

**Narcotics Anonymous World Services, Inc.**  
**Approved World Board Minutes**  
**18-21 October 2006**

**Wednesday 18 October**

**Facilitation Training**

A full day was spent on facilitation training approaches and ideas with the board and 22 staff members.

Before launching into training with Jim DeLizia a few announcements made: because of illness Tom M is at the hotel, Mukam H-D arrives Friday, Michael C welcomed back, and if anyone encounters challenges while at the hotel to speak with staff.

**Skills for Effective Facilitation**

Today's agenda will include facilitation primer, skill practice, techniques to achieve group outcome and many opportunities throughout the day to practice techniques. Materials on table explained.

The first technique and activity (icebreaker) is one of the ways a facilitator can get a group bonded, to get a sense of the group's knowledge of topic and get everyone thinking with a limited amount of time. Another point is that when people write they tend to retain information better.

To get everyone started the activity calls for each group to agree on a sentence that defines what a Facilitator is and what makes this role different. (Key words are colored purple).

**Common Concepts**

guide	synthesis of groups information	creates the environment
helper	guide towards a goal	helps others to accomplish goals

"A person who remains substantively **neutral** and who **guides** a group with no **pre-determined** outcome to examine relevant **information** and experience in order to identify issues, solve problems, make decisions, etc."

Listening: Probing, synthesizing, bridging listening is the greatest skill to be a good listener. "*The one who listens does most of the work, not the one who speaks.*"

Activity calls for groups is to discuss "What is the state of Public Image of NA and what are the underlying causes." The key is to determine the underlying causes are by using the Facilitation Outcomes: from Data to Action card. Components are: data, information, knowledge and action.

Each table given a stack of pink cards with comments to separate into the following categorizes.

↳ which of the group's comments should you link to uncover some of the issues/causes?

↳ which individual comment(s) should you address head on?

↳ which individual comment(s) should you ignore?

**Data** + evaluation= / **Information** + implication= / **Knowledge** + application= / **Action**. Raw data and information should tell the group what has been learned and possible implications. The knowledge to key finding is what does this mean to us and what are the implications. The action will tell us what we are going to do about this, what are we agreeing to and what we have agreed to do next.

Next exercise centered each group on brainstorming techniques, getting a quantity of ideas. With brainstorming have your topic of discussion and components for each group to focus on: structure, content, materials available, planning logistics. Having your materials prepared is very important e.g. colored markers, post-its on tables, reference materials, etc. Set groundrules examples of these are creativity, no judgment, risk taking, trust, etc. generating ideas should be a visual process that participants can see / allow participants to watch evolution.

To practice brainstorming techniques the groups focused on "how to improve the effectiveness of

Worldwide Workshops (environment and atmosphere)."

Program Content

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Solicit topic ideas from pre-registrants	Create evolution of questions as work	Make sure there's opportunity for discussion of issues of local importance
Effective model for local use	Use unsolicited input from the local community (correspondence books, fellowship emails/correspondence) to develop program	

Materials

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Colored paper on tables	Electronic copies of handouts	Colorful material	Cartoons
Handouts available to take home (presentation papers)	PowerPoint—CD's- handouts	Variety of formats in material presentation	Leave on table – vary and more change at sessions

Planning

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- Increase value to participant
- Target audience
- Involving RD's in process
- Look for ways to diversify distribution of information
- Improved coor with res schedule conflicts
- Mail flyer to each group in regions
- Match task with talent
- Environmental scan of location
- More lead time to get word out
- Travelers work together to prepare

Program Delivery

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- Match talent to task
- Involve RD's as presenters
- Involve members as writers and set up
- Add at least one local issue of concern
- Include involved local member in issues of concern
- Go in at least one day early to acclimate
- Brief involved facilitators and presenters (locals)
- Make it fun
- Know target audience

Improving Effectiveness/Environment

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- Help create excitement by using free stuff
- User friendly setting (ex. pre-assigned seats, semi circle seating)
- Color code tables
- Use poster-saying (Jim D)
- Music – at start up and break
- Change the badges!!
- Icebreakers
- Fun, humor, spontaneity
- Giveaways highlighting local culture

Structure

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- Tailor agenda for locals (but be flexible)

- More instructions of workshops purpose
- Be more experimental: game; role play
- Begin the workshop with more history about issues being presented
- Add review sessions to suggest local action
- Insure that topics build on each other

The following exercise focuses on techniques for exchanging ideas / experience within a group. Topic used for practice "Reason you first got involved in service and why we continue." Groups are to capture the different reasons/variety of ideas. The following ideas were shared / gathered.

