

# Building Communication Session Outline

Refer to Fellowship Discussion Sessions sheet for facilitation instructions

Length of Session: 90 minutes

*Additional Preparations/Materials:* Issue Discussion Topic handout, Eighth Concept written large enough for all to see, Building Communication note sheets.

<b>Set up and Large Group Discussion</b>	<b>35 minutes</b>
<b>Small Group Set Up and Discussion</b>	<b>25 minutes</b>
<b>Small Group Reports and Solutions</b>	<b>25 minutes</b>
<b>Wrap Up</b>	<b>5 minutes</b>

## **Introductions and Focus of Session** **5 minutes**

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

## **Large Group Discussion** **30 minutes**

### **Intro to Large Group:** **5 minutes**

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

### **Defining the Terms:** **5 minutes**

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

- **In the Eighth Concept, what does integrity mean?**
- **How can we tell when our communications are effective?**

### **Large Group Questions:** **20 minutes**

Record the answers to the two questions below at the front of the room for everyone to see.

- 1. What is working well in our communication across the different levels of NA service?**
- 2. What are the communication links that need improving?**

Summarize the main points of what is and what isn't working. Remind members that there is much that they do well, highlighting items from the list.

Read through the list of ideas on what needs improving. Have each member indicate their top two priorities to work on from the list. You can do this by taking a quick straw poll of the challenges and ask each member to only vote twice. Then take the most critical issues (2 or 3 typically) and divide them among the tables present.

---

---

**Small Group Discussion** **50 minutes**

---

---

**Intro to Small Group:** **5 minutes**

---

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

---

Try to divide the prioritized challenges evenly among the tables. In other words, if you had three challenges that the group prioritized and nine tables, you will have three tables discussing each challenge.

---

**Small Group Questions:** **20minutes**

---

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

**Small Group Reports and Prioritization of Solutions:** **25minutes**

---

Allow each group to share solutions that came up to their identified challenge. Take one response from each table that discussed the same challenge until you have heard the ideas. There may or may not be a need to prioritize the solutions for each challenge. This will depend on the number of ideas heard and your sense of the discussions. Repeat this for each challenge you assigned. Try to allow time for additional ideas from the floor from those who did not get to discuss a particular challenge.

---

**Session Wrap-up** **5 minutes**

---

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

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

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

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

---

---