net.
 Pass on experience and orient new leaders.
 Stewardship—personal commitment from trusted servant to trusted servant, regardless of personalities. **(Priority)**

3) Perception of leadership in this organization and its value

Learn to be humble with our limitations and open-minded to someone else’s ideas, and to ask for help. An effective leader knows his strengths and weaknesses.
 Have to change the perception of leaders and who it is that they are serving. Sometimes group members judge leaders harshly and can conflict with strong leaders. The objective is to find a key point of communication between leaders and members.
 Learn to bridge the gap between new ways and old ways of providing service.
 The language we use is important. What are the consistent, clear, compelling messages that all of us need to start talking about, words that reflect our attitudes and beliefs?
 Everybody has something to offer. This needs to be instilled in others. Use what we know is true and start articulating the messages. We effect change with our attitude and behavior.
 Plant seeds and groom members prior to active involvement in service. Share about benefits of service with personal recovery.

Jim closed with a quote: “A candle loses nothing by lighting another candle.” What does that tell us about leadership? As leaders you are the ones who are caretakers of this organization. Leaders are architects and people developers.

Time and attention to this issue equals leadership development. We can take the freedom in the coming cycle to take risks by trying to change a system and a culture. Try some new things. If they don't work, try something else. What is at stake is the ability of this organization to fulfill its vision.

How to Be an Effective RD

Session led by Ron M (WB) and Jim DeLizia

Overview of What Makes an Effective RD

Ron introduced the topic by sharing some of his experience as an RD and what he learned about effective leadership in that role. The focus of the session was to identify the role of the delegate, the skills needed, and how to be effective. Some of this should have “takeaway” value for delegates.

Ron saw his value and role as a delegate as being a link from NAWS to other service levels and an effective communicator. He used the example of the *PRHB* to illustrate this. Members in his region didn't understand the NAWS approach to service handbooks, so it was his role to get that information out and to make sure his region was informed about the project—communicating timelines, deadlines, and project philosophy.

Another aspect was to make sure the meeting locator on the database was up-to-date with the regional webmaster, and to ensure that the AD knew how accomplish these sorts of tasks.

When it came to the strategic plan, Ron M spoke about the need for humility. He had to ask someone for help so that he could understand it and pass the information along to his region and to his alternate. The RCMs then took it on to the next level. Ron stressed the importance of being able to communicate with other members across the country to get help in being effective. A chain is only as strong as its weakest link, and delegates have to put themselves in a leadership position where they can gain the confidence of those they serve.

Everyone has a role as a conference participant in our successes and failures. We are a team and need to work together as delegates at our RSCs and ASCs. The best way to gather and pass on information is to get among the people you serve. Be visible, and practice two-way communication.

Jim then continued the session by focusing on two things Ron spoke about:

- 1) The chain is only as strong as the weakest link. Delegates sit in the service structure in the place that can have the most dramatic impact by providing both the WB and their regions with so much information.
- 2) Ninety percent of the work doesn't happen this week—it happens back in the regions. We have only 1-1/2 hours here to gather what we can do back home to be more effective.

Jim asked the conference: What makes an effective RD? What do they know? What skills and qualities do they have?

In a small-group exercise, participants built a profile of an effective RD by listing three or four things for each question below. (For a complete list of results, see Appendix G.)

What does an RD need to know—what knowledge and information?

The strategic plan: the goals, priorities, direction, and focus of the organization

The needs of those they serve and regional issues

The Twelve Concepts, Traditions, and Steps
 Job description, the responsibilities; know the job
 Historical continuity—where they fit in, and how it came to be that way

Where to get the things you don't know—where are your resources?
 Know your own strengths and weaknesses—this will help you seek help

What should an effective RD be able to do? What key skills should they have?

Mentor and train
 Communicate enthusiasm
 Be accessible
 Ask for help—humility

Lead/serve—model—show how leading is serving
 Work a personal program

What does an effective RD behave like? What are some of their qualities?

Be punctual
 Be a positive role model
 Have a sense of humor—act like you are having fun
 Guide with example, not just words

Be committed
 Be grateful to have the opportunity to have an impact
 Be a humble servant

Jim restated that an effective RD knows his or her strengths and weaknesses. He distributed a short checklist for areas of strength and ones where we need improvement. For the places needing improvement, the list gave ideas on where the tools and resources to improve are available.

RDs need to know not only the message and direction, but also how to articulate it. They need to be able to extract the common themes, know the needs of their communities, and be able to synthesize and report information.

Skill Practice

How do you put ideas on the table and help members feel comfortable sharing their opinions and needs, and then share that with NAWS? What does it take to be an effective facilitator? Jim distributed sheets that outline a fictional scenario. “As an RD you have requested time at each ASC to conduct a special discussion on Public Image. The information gathered will be relayed back to NAWS.” The sheet contained information about the area, the discussion, and the questions to be asked. Below are the questions discussed at the tables about how to handle the situation, along with the responses.

1) What is important to understand about your audience in order to structure a productive discussion?

As a facilitator, you have to take care of the physical needs first, and then you have to design a program that gets them moving.

There is a level of apathy and a mind-set about PR and how they feel about relationships with professionals. You have to start from where they are.

They are committed to PR. They've done some great things.

2) Are the objectives you have set for this discussion realistic? If not, why not?

It depends on what sort of area these folks serve—rural, urban, etc. What are the causes of the situation they're in?

This is not a long enough session, unless they were starting from a different place. Look at the objectives and the range of change (from raising awareness to committing to action). Can we go that distance in ninety minutes, given the fact that they have issues with PR?

3) What are the first types of questions you will use to get discussion going, and what can we achieve in ninety minutes?

Find out what they've done before.

Or, start with something everyone can relate to. First step in a good discussion is to connect.

Second step is the WHY. You have to show them the value in what they're trying to do.

Then you can talk about the HOW.

4) What techniques will you use to ensure the discussion is productive and that participants are engaged?

Provide information and data, e.g., names of local professionals. Who will be affected by what we do, and in what positive ways? Or, discuss what other areas have done—PR roundtable data, for example.

Feedback, open discussion, questions and answers. If you do that, you're getting *their* experience. People don't argue with their own data.

Ask what they need.

5) What is important that you do at the start of this discussion?

Introduce participants and the material. They may already know each other, but you could do an ice-breaker related to the topic.

Give ground rules about discussion and explain the context. Why are you being asked to have this discussion? Set the context, how it relates to steps and traditions, and why an area is being asked to do this.

First, we must establish ourselves as a "part of"—not apart from.

Praise them for their accomplishments.

Start to lay down the communication principles, so that you're ready to get into the meat of the matter when that comes.

Jim distributed sheets with tips on effective meeting facilitation and techniques for challenging behavior. When facilitating, we need to remember that the knowledge is not all at the front of the room; most of the ability is in the body of the room. Ron M introduced two RDs to share their experience.

Sisko (AD, Sweden) shared about her early service experience and the help she received from her RD, WB members, the EDM, and NAWS. They have introduced small-group discussions, which help people to feel part of the process. She spent many weekends with her RD, traveling and talking about the CAR, which takes a lot of time and commitment. She has been introduced to many people who have been doing this for a long time, and doing so humbly. Being part of the whole is a nurturing experience. When she returns to Sweden she will share the knowledge from this week as widely as possible so that she won't have to travel every weekend. We don't have to do it all. She shared about telling GSRs what her role is and how what she does is what they do, just on a different level.

Chuck C (RD, Colorado) began by saying that he first called his sponsor and asked if he should share. "Why not?" his sponsor replied. He shared about his early recovery and how he does a lot of public speaking today. Even though he may often be in a position of authority in his work life, over the last week he has been here to learn from each other like everyone else. He spoke about continuing to be of service after his RD term is up, and how his regional assembly and zonal forum have connected him to both his local fellowship and NAWS. PowerPoint presentations and success stories from around the world are good ways to engage and enthuse members. The most important thing is knowing what the areas and groups need. For him, his number-one best practice is to have a strong personal recovery.

Conclusion/Wrap-Up

Ron M touched again on being asked for something tangible to take away when participants leave, saying that this is what the session was designed to achieve. Jim concluded by hoping that participants don't keep these tips to themselves. Humility is essential, but it doesn't help if you don't share what you need to share with your communities.

Good leaders know their strengths and weaknesses. Each table had a yellow card with two questions. Participants were asked to complete the card and leave it on their tables.

What are one or two ways you intend to improve your effectiveness as an RD in the coming year? (See Appendix H for results.)

What are one or two ways that NAWS can better support you in becoming a more effective RD in the coming year? (See Appendix I for results.)

New Business Discussion and Decisions

Session led by Mark H (CF) and Roberto J (CF)

Mark (WSC cofacilitator) reintroduced Roberto, the other cofacilitator, and Don Cameron, the WSC parliamentarian, and explained that the motions will be discussed in order, straw polls will be taken, and there will then be a business session to make decisions.

Discussion of New Business Motions

Motion 26:

To direct the World Board not to hold a common needs/special interest meeting at the world convention in 2007, and not to hold said meetings at any convention without a motion going to groups in the **CAR**.

Intent: To allow groups to decide if they want to have a common needs/special interest meeting at our world convention

Maker: Nick C (RD, New Jersey); Seconded: David (RD, South Florida)

Straw poll on Motion 26: Strong opposition from the body

Discussion centered on whether this motion would create a precedent for local areas to follow; the fact that these meetings already existed at the local level, so the convention should follow suit; what constituted a common need (e.g., religion, Spanish speakers); whether this should go to the groups or whether we should go ahead and make this experiment; if this would unite or divide the fellowship. It was clarified that this motion would require a two-thirds majority as it would affect future conventions and is therefore a policy motion.

Motion 28:

To allow the World Board to develop and approve service-related information pamphlets and tools for distribution to the fellowship.

Intent: To accelerate the process as outlined in Key Results Area, Fellowship Support, Objective #4, 4.1: by developing information regarding basic tools for groups, areas, leaders, and members.

Maker: Greg W (RD, Arizona); Seconded: Rick W (RD, Region 51)

Straw poll on Motion 28: Strong support from the body

No need for discussion

Motion 29:

To direct the HRP (or the World Board) to create a simple one-page form for the World Pool. This form would be used for the workshops, workgroups, and other activities. It would be easily translated and used by those not interested in seeking nomination to a WSC elected position.

Intent: To more effectively diversify the use of the World Pool and open the pool to English- and non-English-speaking fellowship resources

Maker: Toby G (RD, Spain); Seconded: Joao P (RD, Portugal)

Straw poll on Motion 29: Strong support from the body

Discussion clarified that this was intended to be an addition to the current WPIF.

Motion 30:

Remove the **Convention Guidelines** from the World Services inventory.

Intent: To remove the outdated handbook that is no longer used

Maker: David J (WB); Seconded: Daniel S (WB)

Straw Poll on Motion 30: Strong support from the body

No need for discussion

Motion 31:

That the **Public Relations Handbook** be released as a working document and be published in a three-ring binder with chapter separations.

Intent: The *Public Relations Handbook* contains material that will be continuously changing with new technology and other updates. The *Public Relations Handbook* must be updated regularly, and this would make it easier and more cost-effective.

Maker: Larry K (RD, Wisconsin); Seconded: Louis H (RD, Chicagoland)

Straw poll on Motion 31: Body was split

The motion-maker was willing to offer this as input to production for the handbook.

Motion 32:

Considering that the World Board makes recommendations in all the regional motions presented to the WSC, we require that it be equally clear on the percentage of the World Board voters in favor or against, or eventually abstaining, to adopt or not, for every regional motion (e.g., 10 for, 5 against, 3 abstain), or consensus if there is one.

Intent: To have the exact percentage of World Board members against, for, or eventually abstaining, and to give the opportunity to RDs to better evaluate the decision that they will make when voting. Also, to give more clarity to RDs on decisions that they have to take without forgetting the consideration given to the regions with respect to the principles of the Second and Ninth Traditions.

Maker: Walter P (RD, Italy); Seconded: Enrique A (RD, Venezuela)

Straw poll on Motion 32: Strong opposition from the body

Discussion clarified that WB recommendations are the consensus of the board. If there was no consensus, this would be reported.

Motion 33:

That the World Board hold common needs workshops at WCNA-32.

Intent: To ensure that the World Board has confidence to quickly move forward in its efforts to reach communities that are not in our rooms

Maker: Larry K (RD, Wisconsin); Seconded: Stuart L (RD, Metro Detroit)

Straw poll on Motion 33: Majority support from the body

Discussion clarified that the motion would require a two-thirds majority, and that the board is charged with the administration of the convention, which includes programming. Bob J (WB chair) explained that the WB discussions as to what constitute common needs centered on men, women, youth, gay/lesbian, oldtimers, and other typical common needs meetings/workshops.

Motion 34:

To direct the World Board to reinstate the consensus-based decision making at the WSC project for 2008.

Intent: To complete the transition to a consensus-based conference

Maker: Richard S (RD, Mountaineer); Seconded: Tony C (RD, South Dakota)

Discussion clarified that this was to reinstate the WSC 2004 Project Plan on CBDM at the WSC. David J (WB) said that if participants wanted this project to get back on the radar, the time to do so is during the project prioritization process.

Straw poll on Motion 34: Weak support from the body

Motion 35:

That any nominee for a WSC position be endorsed in writing by an RSC. During the reference interview phase, a letter will be sent to the RSC listed on the candidate's World Pool Information Form requesting a written recommendation. In the case where no RSC exists, then the candidate will reference the ASC.

Intent: To verify the legitimacy of a potential nominee

Maker: Dale W (RD, Georgia); Seconded: Richard S (RD, Mountaineer)

Straw poll on Motion 35: Weak support from the body

Discussion centered on whether this would limit candidate selection to members who are active in their region, along with the exact meaning of the motion. The maker stated that they would be willing to commit this motion to the HRP.

Motion 36:

To direct the World Board to seek conference approval for any adopted project it wishes to eliminate.

Intent: To comply with WSC policy

Maker: Richard S (RD, Mountaineer); Seconded: Mark B (RD, Nebraska)

Motion was amended by unanimous approval to read:

To direct the World Board to inform conference participants of any adopted project it wishes to eliminate.

Straw poll on Motion 36: Strong support from the body

Bob said that the board would like to accept the motion as input to develop further.

Motion 37:

That the Human Resource Panel present to this conference the evaluation criteria, grading, or weighing that were used in order to select the candidates that qualify in order to be able to be eligible as members of the World Board and Human Resource Panel, and that the candidates are informed in a prudent way the reason why they were not selected for the final list.

Intent: That the regions have a point of reference and thereby are able to select candidates with the most aptitude to fulfill their tasks and that the unqualified member for the final vote knows why. Also, to be able to grasp the necessary qualifications for the next round of selections.

Maker: Panama Region; Seconded: Guatemala Region

Straw poll on Motion 37: Weak support from the body

“Prudent” was defined as timely.

Discussion took place around the desire of some participants for more transparency in the HRP process, whether there would be liability issues with written feedback, and whether this should be two separate motions.

Mark asked if the body was okay with going into a business session without discussing motions 5 through 14. The body took a straw poll and was in agreement.

Old Business Decisions

Mark conducted roll call #6 (see Appendix A), showing a total of 115 participants present. Seventy-seven represents a two-thirds majority, 58 represents a simple majority; 103 seated regions were present.

Motion 5: It was M/C by World Board

To adopt Chapters One through Nine, the preface, and the conclusion of the proposed *Public Relations Handbook* as a replacement for the current *A Guide to Public Information*.

Motion carried by unanimous consent

Motion 6: It was M/C by World Board

To adopt Chapters 10-13 of the *Public Relations Handbook*.

Amendment: It was M/C by World Board

That the motion would include “these chapters would be adaptable or revisable with World Board approval.”

Motion carried by unanimous consent

Bob clarified that the updating and revising of these chapters would be for as long as new information became available on an ongoing basis.

Motion 7: It was M/C by World Board

To approve the proposed Public Relations Statement as a replacement for the current Public Relations Statement of Purpose in *A Guide to World Service in NA* on page 34. This statement would also be added to *A Guide to Local Services* and the *Public Relations Handbook*.

Motion carried by unanimous consent

Motion 8: It was M/C by World Board

To allow the World Board to approve the resource material used as addenda in the *Public Relations Handbook* on an ongoing basis.

Amendment: It was M/S/C by Peter H (RD, Greater New York) and Louis H (RD, Chicagoland)

That the motion would include “including the preface, the foreword, the appendix, and the glossary.”

Amendment carried by show of hands

Motion carried by show of hands

Subsequent motion to reconsider Motion 8 failed.

Motion 9: It was M/C by World Board

To adopt the proposed Area Planning Tool.

Amendment: It was M/S/C Jimmy S (RD, Chesapeake & Potomac) and Ron M (WB)

That the motion would include “which would then be adaptable or revisable with World Board approval.”

Amendment carried by show of hands

Motion carried by show of hands

Motion 9 was initially tabled until Motion 28 was dealt with.

The creation of a third type of category for literature approval, with a new logo, was clarified. This motion would require a two-thirds majority.

Motion 10: It was M/F by World Board

To recognize Bluegrass Appalachian as a seated World Service Conference participant beginning at the close of WSC 2006.

Motion failed by show of hands

Discussion expressed the concern that this would establish a precedent for seating many new regions, which was contrary to the concept of downsizing the WSC.

Motion 11: It was M/F by World Board

To recognize North Carolina as a seated World Service Conference participant beginning at the close of WSC 2006.

Motion failed by standing vote

Subsequent motion to reconsider Motion 11 failed.

Motion 12: It was M/C by World Board

To recognize Iran as a seated World Service Conference participant beginning at the close of WSC 2006.

Motion carried by show of hands

Motion 13: It was M/C by World Board

To recognize South Africa as a seated World Service Conference participant beginning at the close of WSC 2006.

Motion carried by unanimous consent

Motion 14: It was M/C by World Board

To recognize Western Russia as a seated World Service Conference participant beginning at the close of WSC 2006.

Motion carried by unanimous consent

Roll call #7 (see Appendix A) of voting participants was conducted by Roberto, showing 112 participants present. Seventy-five represents a two-thirds majority, 57 represents a simple majority, and 100 seated regions were present. (After roll call was taken, a delegate checked in with Roberto, bringing the total to 113 participants.)

Motion 30: It was M/S/C by David J (WB) and Cedric S (RD, Western NY)

To remove the *Convention Guidelines* from the World Services inventory.

Motion carried by show of hands

Motion 26: It was M/S/F by Nick C (RD, New Jersey) and Debbie E (AD, Show Me)

To direct the World Board not to hold a common needs/special interest meeting at the world convention 2007, and not to hold said meetings at the convention without a motion going to groups in the *CAR*.

A friendly amendment was passed to change the word “meeting” to “workshop,” and to add “world” before “convention.”

Motion failed by roll call vote (see Appendix A)

Motion 28: It was M/S/C by Greg W (RD, Arizona) and Rick W (RD, Region 51)

To allow the World Board to develop and approve service-related information pamphlets and tools for distribution to the fellowship.

Motion carried by show of hands

Motion 29: It was M/S/C by Toby G (RD, Spain) and Debbie E (RD, Show Me)

To direct the HRP (or the World Board) to create a simple one-page form for the World Pool. This form would be used for the workshops, workgroups, and other activities. It would be easily translated and used by those not interested in seeking nomination to a WSC elected position.

Amendment: It was M/S/C by Toby G (RD, Spain) and Scott S (Best Little Region)
Change “or the World Board” to “and the World Board” and change “one-page form” to “one- or two-page form.”

Amendment carried by show of hands

Motion carried by show of hands

Motion 34: It was M/S/C by Richard S (RD, Mountaineer) and Darryl L (RD, Greater Philadelphia)

To direct the World Board to reinstate the Consensus-Based Decision Making project at the WSC for 2008.

Motion carried by standing vote (52 in favor, 26 against, 3 abstentions)

Motion 33: It was M/S/C by Larry K (RD, Wisconsin) and David J (WB)

That the World Board hold common needs workshops at WCNA-32.

Amendment: It was M/S/C by Larry K (RD, Wisconsin) and David J (WB)

To remove the words “the World Board hold” and add “be held at.”

Amendment carried by show of hands

Motion carried by standing vote (69 in favor, 22 against, 3 abstentions)

Motion 35: It was M/S/C by Dale W (RD, Georgia) and Louis H (RD, Chicagoland)

That any nominee for a WSC position be endorsed in writing by an RSC. During the reference interview phase a letter will be sent to the RSC listed on the candidate's World Pool Information Form requesting a written recommendation. In the case where no RSC exists, then the candidate will reference the ASC.

Motion to commit M/S/C by Dale W (RD, Georgia) and Louis H (RD, Chicagoland) carried by show of hands

Motion 36: It was M/S/C by Richard S (RD, Mountaineer) and Larry K (RD, Wisconsin)

To direct the World Board to seek conference approval for any adopted project it wishes to eliminate.

Amendment: It was M/S/C by Larry K (RD, Wisconsin) and Darryl L (RD, Greater Philadelphia)

To remove “to seek conference approval for” and insert “to inform conference participants of.”

Amendment carried by show of hands

Motion carried by show of hands

Motion 37: It was M/S/C by John F (RD, Panama) and Peter H (RD, Greater NY)

That the Human Resource Panel present to this conference the evaluation criteria, grading, or weighing that were used in order to select the candidates that qualify in order to be eligible as members of the World Board and Human Resources Panel, and that the candidates be informed in a prudent way the reason why they were not selected for the final list.

Motion to commit M/S/C by Tim A (RD, Arkansas) and Hamish A (RD, Aotearoa) carried by show of hands

Saturday, 29 April 2006

Area Planning Tool

Session led by David J (WB) and Daniel S (WB)

This session was shortened due to new business running late.

This session opened with an explanation that the APT was developed to help with strategic planning. NAWS uses strategic planning, and as a result the work cycle flows better.

The Area Planning Tool is aimed at those who provide direct service delivery, which most likely occurs at the area service committee level. The APT was included in the CAT and supports the *PR Handbook* (Chapter Three, Effective Services).

Now that we have this tool, we need areas, regions, and zones to use it. David J (WB) asked participants to let NAWS know about their experiences with the APT so that we can improve this resource. As always, participants were encouraged to use the parts that were useful and to leave the parts that weren't.

The aim of this session was to gain experience with the Area Planning Tool. Participants worked on a few sections from it and gave some feedback. Topics for this session were taken from regional report summaries.

David J (WB) explained the following steps:

Preparing the plan—gathering information

Listing the issues

Setting goals—David reminded participants that we will not be discussing HOW to achieve goals in this step; our work is to identify goals—WHAT we want to achieve. Goals may take one year, two years, or even five years to accomplish.

Prioritizing

The goal is the place you want to get to. During discussions, the solutions for getting there may appear. This session focused on setting goals and then prioritizing them. Once the goals have been prioritized, the subsequent steps from the APT would be used to form approaches to help in reaching our goals, and to create action plans.

David told participants to bear in mind some points about goals:

They should be solutions for identified issues.

They should be clear, brief, and results-oriented.

They should have a concrete end in mind.

Again, they should identify the “What,” not the “How.”

They may take one, two, or even five years.

Small Group Activity

The following issues from regional report summaries were used in the exercise to create goals. Topics were split up among each of the twenty tables.

Medication

Fund flow

Donations

Conflict resolution

An example of a goal for medication was given as educating members about prescription medication to help the fellowship understand and feel comfortable. David quoted the Third Tradition: “The only requirement for membership is the desire to stop using.” Stating the issue is easy, but creating the goals is more challenging. Each table was asked to brainstorm goals related to their issue for twenty minutes by asking this question for each topic: “What would be the issues around donations, medication, etc.?”

Groups then prioritized their identified goals by placing one of three dots each by their top three priorities (with no repeats). This process could be used at the area or region with each member using dots, check marks, stars, etc.

Small Group Feedback

Daniel S (WB) asked groups to report their top three priorities back to the large group. (For a complete list of results, see Appendix J.)

Medication:

- Create an IP on drug replacement medication.
- Raise fellowship awareness of what it feels like to be alienated.
- Inform members surrounding the issue of drug use instead of drug abuse. We understand that some members need medication.
- Decrease judgment that surrounds the issue of prescribed medication.
- Educate medical professionals about the disease of addiction—two-way communication

Donations:

- The amount of contributions should equal the cost of the services we deliver. Do not depend on events or activities.
- Let's use "contributions," not "donations."
- To increase donations by 100% in two years.
- To increase members' understanding of the importance of donations.
- Change the concept of "donations" to "contributions." Awareness of Seventh Tradition and contributing to our own welfare.

Fund Flow:

- Training programs for treasurers, making budgets, etc.
- Have a fund flow system that all NA members rely on and trust.

Conflict Resolution:

- Feeling like each person was heard.
- More talk of concepts and traditions to help us get along.
- Applying spiritual principles.
- Effective mediators.
- Have a system in place that utilizes the Tenth Concept to address conflict resolution.

Daniel stressed that it was important to set the goals first and then worry about how we will get there. The next step is to develop the approaches to help achieve our goals. This can be difficult and time-consuming, and should consider human and financial resources. These are then reprioritized so an action plan can be developed. Daniel said that it is important to be realistic.

Daniel gave the main points to remember for plan implementation and monitoring:

- Take action!
- Measure or track activity.
- Evaluate progress and success.

We have to decide at what point to evaluate and review the plan, Daniel told participants. At NAWS we do this every two years; part of it is doing an environmental scan. The next step is to take a second look at the framework and readjust what needs to change based on new information.

Daniel closed by asking participants to try the APT and share their experiences or struggles with NAWS.

Moving Forward with a Common Vision

Session led by Bob J (WB chair), Craig R (WB vice chair), and Anthony E (executive director)

Setup of Session

The session opened with a video first shown at WCNA-31 in Hawaii.

Bob started by reviewing how far the fellowship and the conference have come since he started coming in 1991. We used to have smoking on one side of the room, nonsmoking on the other, and no meal breaks (“that’s what an alternate is for”). Bob went on to say that we’ve made history this week. Many things were adopted by unanimous consent, which is nearly unprecedented. That’s CBDM, which may not be in our policy, but we’re practicing it.

Communication and Database

Bob noted that clearly the delegates want a way to communicate between conferences.

When asked who does *not* have access to email, a couple of people raised their hands. They were assured that NAWS will work to include them.

Anthony asked delegates if they would use the conference participant bulletin board, as it will take time and energy to revise it. During the course of the cycle, members from sixty-five countries and just about every US state visited the board. Only a small group actually used it, though. This area will be completely restructured, and more importantly, it will be more comprehensive for use.

Anthony said that for the first time some things will be made available via an FTP site, like videos that include people’s faces. Participants were asked not to copy or distribute it, as members’ pictures will not be edited out. We will begin posting information there within a week. English speakers with questions should contact Steve Lantos at the WSO: webmaster@na.org. There will also be a Spanish area on this site. Spanish speakers with challenges can contact Johnny Lamprea: johnny@na.org. Other language speakers will be helped as the need arises.

Lori then brought up the trusted servant area of the website on the computer and gave a demonstration of how to create a template that can be modified with all of the group and meeting information. She showed how to print a regional meeting list after a template is created. Lori said that we are beta-testing receiving electronic information which would eliminate the need to manually enter each change. Lori gave her email address for assistance: lori@na.org. It was clarified that registered regional contacts who have signed a confidentiality agreement have access to this. Information can be updated whenever necessary. Professionals prefer to use the meeting locator rather than the regional and area links.

Anthony asked whether conference participants would commit to using the bulletin board if they receive an email telling them it’s been redeveloped. Almost everyone raised their hands.

Delegate Input

Craig then thanked everyone for their past, current, and future support. He stressed that NAWS’ ability to deliver services to our fellowship is largely dependent on the support we get from the fellowship—emotional, spiritual, and financial.

Craig talked about how delegates have had an impact with their small group discussions and input, which have helped enhance the IDTs. He also asked for support for the revised IDTs. There were no objections to these.

Craig went on to review the input received on targeted literature, basic service material, and WSC seating, and noted how important it is. He also reiterated some of the points from the leadership session.

Regarding communications, Craig reminded everyone that it's a two-way process. It's about dialog, support, differing opinions, and agreeing to disagree. He asked delegates to send their successes and failures, and what's working in their region or area, to NAWS.

Craig reviewed some of the things delegates wrote down after the Effective RD session (for complete results, see Appendices I & J), which included:

Listen better.	Teach others.
Make sure my region and groups are aware of service efforts on a global scale.	See people and not policy.
Make sure each area has a workshop on the IDTs before the regional gathering.	Listen to our regions and do not force this stuff down their throats.
Learn how to be a better facilitator.	Communicate what was learned—don't hold onto info.
	Face our fear of aggressive members.

On general service:

- Disperse enthusiasm throughout regions with global stories of success.
- Lovingly challenge everything we think we know about the way we deliver services. Change is needed and inevitable.
- Stay willing to serve and stay involved.
- Strive to improve my effectiveness as a leader in the service body and lead by example.

On NAWS support of delegates in their leadership efforts:

- Online tools and digital information
- Quick release of session profiles on new IDTs. Keep the IDT tools coming.
- Improvement of database accessibility
- More two-way communication between conferences
- A leadership seminar, workshops, and training tools

More ideas from input were submitted:

- Service manual for delegates
- Develop myself as a good communicator. It is through giving that we receive

Craig wanted to reinforce that delegates gave good information and made a difference. He said that he looked forward to serving for the next two years.

Steps, Traditions, and Concepts Banner Set

Anthony discussed the steps, traditions, and concepts banners used at the WSC. It was originally planned to ask about the interest in having these available in inventory, but the materials are expensive. If we could make a set of the banners available in a material like mailing envelopes for \$25 for all three, would there be an interest? There was lots of support for this. Some may want a more expensive, more durable option,

like nontear cloth, for example. There will probably be both options—more expensive and more durable, and less costly but less durable.

Mini Books

The mini BT with a magnifying glass was created as a novelty item. The fellowship response has been that people like it a lot. It's possible that you may see a slightly larger version that has a soft cover. We expect to soon see a *JFT* and *IWHW* in small, soft-cover versions, hopefully by the San Antonio convention.

Several delegates have asked about printing these in other languages. If we can't sell a thousand in a relatively short time, the expense in printing alternative versions won't justify the cost. Our cost triples to quadruples when our quantity runs are so small. English is always the model to experiment with first, to gauge fellowship support before producing anything in other languages.

Idea Tree Ideas

Bob read a list of ideas from the Idea Tree:

- Targeted literature: IP that clarifies the freedom to have an HP of your own understanding
- Information on service structure and infrastructure development, including guidelines for new positions
- Communications and PR
- A list of board members and where they are from
- A movie of the Jimmy K story
- A Q&A section in *NA Way*
- Videoconferencing, which has been discussed. (We may try it this cycle.)
- Assigned seating on both sides of the room, not just for the small groups
- Addict exchange program. Take addicts from diverse cultures, swap places, and learn about each other

Workgroups

Bob asked for participants' ideas for workgroups, focus groups, fellowship development, and PR resources. Both addicts and nonaddicts are needed for the public relations workgroup. Any ideas should be sent to worldboard@na.org.

Closing

Appreciation certificates were passed out to delegates, cofacilitators, and HRP members. Bob also called up the translators, Absalon (Spanish), Jay (Japanese), and Natalino (Italian) to get their certificates. They received a standing ovation.

Plaques were presented to those who had completed their terms. They were given to Tali McC (HRP), Francine B (HRP), Daniel S (WB), David J (WB), and Bob J (WB), who shared their thanks with the conference. Plaques were also mailed to Giovanna G (WB) and Saul A (WB), who were unable to attend the conference.

There was a moment of silence for those trusted servants and others who have passed since the last conference.

The WSC closed with an ovation for the staff and a map showing the growth of NA around the world on the screen.

WSC 2006 Appendices

Appendix A: Roll Calls

Name	Roll Call 1 Here	Roll Call 2 Here	Roll Call 3 Here	Roll Call 4 Here	Roll Call 5 Here	Roll Call 6 Here	Roll Call 7 Here
WB – Mary B	1	1	1	1	1	1	1
WB – Michael C	0	0	0	0	0	0	0
WB – Piet D	1	1	1	1	1	1	1
WB – Ron B	1	1	1	1	1	1	1
WB – Bob J	1	1	1	1	1	1	1
WB – Craig R	1	1	1	1	1	1	1
WB – Daniel S	1	1	1	1	1	1	1
WB – David J	1	1	1	1	1	1	1
WB – Giovanna G	0	0	0	0	0	0	0
WB – Jim B	1	1	1	1	1	1	1
WB – Muk H-D	1	1	1	1	1	1	1
WB – Ron H	1	1	1	1	1	1	1
WB – Ron M	1	1	1	1	1	1	1
WB – Tom M	1	1	1	1	1	1	1
Region							
ABCD Region	1	1	1	1	1	1	1
Alabama/NW Florida Region	1	1	1	1	1	1	1
Alaska Region	1	1	1	1	1	1	1
Al-Sask Region	1	1	1	1	1	1	1
Aotearoa New Zealand Region	1	1	1	1	1	1	1
Argentina Region	1	1	1	1	1	1	1
Arizona Region	1	1	1	1	1	1	1
Arkansas Region	1	1	1	1	1	1	1
Australian Region	1	1	1	1	1	1	1
Baja Son Region	1	1	1	1	1	1	1
Best Little Region	1	1	1	1	1	1	1
Brazil Region	1	1	1	1	1	1	1
British Columbia Region	1	1	1	1	1	1	1
Buckeye Region	1	1	1	1	0	1	1
California Inland Region	1	1	1	1	1	1	1
California Mid-State Region	1	1	1	1	1	1	1
Canada Atlantic Region	1	1	1	1	1	1	1
Carolina Region	1	1	1	1	1	1	1
Central California Region	1	1	1	1	1	1	1
Chesapeake/Potomac Region	1	1	1	1	1	1	1
Chicagoland Region	1	1	1	1	1	1	1
Chile Region	1	1	1	1	1	1	1
Colombia Region	1	1	1	1	1	1	1
Colorado Region	1	1	1	1	1	1	1
Connecticut Region	1	1	1	1	1	1	1
Costa Rica Region	1	1	1	1	1	1	1
Eastern New York Region	1	1	1	1	1	1	1
Ecuador Region	1	0	1	1	1	1	1
Florida Region	1	1	1	1	1	1	1

Region	Roll Call 1 Here	Roll Call 2 Here	Roll Call 3 Here	Roll Call 4 Here	Roll Call 5 Here	Roll Call 6 Here	Roll Call 7 Here
France Region	1	1	1	1	1	1	1
Freestate Region	1	1	1	1	1	1	1
Georgia Region	1	1	1	1	1	1	1
German Speaking Region	1	1	1	1	1	1	1
Greater Illinois Region	1	1	1	1	1	1	1
Greater New York Region	1	1	1	1	1	1	1
Greater Philadelphia Region	1	1	1	1	1	1	1
Greece Region	1	1	1	1	1	1	1
Guatemala Region	1	1	1	1	1	1	1
Hawaii Region	1	1	1	1	1	1	1
Indiana Region	1	1	1	1	1	1	1
Iowa Region	1	1	1	1	1	1	1
Ireland Region	1	1	1	1	1	1	1
IRF Region	1	1	1	1	1	1	1
Israel Region	1	1	1	1	1	1	0
Italy Region	1	1	1	1	1	1	1
Japan Region	1	1	1	1	1	1	1
Kentuckiana Region	1	1	1	1	1	1	1
Le Nordet Region	1	1	1	1	1	1	1
Lone Star Region	1	1	1	1	1	1	1
Louisiana Region	1	1	1	1	1	1	1
Metro Detroit Region	1	1	1	1	1	1	1
Mexico Region	1	1	1	1	1	1	1
Michigan Region	1	1	1	1	1	1	1
Mid-America Region	1	1	1	1	1	1	1
Mid-Atlantic Region	1	1	1	1	1	1	1
Minnesota Region	1	1	1	1	1	1	1
Mississippi Region	1	1	1	1	1	1	1
Montana Region	1	1	1	1	1	1	1
Mountain Valley Region	1	1	1	1	1	1	1
Mountaineer Region	1	1	1	1	1	1	1
Nebraska Region	1	1	1	1	1	1	1
NERF Region	1	1	1	1	1	1	1
New England Region	1	1	1	1	1	1	1
New Jersey Region	1	1	1	1	1	1	1
Northern California Region	1	1	1	1	1	1	1
Northern New England Region	1	1	1	1	1	1	1
Northern New Jersey Region	1	1	1	1	1	1	1
Northern New York Region	1	1	1	1	1	1	1
Norway Region	1	1	1	1	1	1	1
Ohio Region	1	1	1	1	1	1	1
OK Region	1	1	1	1	1	1	1
Ontario Region	1	1	1	1	1	1	1
Pacific Cascade Region	1	1	1	1	1	1	1
Panama Region	1	1	1	1	1	1	1
Peru Region	1	1	1	1	1	1	1
Philippines Region	1	1	0	1	1	1	1
Portugal Region	1	1	1	1	1	1	1
Quebec Region	1	1	1	1	1	1	1
Region 51	1	1	1	1	1	1	1

Region	Roll Call 1 Here	Roll Call 2 Here	Roll Call 3 Here	Roll Call 4 Here	Roll Call 5 Here	Roll Call 6 Here	Roll Call 7 Here
Region Del Coqui	0	1	1	1	1	1	1
Region of the Virginians	1	1	1	1	1	1	1
Rio Grande Region	1	1	1	1	1	1	1
San Diego/Imperial Region	1	1	1	1	1	1	1
Show-Me Region	1	1	1	1	1	1	1
Sierra Sage Region	1	1	1	1	1	1	1
South Dakota Region	1	1	1	1	1	1	1
South Florida Region	1	1	1	1	1	1	1
Southern California Region	1	1	1	1	1	1	1
Southern Idaho Region	1	1	1	1	1	1	1
Spain Region	1	1	1	1	1	1	1
Sweden Region	1	1	1	1	1	1	1
Tejas Bluebonnet Region	1	1	1	1	1	1	1
Tri-State Region	1	1	1	1	1	1	0
UK Region	1	1	1	1	1	1	1
Upper Midwest Region	1	1	1	1	1	1	1
Upper Rocky Mountain Region	1	1	1	1	1	1	1
Uruguay Region	1	1	1	1	1	1	1
Utah Region	1	1	1	1	1	1	1
Venezuela Region	1	1	1	1	1	1	1
Volunteer Region	1	1	1	1	1	1	1
Washington/N. Idaho Region	1	1	1	1	1	1	1
Western New York Region	1	1	1	1	1	1	1
Wisconsin Region	1	1	1	1	1	1	1

Not seated and attending this conference							
South Africa		1	1				
Western Russia		1	0				

Total participants present	114	114	114	115	114	115	113
Number of regions present	102	102	102	103	102	103	101
2/3 majority	76	76	76	77	76	77	75
Simple majority	58	58	58	58	58	58	57

Old Business--only RDs vote							
Number of regions present	102	102	102	103	102	103	101
2/3 majority	68	68	68	69	68	69	68
Simple majority	52	52	52	53	52	53	52

Seated but not attending this conference

Finland Region

Roll Call Votes

Roll Call Vote #1

(Motion 26: Regarding common needs/special interest workshops at WCNA)

Name	Yes	No	Abs
WB – Mary B		1	
WB – Michael C			
WB – Piet D		1	
WB – Ron B		1	
WB – Bob J		1	
WB – Craig R		1	
WB – Daniel S			
WB – David J		1	
WB – Giovanna G			
WB – Jim B		1	
WB – Muk H-D		1	
WB – Ron H		1	
WB – Ron M			
WB – Tom M		1	

Region	Yes	No	Abs
ABCD Region	1		
Alabama/NW Florida Region	1		
Alaska Region	1		
AI-Sask Region		1	
Aotearoa New Zealand Region		1	
Argentina Region		1	
Arizona Region		1	
Arkansas Region		1	
Australian Region		1	
Baja Son Region	1		
Best Little Region		1	
Brazil Region		1	
British Columbia Region		1	
Buckeye Region		1	
California Inland Region	1		
California Mid-State Region		1	
Canada Atlantic Region		1	
Carolina Region	1		
Central California Region		1	
Chesapeake/Potomac Region	1		
Chicagoland Region		1	
Chile Region		1	
Colombia Region			
Colorado Region		1	
Connecticut Region	1		
Costa Rica Region			
Eastern New York Region		1	
Ecuador Region			
Florida Region	1		
France Region		1	
Freestate Region	1		

Region	Yes	No	Abs
Freestate Region	1		
Georgia Region	1		
German Speaking Region		1	
Greater Illinois Region		1	
Greater New York Region	1		
Greater Philadelphia Region	1		
Greece Region	1		
Guatemala Region		1	
Hawaii Region		1	
Indiana Region		1	
Iowa Region			
Ireland Region		1	
IRF Region			
Israel Region			
Italy Region		1	
Japan Region		1	
Kentuckiana Region			
Le Nordet Region		1	
Lone Star Region	1		
Louisiana Region		1	
Metro Detroit Region		1	
Mexico Region		1	
Michigan Region		1	
Mid-America Region			
Mid-Atlantic Region	1		
Minnesota Region		1	
Mississippi Region		1	
Montana Region		1	
Mountain Valley Region	1		
Mountaineer Region	1		
Nebraska Region		1	
NERF Region			
New England Region		1	
New Jersey Region	1		
Northern California Region		1	
Northern New England Region		1	
Northern New Jersey Region	1		
Northern New York Region	1		
Norway Region		1	
Ohio Region			1
OK Region		1	
Ontario Region		1	
Pacific Cascade Region		1	
Panama Region		1	
Peru Region		1	
Philippines Region		1	
Portugal Region			
Quebec Region			
Region 51			
Region Del Coqui			
Region of the Virginians	1		
Rio Grande Region			

Region	Yes	No	Abs
San Diego/Imperial Region		1	
Show-Me Region	1		
Sierra Sage Region			
South Dakota Region		1	
South Florida Region	1		
Southern California Region	1		
Southern Idaho Region		1	
Spain Region		1	
Sweden Region		1	
Tejas Bluebonnet Region		1	
Tri-State Region			
UK Region			
Upper Midwest Region		1	
Upper Rocky Mountain Region			
Uruguay Region	1		
Utah Region			
Venezuela Region		1	
Volunteer Region		1	
Washington/N. Idaho Region		1	
Western New York Region		1	
Wisconsin Region		1	
Totals	26	65	1

Total participants present	92
Number of regions present	82
2/3 majority	63
Simple majority	47

Appendix B: Motions Carried/Committed

Old Business Motions Carried

Motion 3: “To change the time frame for approval form recovery literature from the current minimum of 150 days to a minimum of one year for book-length pieces; the World Board may exercise its discretion to set a shorter period for shorter pieces of literature, but that period will not be less than 150 days.”

Admin motion: “To approve the WSC 2004 minutes.”

New Business Motions Carried

Motion 5: “To adopt Chapters One through Nine, the preface, and the conclusion of the proposed *Public Relations Handbook* as a replacement for the current *A Guide to Public Information*.”

Motion 6: “To adopt Chapters 10–13 of the *Public Relations Handbook*; these chapters will be adaptable and revisable with World Board approval.”

Motion 7: “To approve the proposed Public Relations Statement as a replacement to the current Public Relations Statement of Purpose in *A Guide to World Service in NA* on page 34. This statement would also be added to *A Guide to Local Services* and the *Public Relations Handbook*.”

Motion 8: “To allow the World Board to approve the resource material used as Addenda in the *Public Relations Handbook* including the preface, foreword, glossary of terms, and appendixes on an ongoing basis.”

Motion 9: “To adopt the proposed Area Planning Tool which will then be adaptable or revisable with World Board approval.”

Motion 12: “To recognize Iran as a seated World Service Conference participant beginning at the close of WSC 2006.”

Motion 13: “To recognize South Africa as a seated World Service Conference participant beginning at the close of WSC 2006.”

Motion 14: “To recognize Western Russia as a seated World Service Conference participant beginning at the close of WSC 2006.”

Motion 30: “To remove the *Convention Guidelines* from the world services inventory.”

Motion 28: “To allow the World Board to develop and approve service-related information pamphlets and tools for distribution to the fellowship.”

Motion 29: “To direct the HRP and the World Board to create a simple one- to two-page form for the World Pool. This form would be used for the workshops, workgroups, and other activities. It would be easily translated and used by those not interested in seeking nomination to a WSC elected position.”

Motion 34: “To direct the World Board to reinstate the Consensus-based Decision Making at the WSC Project for 2008.”

Motion 33: “That common needs workshops be held at WCNA-32.”

Motion 36: “To direct the World Board to inform conference participants of any adopted project it wishes to eliminate.”

Motions Committed (to the HRP):

Motion 35: “That any nominee for a WSC position be endorsed in writing by an RSC. During the reference interview phase a letter will be sent to the RSC listed on the candidate’s World Pool Information Form requesting a written recommendation. In the case where no RSC exists, then the candidate will reference their ASC.”

Motion 37: “That the Human Resource Panel present to this conference the evaluation criteria, grading, or weighing that were used in order to select the candidates who qualify in order to be eligible as members of the World Board and Human Resource Panel and that the candidates are informed in a prudent way the reason why they were not selected for the final list.”

Appendix C: Strategic Plan Small Group Results

(* indicates number of duplicates at tables)

I. Communication

- ***** Better use of Issue Discussion Topics
- ***** Recruit member from multilanguage and multicultural to conduct outreach
- ***** Better use of our resources (Internet, literature)
- ***** Educating at all levels of service
- ***** Train the trainer—RD→RCM→GSR→ Home group members
- **** Improve internal communication/better communication practices
 - What are we going to inform them about?
 - To whom are we going to communicate?
 - Taking into consideration our differences
- *** Having members from the World Pool or workgroups
- *** More effective, direct communication
- *** Maintain constant reception to feedback from targeted audience—provide means of reliable checks and balances to maintain consistency
- ** Educating NA members on communication skills
- ** Training trusted servants
- ** Target IPs for professionals geared to the professional jargon
- * Change “workshops” into “fun shops”
- * More world service workshops on the East Coast
- * Email blasts from NAWS
- * More RD modeling at area and group level: stress that GSR, RCM, and RDs do same job
- * NAWS pool of trained PI members who can be a PI resource to local NA communities
- * Improve website
- * Simplify reports with clear ideas and simple language
- Helping the newest members become familiar with the service structure
- Internally → Receiving information in NA language
- Externally → Clear message, clear language toward general public
- Improve communications:
 - member ← → area
 - group ← → world services
 - area ← → zonal forum
- Attention grabbing (be proactive)/skywriting; text message
- Find ways to increase visibility
- PR packages
- Use technology more effectively
- Having better communication with drug courts
- Promote clarity—translations must be clear
- Horizontal communication—GSRs need to be better informed
- Consistent production, distribution, and translation of *NAWS News*
- Personal one-on-one education
- To minimize the link, RD and RDA go directly to areas and groups to gather feedback
- NAWS radio broadcast; also on Web
- National and international free phone numbers
- Create a plan to increase NA’s presence in mass broadcast media (TV, cable, radio, major magazines, etc.)
- Create a one-page quarterly NAWS report targeted to groups and areas

II. Leadership and Management

- ***** Worldwide Workshop team members not limited to WB and NAWS staff
- ***** Delegates travel to other regions, zones, and countries
- ***** Update service handbooks/materials
- ***** Workshops and learning days
- ***** Formulate training methods from group, area, region, zone, and world like “how to make coffee,” “how to be a treasurer,” “how to fulfill GSR role,” etc.
- ***** Identify shining stars
- ***** Tools; GSR manual—to provide basic information for everyone, and other service materials
- ***** Better use of technology, website and beyond; fewer hard copies unless needed
- ***** Utilizing and training the alternate
- *** Service materials in multiple languages—translations help on this
- *** Better use of midterm/mid-cycle
- ** More fun
- ** The groups to provide leadership—Fourth Concept
- * Communication
- * Retention of our trusted servants (oldtimers)

Define goals: What is needed?

Cultivate:

1. direction
2. acknowledging abilities
3. communication

Encourage:

1. accountability/trust
2. Learning workshops
3. Develop/provide training programs

Support:

1. make workshops more available to the people
2. finding willing/passionate members

DVD of workshops for PowerPoint training sessions; Webinars

Increase use of outside consultants for local NA communities

Workgroup to study local alternative merchandising ideas for innovations

Provide more information about products and services available from other communities

Survey of satisfaction with service and needs in the middle of a cycle

Consistent evaluation process to give feedback

Concept workshops/Share info on leadership qualities

Be kind to people who make mistakes/accept the reality of mistakes

Set people up for success by not overwhelming them—split the tasks/responsibilities

More conscious modeling; i.e., learn leadership better through example, not literature

1. Better training, mentoring
2. Lead by example
3. Be proactive in approach to recruiting for service
4. Instill ownership and stewardship
5. Flexible system framework to start from

III. Resources

- ***** Mentorship/stewardship (lead by example)
- ***** Role of personal responsibility
- ***** Training materials for service positions

- ***** Update outdated service materials and bulletins
- ***** Fund local people to travel to regions of other languages/cultures to carry the message
- ***** Having people available to do public information work
- **** Broaden the way we utilize World Pool for local workshops, workgroups, etc.; allow local communities to draw resources from World Pool for these tasks.
- *** More literature to professionals to improve public image
- ** Simple, short literature (service materials)
- ** Regional/zonal pools like World Pool
- * We need new service literature
- * Workshops to raise awareness—explain where money comes from/goes
- * Sponsorship encouragement
- * Hiring qualified people
- * Update on worldwide activities (difference financially in other regions)
- * Develop a “culture of giving” IP
- * Percent to area, region, and NAWS—Fourth tradition
- * WB participation to continue at conventions
- * Raise communication/understanding responsibilities
- * WS training or training at every level; cross-training
- * Better use of technology
- * More money; more staff; staff satellite offices
- Personalized products
- Attend events and organize fundraisers to support attendance
- Group development of financial planning
- Solicit per-event activities donation from areas
- Awareness of qualities, especially account activity
- Financial stability to become more self-sufficient
- We need to define how much money we need, and also how many people and defined tasks
- We need a reliable resource stream—more income comes from literature than from donations.
- Targeted literature
- We need more fellowship involvement
- Consistency from all members to support *all* meetings in their area
- Pool resumes, communicate to fellowship they are available
- More resource tools to areas to increase flow of funds
- Info on description of all service positions
- Plan activities to recruit—announcing
- Interaction between subcommittees
- Encourage use of handbooks
- Effective fund flow to fund services at all levels
- Service material more user-friendly
- Improve job descriptions
- Maximize the World Pool*
- Sufficient staffing at NAWS
- Sufficient staffing at HRP/WB
- Raise awareness of our needs

IV. Fellowship Support

- ***** Create a web of contacts worldwide at all levels
- ***** Localizing the process so members can be a part of it
- ***** Share resources through other areas, zonal forums, etc.

***** Having better communication; keep it simple; use simple language
 **** International eyes, “different cultures”
 **** Fellowship development workshops at conventions
 *** Addict exchange program
 *** Create platform for communication
 ** Increase level of planning throughout the worldwide service structure
 ** More communication from World Board between WSCs (build trust)
 ** Elect right people; resources in right place; commitment
 ** Bring attractiveness back to service by partnering with those from other countries
 ** NAWS-funded workshops for those with common language and/or problems
 * Stronger community sponsoring (region, area)
 * Use topic discussions to spread message
 * Where we send that lit—send it to where it needs to go
 World service as a central point of information/contact—keep network of contacts for distribution
 Simplify language and process
 NAWS 1-800 number as helpline and to route calls
 Communicate better about worldwide workshops and their relevance
 Find ways to attract diverse population
 Use regional expertise to spread information worldwide at conventions and workshops
 1. Objective 4: To instill the fourth objective to the level of region, area, group
 2. Objective 5: Transfer experience and knowledge from forums and workshops to benefit the distinct levels of service
 3. Objective 6: Commitment and experience that the member be developed with knowledge of the plan—structure and purpose (responsibility)
 Effective tools
 Identify levels of maturity of service within areas
 1. PR events to increase awareness both internally and externally
 2. Written/oral training materials
 3. Develop and increase diverse leadership
 4. Find nearby members to carry the message into local communities that have no meetings
 Develop friendships/cooperative relationships outside of NA
 Adequate literature in all languages
 Identify the tools based on a geographical location
 Have more oldtimers (WB members) at regular CAR meeting
 Developing tools to have new communities become autonomous
 Don't wait for them to come to you
 Clear message—commitment
 Get missing members in the rooms; unity; outreach; call
 What can I do? Lead by example; I am a support; go to meetings; act locally
 Reliability on information coming back
 Posters
 Contact through agencies
 Careful selecting trusted servants to handle funds
 Tailor resources; not everyone needs all literature
 No meetings in native language and no other languages—inability to spread message
 Few bilingual members
 Carrying literature in other languages promotes unity
 Produce “little books”; “*Reader's Digest* revisions”—pick all segments, not just a few

Gallery Results

(top priority): Percent of donations comes right off the top

Share success stories—what has worked

Explain strategic plan at all levels (member and zone, group, area, region).

Explain about global expansion of the fellowship

Put NAWS budget issues in newsletter.

Objective 10: Inform addicts what NAWS is doing; show them budget

Bring back concerns to establish trust

Educate groups, areas, etc., about the tradition

Explain about prudent reserve

Share about how \$1 in basket is not enough

Explain about being fully self-supporting at group level, member level, etc.

Hold members accountable for how they are spending our funds

Group parties and eatin' meetings do not come out of member donations

Appendix D: Infrastructure Small Group Results

Are you better off than two years ago, when these discussions began? Have the discussions made any difference?

Yes:

<p>The seeds have been planted Key people starting to “get it” Repeated message important Opening up communication channels Increase in awareness/ understanding of global issues IDTs in RD report, CAR workshops, general discussion in “Who Is Missing?”, open forum Baby steps Exposing awareness Starting point Solution-based, not problem-based Creative initiative—every point valid Not bogged down as much by parliamentary procedures We’re defining our principles much better Membership responsibility Issue discussions have increased awareness of our common issues and their solutions Motivated us to take an inventory Members are learning to give back in service Members are becoming emotionally invested in the process Outreach and PI Implementing strategic planning Improved leadership at regional level More collaborative, better agreement More workshops, more energy generated Brought out the oldtimers Increased interest in zonal discussion at area level Increased perceived value of zones Yes, only three motions in CAR; groups feeling like their voices will really be heard Yes, not changes but awareness; still want more solutions Yes, have to be, if not now, down the line</p>	<p>Yes and no; collapsing subcommittees (no), got insurance at region Yes, sick of hearing discussions/no more. Need solutions! Yes, two years to change rules of order Yes, consensus-based, not just <i>Robert’s Rules</i> Yes, RD-hosted workshops Yes, attendance at “fun shops” Yes, discussion process fosters consciousness Increased participation with stewardship/mentorship—“keeping” vs. “finishing” service term Consensus-based decision making brings oldtimers and newcomers together More selective in process From reactive to proactive Format allows for proactive, solution-based action Improved communication Creates direction Regions better informed of things we struggle with Zonal forum steeped in discussions Some areas trying new things like consensus-based decision making, though some areas are resistant and want to continue with Robert’s Rules Small group/brainstorming in region leads to enthusiasm/enjoyment in process Regionally, there is a lot more involvement—more involvement than beyond group People were inspired and charged up after workshops/assemblies Small-group discussion o Came up with good solutions o Time restraints limited input</p>
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- | | |
|-----------------------------------|-----------------------------------|
| Whole new way of planning process | o regional offices |
| More discussion-based decisions | o recognition like AA |
| No change observed at group level | o improving servant profiles |
| Oldtimers starting to change | o improving relationships with |
| reluctantly; newcomers more open- | treatment centers |
| mind and accepting | o improving PI techniques |
| Yes, but we're missing: | o improving public relations with |
| o websites | institutions |
| o legal recognition | o strengthening the areas |
| o strategic planning | |

No:

- Some homegroup/area "No"
- Italy Region experienced problem with discussion topics reaching the fellowship at all Awareness but no action
- No, still discussing, not implementing; going to be better
- World level has gone in new direction, but areas still using old service structure
- No, nothing new was done
- o People were not interested
 - o Apathy
- At area level, people are more interested in infrastructure
- Some areas are not better off; some just don't want to talk
- Our service always worked well—not a great need to change

What new ideas and practices have people been trying that have been working? Are you doing anything different?

- | | |
|--|---|
| PowerPoint presentations | IDTs discussed at group level |
| Focus on key points | New structure of committees and groups |
| Include topic section where topics are brainstormed and prioritized | Hosting area has area-based issues discussed at regional |
| Broadened use of assembly to more than CAR/WSC issues | Cigarette butt cleaning crew |
| Help workshop at area convention | Take inventory—prepare and plan |
| Mentioned RCMs to hold workshops at their own area | Seek out infrastructure with other areas/regions |
| Session profiles were used and successful | Showing how infrastructure works (education) |
| More service participation | Continuous service on different levels and in different positions |
| More unity, more involvement | More proactive than reactive |
| Stopped looking at problems—looked at solutions | Awareness of service at group level |
| More awareness about what's going on inside the fellowship | Involvement of addicts at an early stage of recovery |
| More proactive RCM, GSRs, and groups | Combining RSC with outreach (at different areas on rotating schedule) |
| Starting Spanish meetings | Discussion forum workshops |
| Going into jails | Sponsor/sponsee service |
| Report-driven agendas | Packaging lit to fit the need |
| Quarterly inventories: groups doing it, region talking about it | Attending zonal forums |
| Issues communicated and solved without motions (reduce no. of motions) | "Jeopardy"-style learning days |
| | Service symposium |
| | GSR topic forums |
| | Service training on CD |

Take the format and create a concept workshop
 Start regional meeting with a small-group discussion workshop
 Workshops with live entertainment
 “learning together, working together”
 Have each home group pick a tradition and perform (plan)
 Capture the flag
 Use participant-defined workshops, events, entertainment to promote service work
 Use skits to educate and entertain re service
 Members are instructed re service committees
 Combine service committee meetings with fun events
 Members doing service reestablish credibility
 Use “alternate” positions to mentor people into service positions
 Asking people who had been missing from certain meetings to come speak and bring others
 Sending out contact information for trusted servants/NAWS
 Trying new phonline technologies
 Increased buzz about “what you missed” at the workshops
 Activity plans and budgets for two years now (vs. six months)
 Eliminate subcommittees (three regions at the table), merge subcommittees

- o Resource pool for tasks, single function
- o Solved open position negativity
- o Increased stake and involvement by GSRs and more members

Outreach

- o Zonal—service profiles
- o Area workshops for GSRs

RD and alternate RD attend their areas and ensure and assist facilitation of information getting there
 Orientation: GLS, guidelines, tips of Roberts—to new GSRs
 More small-group discussions at regions and conventions
 Home groups donating literature to H&I
 Service inventories at home groups and areas
 GSR handbook/orientation

Creating a presence by attendance at area level
 Quarterly discussion of issues—H&I, PI meet at area and region to meet needs directly
 Sponsor/sponsee area exposure to service
 Addressing members personally
 Leadership shake-up: delegate responsibilities to spread work
 Open up an office
 Utilize discussion board—intervene to raise awareness
 Raise awareness on atmosphere of recovery at meetings
 Area PI stepping up to keep up with adverse public image
 Service pamphlet
 Using CBDM at RSC
 GSR orientations one-half hour before regional assemblies—expectations were made clear
 Two-page pamphlet—what does get involved in service
 Traveling regional road show
 H&I panel coordinator
 Using APT after the conference
 Attending other ASCs
 Get out and be seen at ASCs
 General discussion focusing on service structure was great breakthrough
 Drew people in
 Better understanding of service structure
 Regional and area-level workshops
 Adopted regional inventory
 Using CBDM
 Using APT: discovered where we were lacking (needed FS development, not PI and H&I committees; half the country not being served; indigenous peoples not being served)
 Increasing contact with WSO
 Increasing communication with regions and areas
 Twenty-four-hour helpline
 PI on the street, TV, and radio
 Workshops
 Improving the atmosphere of recovery at the regional meeting

What is working now?

Mentoring	RD/RDA setting goals
Fellowship development team— interior isolated groups	Matching H&I resources to facility Internet resources
Specific guidelines for service positions	Opened service office in Japan and PI committee for region
Gentle persuasion	Invited WSO to convention for workshops at Japan convention
Having workgroups regarding code of conduct—how we treat people inside and outside our program	Reinstated H&I and PI; eliminated human resource and task panels
Consolidating subcommittees	Provide statewide training for volunteers going into correctional facilities
Service orientation workshops	More educated on using small-group process
Utilizing technology; online RSC and subcommittees	First-time areas hosting state convention
Improved phoneline services	More inventories
Implement roundtable discussions	More training days
Inventories using the Area Planning Tool	Japan region provided PI workshops for Japan and Korea NA communities
Delegate team visiting ASC meetings throughout the region to do workshops	Provide translation of PI materials H&I began in correctional facilities in Japan
Service IPs	Made website more usable to wider variety of trusted servants
Guidelines for dealing with inappropriate behavior	Using professionals to train Web servants
Developing stronger relationships among all areas at the RSC	Used professionals in fellowship— more communication and involvement
Guidelines to improve attendance at ASCs and RSC	Area using strategic planning Impacting those really interested— stoke existing enthusiasm
Small-group discussions raised awareness about meeting behavior	Working with current servants and training them; later, sending them to groups to offer workshops
Members of service committees bring visitors	Rotating the meetings of the workgroups
Use “Service” as topic for speaker meetings	Doing discussion workshops at groups
Use small-group discussions throughout conference cycle at local and regional levels	Strengthening communication after each activity
Extended terms of service = rotation with experience	Debate forums with Issue Discussion Topics
Regional level strategic plan (ten- year), delegate team developed	Step workshops with groups
Change in infrastructure	
Members attracting members	
Regional inventory	
Implement Area Planning Tool	
Informal discussion	
Regional convention workshops	
Raise awareness through sharing	

Appendix E: WSC 2006 Ballot

(Last names have been omitted for this record)

World Board – 10 positions open

Vote for up to 19 candidates by marking the box next to their name.

	Candidate Name	RBZ Source
	Alan B	
	Arne H-G	BC RSC/Canadian Assembly
	Bill L	Arkansas RSC
	Bobby S	South Florida RSC
	Cedric S	
	David W	
	Franney J	
	Greg W	
	Jim G	
	Mark H	World Board
	Mark H	World Board/Wisconsin RSC
	Matt S	
	Myron B	
	Paul C	Canada Atl. RSC/Canadian Assembly
	Ramesh AR	
	Ron H	World Board
	Tim S	World Board
	Tom McC	World Board
	Tonia N	World Board

Human Resource Panel – 2 positions open

Vote for up to 5 candidates by marking the box next to their name.

	Candidate Name	RBZ Source
	Dave P	
	Gregory S	Alabama-NW Florida RSC
	Julie-Ann B	
	Marc G	
	Mary Kay B	

WSC Cofacilitator – 2 positions open

Vote for up to 5 candidates by marking the box next to their name.

	Candidate Name	RBZ Source
	Antoinette S	
	Jimmy Lee P	
	Jimmy S	Chesapeake & Potomac RSC
	Odilson Braz J	
	Walter B	

Appendix F: Leadership Small Group Results

What kind of leadership is required?

- Begins (and ends) at home group
- Encouragement—we all have something to offer
- Commitment and modeling integrity
- Matching talent to task
- Coordination among service levels
- Inclusiveness (reflective of communities)
- Willing to take risks

How to cultivate leadership at all levels and build leadership cultivation system:

- Lack of trust
- Lack of understanding of traditions
- Keeping a focus
- Personality conflicts
- Inability to change culture
- Apathy culture
- Conflict with recognition and reward
- Fragmentation
- Smooth transitions
- Identifying the benefit of service
- Value and the need for leadership/change the perception of leadership

What is needed to change the culture:

- Recognize the problems; learn from the past/successes/lose the negativity
- Perception of service
- Facilitate dialogue
- Positive reinforcement of good behavior
- Be the change
- Personal—ask newcomers

Smooth transitions:

- Look at structural changes—efficiency and effectiveness
- Give our emerging leaders a chance to practice
- Widening the opportunity for leadership—pool to choose from
- Pass on experience/orientation
- Stewardship—servant to servant

What is the value, need, and perception of leadership in NA?

- Groom leaders/encourage them *before* you need them
- Language, tone, message/change attitude from old to new
- Humility: limits and strengths, perception of whom leaders serve
- Leaders know how to handle conflict—*communicate* well

Appendix G: Effective RD Small Group Results

What an RD should know:

Region's strengths, weaknesses, culture, needs, history, geography, demographics	Mentor
Who's missing	Understand job and responsibilities
Self strengths and limitations	Strategic planning concepts
How to ask for help	Budgeting
How to delegate	Summarize and report info
How to have fun	Resources and how to access
Working knowledge of 12/12/12	Service material
Communication skills	Recovery material
Can listen	Service structure
Can "read" the crowd	Overview of NAWS activities
Know subject matter and details	Historical perspective
How to facilitate	Material they are presenting
Service experience	Big picture
Principles	History of NA
Knowledge of current information	Value of our fellowship
Where/how to communicate with region	Do's and don'ts
Networking	Get help from past members and other areas
	Environmental scan—NAWS, strategic plan, RSC, ASC

What an RD should be able to do:

Relay conscience	Work well with others, develop relationships, network
Communicate about NAWS	Work together with alternate as a team
Listen and communicate	Organize, participate, and work hard
Present and facilitate	Stay on top of NAWS activities
Synthesize and report	Be flexible and willing to learn
Follow up	Create atmosphere of recovery
Let others know about the job	Cultivate leadership
Be on time with reports	Practice principles
Be prepared and show up	Commit
Encourage, motivate, inspire	Trust
Mentor and teach	Keep your word
Maintain contact with areas, zones, and world	Act with love and kindness
Match resources to needs	Be impartial
Effectively lead	Work a personal program
Be available and visible	Follow direction
Get around, attend regional assembly	Stay focused
Search out information from others	Broaden horizons
Delegate	

What an RD should behave like/necessary qualities s/he should have:

Knowledgeable	Reliable, dependable
Respectful	Open-minded
Humble	Effective communication
With integrity	Have fun/love the job/positive attitude
In principle, not personality	Model leadership
Faithful	Be the change
Responsible, accountable	

Positive messenger
Trusting
Motivated, passionate
Committed
Tenacity
Patience
Thick skin
Honest
A mature adult
A productive member
Loving and kind
Team player
Punctual
Committed
Grateful
Tool for the areas

Spiritually principled/balanced
recovery
Confident
Empathetic
Gets out of comfort zone
Friendly
Consistent
Humble servant
Diplomatic—pleasant, not yelling
Courage
Risks
An equal
Available
Living in the solution
Emulate other role models

Appendix H: Effective RD Table Card Part One

What are one or two ways you intend to improve your effectiveness as an RD in the coming year?

Mentoring/transitioning

- Identify, encourage, and mentor potential trusted servants
- Create an environment that acknowledges the importance of good leadership and develop leaders by training the trainers at ASC
- Encourage up-and-coming people into service, looking for the shining star
- Pass the knowledge down to the alternate/improve AD training/inclusion
- Write down my experience as RDA and share it with my region and The NA Way
- Replace “sink or swim” method of trusted servant pass-down
- Get rid of “designated asshole” style of leader selection
- Groom RCMs to carry the message to our areas and train them to train GSRs so the GSRs will be able to transition fluidly to RSC and beyond
- Gather input from older delegates
- My commitment as RD is finished, but I’ll make myself available as a resource, and will stay visible, available, and supportive
- Willing to let my RDA have some responsibility
- Willing to rotate off
- Be humble, able to pass the baton, and mentor the next delegate team
- Become more available to areas to promote leadership development
- Define AD role—tasks, time required, expectations; and provide that definition to my region and those to follow in my service position
- Talk about my position at meetings
- Identify the role of the RD to the fellowship
- Ask others’ opinion of my effectiveness
- Share my experiences with enthusiasm
- Delegate tasks and responsibilities to alternate and alternate 2
- Facilitate leadership workshops

Communication

- Improve personal communication skills
- Communicate more often, more between various levels of the service structure, and more in between RSC meetings
- Better communicate info from WSC and NAWS to local fellowship
- Communicate with other RDs and alts to share information and experience and maintain ongoing communication with other regions and zones
- Communicate constantly via email
- Listen better
- Pass on my new knowledge of what I learned at WSC
- Ask other members from neighboring regions to help/provide IDT or workshops
- Better communicate with my region and areas, especially regarding new tools and methods of service
- Take Spanish classes
- Take training in public speaking
- Make sure my region/groups are aware of service efforts on a global scale
- Start workshopping the lines of communication
- Read more NAWS and other literature before meeting
- Make a faithful report on the strategic plan, but use an enthusiastic way to communicate the joy of the plan
- Knowledge of English is going to affect a lot with communications

Visibility and interaction within region, attend more/all ASC meetings (multiple participants listed this point in a variety of ways)

- Go to more remote areas
- Go on the road more often throughout my region with a box full of information instead of waiting for a request or a learning day
- Increase my PI budget so I can get more of the information I received here out to the fellowship
- Travel to all areas in my region, not just for regional meetings, but for encouragement
- Travel to areas and put a face on my position at this region

Methods of communication and facilitation

- Use small-group discussion, workshop format for learning days, ASC/RSC meetings
- Make sure each area has a workshop on fellowship discussion topics *before* the regional gathering
- Improve facilitation skills
- Create facilitator pool
- Try to do a better job with the new information I have learned
- Put workshops together on leadership
- Facilitate workshops
- Hold more roundtable discussions
- Guide the RSC to being a more discussion-driven body
- Use new ideas to present material in my region
- Handouts
- Learn how to apply facilitation to problem-solving
- Offer facilitation services for ASC discussion
- Facilitate more GSR assemblies
- Organize a workshop with new people and the most experienced
- Have workshops at the next convention in August
- Pass out a CD with images of the WSC and talk about it
- A Unity Day meeting where all the RDs share, showing the growth of the fellowship

Personal service/commitments

- Be more supportive of those I serve
- Be more understanding with other members in service
- Practice more HOW
- Be more punctual
- Be a humble servant
- Work more on me; move forward in my step work
- Be part-of instead of just “teach and tell”
- Be more open-minded in dealing with others
- Make sure I know the needs of my region/groups
- Trust others more
- Be less of a controller
- Know my strengths and weaknesses better to avoid mistakes I’ve made
- Become more approachable
- Work to be an asset to my service body and the fellowship
- Have more integrity
- See people, not policy
- Commit to thoroughly read and understand NAWS/WB communications
- Listen to my region and not force this stuff down their throat
- My term is completed, but what I could have done better is become more outspoken in my term; become more open in expressing myself

- Work through my apathy—recommit to service; make a commitment
- Communicate what was learned and not hold onto the information, and face my fear of the aggressive ones
- Provide a good example of leadership
- As an RD, I'd like to be as I am

General service

- Get region's needs out in the open so we can find solutions to help them
- Build enthusiasm through worldwide stories of success
- Better motivate and encourage members to participate
- Raise awareness at RSC and ASC regarding WSC
- Start early on IDT questions
- Lovingly challenge everything we think we know about the way we deliver services
- Inform fellowship of key NAWS projects they can be involved in
- Use leadership "shops" to aid in infrastructure problems
- Set better objectives
- Get more members involved in our workshops, information passing
- Get as much info as possible about what's new in world services and our worldwide fellowship
- Help the RSC do more planning and less reacting
- Continue to be involved with the region
- "Work" Tradition Two in a practical way
- Stay willing to serve
- Not drop the ball
- Make the structure more attractive
- Strive to improve my effectiveness as a leader in the service body on which I serve
- To know better the structure of *A Guide to World Services*

Other

- NAWS database update project
- Develop a quantitative measure of my region's ideas for items in the CAT
- Assist PT to get a NAWS workshop on the agenda and help him carry out the project
- Deliver information and experiences in forms easier to use back home
- Involvement
- Research
- Take a proactive role in promoting understanding
- Possibly resurrect regional assemblies
- Take risks to implement an understanding of the need to change in my region

Appendix I: Effective RD Table Card Part Two

What are one or two ways that NAWS can better support you in becoming a more effective RD in the coming year? (duplicates indicated in parentheses)

Training and Tools

- Create “train the trainer” materials
- Service-directed literature and content for service workshops
- More training sessions/videos
- Training and tools on leadership, communications, facilitation, inspiration
- Help us structure and carry ideas into concrete projects
- Support and guidance on the Area Planning Tool
- Clear, colorful material on work done here, including sending the CD ASAP (2)
- Digital information, online tools (4)
- Push electronic bulletin boards
- List of conference participants contact information
- Resources for traveling in my region
- PowerPoint presentations, materials for PowerPoints (6)
- Improvement in updating database by local areas (2)
- More tools and easier access to tools and guidance in using them
- By sending us more info to give our regions
- “Warm and fuzzy” stuff to use as ice breakers and to inspire participants (like ah-ha)
- Keep the IDT tools coming
- Need tools that are consistent
- More sharing of material about fellowship development
- Make available visual presentation tools other than PowerPoint (5)
- Session profiles are awesome (5)
- Package information to be easily used by area and group (simplify)
- Service manual or pamphlet for delegates
- CAT translated to Spanish

Interaction and Communication

- More/better, more timely communication from NAWS to regions (32)
 - Easier personal communication with WB members (5)
 - NAWS News on a regular, consistent basis, or another communication tool if not possible with NAWS News (4)
 - Communication from WB after every meeting/timely communication (7)
 - More and/or continuous communication by email (11)
- Better communication between conferences (33)
 - Use of new tools to elicit ideas from fellowship
- Continue participation at zonal forums, regional assemblies/workshops (15)
- NAWS interaction with more NA communities
 - Especially isolated communities
- Forward group/area problems to RD/AD so they have a history and can offer support
- More personal written sharing about NAWS/board travel experiences (in between conferences)
- Don't remove rough draft lit from the website until it is conference-approved
- Provide guidance in how to better access stuff on Web
- Send bulletins out regarding the importance of issue discussions

Post NAWS events and travel plans to workshops, zonal forums, and/or others so members can consider attending such events

Develop an email system that provides this info regularly

Encourage me to do what you want me to do/provide more direction to regions, zones, areas about what needs to be done

Supply a list of whom to contact for what, when needing information or assistance

More personal networking between delegates and WB members at events

Be more supportive of RDs' views on all issues

Don't send so much information together

More use of pool resources for learning days, etc. (no need for WB all the time)

Provide brief excerpts/summaries of communications (bullet points) that can be quickly read and understood

Help us create a strategic plan for the region

Coordinate service workshops

WSC

Follow up on WSC by sending materials that summarize our work

Keep the conference on track and give RDs and all participants time to relax daily, which I believe you did excellently this year

At next conference, have a briefing first thing in the morning—agenda for the day, background materials to review

Appendix J: Area Planning Tool Small Group Results

Medication

(Each set of bullet points represents one table's input.)

To distinguish between prescribed drugs and drug replacement (for reasons other than getting off another drug) (5)

To get direction/general information from all levels of service structure about the use of prescription medication and service, and share this info with all (1)

To learn to view the issue of medication as an outside issue

To decrease the “judgmentalness” that surrounds the use of prescribed medication (7)

That *we* educate the medical profession about our need for total abstinence and the dangers for us when we need to take pain medication. We need two-way interaction with the medical profession. (6)

- ◇ To raise awareness of fellowship literature (2)
- ◇ Get in touch with members who have experience—people on medication have a sponsor to help them
- ◇ Raise fellowship awareness of what it feels like to be alienated (6)
- ◇ Raise fellowship awareness to understand we are not doctors (2)
- ◇ Illness in recovery workshops at conventions (2)
- ◇ People understand their own responsibility with medication (2)
- ◇ Link Tradition Ten to our behavior on controversial subjects
- ◇ Each of us can be a power of example
- ◇ An NA model on taking meds in recovery (1)
- ◇ Raising awareness that we are dealing with someone's life (1)
- ◇ Better targeted literature/it is not a black-or-white issue (5)

Educate the fellowship about medication (2)

Educate the medical community about addiction (5)

Follow our literature (1)

Train addicts to stop acting like doctors (4)

Create IP on drug replacement/medication (9)

- ◇ Inform members surrounding issues of drug use and drug abuse (7)
- ◇ Educate members that they are not doctors (2)
- ◇ Educate health care providers and PI/H&I about illness of addiction (6)
- ◇ Develop new literature about medication issues (4)
- ◇ Educate helpline members about medication issues (1)

Literature increase (1)

Educate fellowship (6)

a. expose risk of relapse from medication (3)

b. long-term medication use (2)

c. educate medical field (5)

Emphasize tolerance (2)

Emphasize atmosphere of recovery (2)

Donations

To make every member proud to donate (3)
 Increase donations by 25 percent (9)
 Educate on what happens with donations (8)
 Cost of NA today
 Get updated fellowship information
 Have donations cover costs of providing services (9)
 Have sufficient funds to distribute extra literature for those in need (9)

- ◇ Increase donations (2)
- ◇ Spread awareness (3)
- ◇ Increase trust (5)
- ◇ Prioritize spending (2)
- ◇ Accountability (3)

Contributions (4)
 Increase awareness to attain \$1.00 per person
 Increase awareness as to where the money goes (6)
 Increase money from treatment centers (1)
 Awareness of Seventh Tradition (5)

- ◇ Amount of contribution equals the cost of service delivery
- ◇ Increase member knowledge of NAWS and their role in funding it
- ◇ Clearer communication with those outside of our fellowship regarding our Seventh Tradition (Public Information)

Conflict Resolution

A system to address conflict resolution (9)
 Keep peace in the fellowship (2)
 Keep communication open (1)
 Both parties accept solution
 A meeting that uses the concepts—especially the Tenth Concept (8)
 A system that implements the Tenth Concept (7)

- ◇ All parties satisfied (2)
- ◇ Applying the spiritual principles in service (6)
- ◇ Emphasizing goals (2)
- ◇ Listening activity (1)
- ◇ Acceptance
- ◇ Tolerance
- ◇ Right or happy (1)
- ◇ Effective mediator (5)
- ◇ Common goals
- ◇ Don't take it personally (1)
- ◇ Group consensus: applying spiritual principles and effective mediation

Table's example of conflicts: fights, knives, violence, mental illness, service structure (RSC vs. H&I), gang members court-ordered

Goals: newcomer, Prop 36, workshops, outreach, drug court

Don't use and continue to work together
 Ad hoc committee to handle conference resolution and help groups (3)
 Unity (3)
 Win, win (2)
 Consensus-based decision making (1)
 Safety for members (2)
 Education and communication (3)
 - Clearly state appropriate behavior and conduct in NA
 More talk of concepts and traditions that help us "get along" (7)
 - For redress to service
 Personal recovery, sponsorship, high road
 Effective mediators

- ◇ Compromise (4)
- ◇ Model goal (prior experience)
- ◇ Identify the issue (6)
- ◇ Arbitrator (1)
- ◇ Neutral/safe atmosphere
- ◇ Both parties satisfied (3)
- ◇ Both parties feel process fair (4)
- ◇ Each person felt heard (3)

Communicate better area to area (4)
 Consensus-based decision making (4)
 Consistent service delivery—no favorites (1)
 Ongoing dialogue (2)
 Good trusted servants/leaders (5)
 Following spiritual principles (2)

Goals: tolerance, discuss calmly, anger management, acceptance, understanding

A true group conscience (7)
 Unify fellowship (8)
 Understanding both sides (8)
 Reaching the newcomer (6)
 Positive image for service (10)

- ◇ Not too seriously
- ◇ Discuss calmly (how)
- ◇ Tools for chairperson
- ◇ Walk away loving each other
- ◇ Clearly understanding the issue of the conflict
 - o Identify it
- ◇ Not stuffing feelings

Fund Flow

Educate members about importance of passing on funds (5)
 Make fund flow transfer easy and simple
 Less dependent on revenue from events and merchandise (3)

Creative ways to increase donations
 Management of prudent reserves
 Consolidate and simplify area bank accounts (2)
 Develop a training program for treasurers, making budgets, etc. (6)
 Spiritual solutions at a group level: trust, letting go, and surrender (4)

- ◇ Educating about and understanding of the Seventh Tradition (1)
- ◇ Seventh Tradition funds exceed income from literature (5)
- ◇ Every level of service has enough resources to provide the service they choose to provide (2)
- ◇ Identify where NA money is held (2)
- ◇ Atmosphere of trust around NA funds (2)
- ◇ A fund flow system that all NA members buy into and trust (4)
- ◇ Reasonable prudent reserves
- ◇ Shift in culture about money (4)
- ◇ NA members \$\$ in the flow, not in conventions (2)

All groups and committees hold appropriate, prudent reserves
 Have enough funds at NA committees to fund the committees' services (2)
 Increase education around the importance of fund flow (7)
 Show what is in Guide to Local Services—how they can contribute to the different levels of the service structure.
 Read Eleventh Concept when holding budgeting meetings (2)
 Members to know where the money goes—communication between...(3)
 Don't fill up in one spot, so they flow through the structure to ensure appropriate use (carrying the message)
 ASC incorporating, RSC not yet incorporated, so ensure all committees are incorporated (nonprofit)
 Spiritual—concept of money and letting go of it (culture of plenty/abundance)
 Importance of ongoing financial reporting (1)
 Elect a treasurer who knows what is his money and what is the committee's (3)
 Collective responsibility (1)

Spanish – Fund Flow

Increase in the number of groups that are contributing to the Seventh Tradition
 Increase in literature sales
 Increase members' conscience and awareness about the Seventh Tradition
 Generate funds through workshops and recreational activities such as dinners, raffles, auctions, fairs, dances, and conventions
 Personal donations during members' cleantime birthdays
 Literature
 Explaining importance of Seventh Tradition
 Excess funds should be sent to next level of service structure
 Creating a poster about the Seventh Tradition
 To have three members as bank account holders