#### First Involved in service

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- \*\*\* Feel I belong / identity
- To be more a part of
- \* Useful and make difference
- Invited and/or appointed
- Didn't know better
- Hired as a special worker
- Keep group alive
- \*\*\*\* Sponsor direction
- Another member railroaded me
- Ego and grandiosity
- Afraid of using
- \* Sense of responsibility
- \* Participation
- Stick with the winners
- \*\* Attraction
- \* No one else to do
- \* Commitment

#### Why continue to be of service

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- Love / rewards
- Make a difference
- \* Recovery security
- Love help realize a vision
- Love for fellowship and program
- Liked it
- Feel responsible
- Part of recovery
- \* Give back
- \* Good for me

- ★Ego
- ★Being helpful
- Spiritual group

The subsequent technique practiced focused the groups on the importance of strong leadership as a cornerstone for realizing the vision of NA. Groups explored the possible ways to identify qualified leader for all levels of the service structure (region, area, and world). Groups then directed to prioritize and evaluate the best options. Jim also mentioned the importance of particular word usage and the facilitator must always be conscience of possible interpretations. Focus on mega issue areas being identified for topics, prioritize where the group wants to go, demonstrate the progress of discussions so group feels energized and sees movement of discussion. Also noted; Nominal groups facilitation process is great for strong opinionated discussion – this method allows for all perspectives to have equal weight.

The following ideas noted on post-its. Groups identified agreed upon ideas then passed post-its to other tables within a time frame to add or agree.

“How can we identify potential leaders for all levels of service? What is common about our experience? What are some of the key differences in our experience? What is it we learn or can conclude about the NA leadership development system from our experience?”

- Willingness to learn service structure
- Asks lots of questions
- Watch peoples progress/look for those with leadership qualities
- Ask participants what positions they're interested in (interview)
- Make criteria available for everyone to know
- ★★Nominating committee
- Demonstrate recovery principles in their life
- ★Create task driving talents (look for talent that has skills for task)
- ★Plays well with others
- ★Resumes
- ★Willingness to travel
- ★Prepared, well read, understand service structure
- ★Work as a volunteer for WSO for a period of time
- Interview
- Peer referral
- Proven

#### Area

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- Interview
- Group leaders with a proven track record
- Wiliness
- Skills demonstrated
- Past successes recorded

- Give management and observes and evaluate
- Passion-leading to mentoring application of ?
- Identify shining star
- Develop formal process/scouting/evaluation
- Demonstrate recovery
- Principles in their life
- Integrity

#### Region

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- Ability and willingness to travel
- Outstanding service at area
- Good communication skills
- Clean time requirement
- Service resume at area level
- Who volunteers without a title
- Consistent participation
- Demonstrates understanding of service structure
- Create a platform for finding out/opportunities

#### World

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- Proven track record
- Interviews
- Peer group referral
- Provide an opportunity to demonstrate skills
- Shining stars at worldwide workshops, fellowship development trips, conference, world convention
- Area, regional service experience performance

#### Common thoughts on the differences in how potential leaders are identified

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- Peer referral at regional and world level (not area)
- Opportunity for personal observation
- Smaller opportunity area-region-world)
- Informal-formal (area-region-world)

Jim informed everyone that the rest of the day will be spent with everyone focusing on practicing some of the facilitation techniques learned during the morning portion of training.

Facilitators will select the technique. Information should be gathered in ways that everyone will care about. Ideas need to be captured and framed, shake up perceptions, tie common thoughts together, extend thoughts through. Things to remember when facilitating sessions after a lunch break: sessions should have shorter introductions, no talking heads, participants should probably move around, sessions should involved energizing participants. Brainstorming is something a facilitator would not

engage the group in if they see participants are tired.

*Who's Missing from our Meetings and Strong Homegroups?* Group identified the 'out' table meaning not a part of the other member's s, identified as the 'in's'. The 'outs' are the members that are missing from our meetings. Members of from the 'in' are to consider who is missing from their community and respond to the following questions: 1) what does it mean to be 'in', 2) how do you feel toward those who are 'out', 3) how might you attract the 'outs'.

The 'outs' are to consider 1) how does it feel to be out, 2) how do you feel towards those who are in, and 3) what might attract you to become an 'in' member? Based on the results of the groups -- identify and define some of the key issues to address to make progress on this topic.

Post-its -group asked to note ideas, then post-its will be passed to next table to either add or star (★) an item already written.

Groups are to share about their home groups and experience with homegroups over the years. This session asks that everyone take a closer look at what is already occurring. Everyone will keep in mind that everyone in the room may not have a home group or even fully understand what a home group is but each should know when a meeting "feels" welcoming and safe or better than other meetings. Groups will discuss, benefits of a strong homegroup, develop a strong homegroup profile, challenges that must be overcome to be more effective. Common ideas should be identified and prioritized so that they can be addressed at a later time.

What are the benefits of a strong homegroup?

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- Consistency
- Being at home
- Safety zone
- Atmosphere of recovery
- Unification
- Togetherness
- Welcome
- ★ Link to entire fellowship
- Self supporting
- Pride
- Strategies to welcome newcomers
- Strong interpersonal relationship
- Accountability
- Adds/includes structure
- Positive public image
- Develop listening and communication skills
- Reliability
- Place to learn recovery and service
- Good role model
- Learn principles of generosity

- Built in peer network
- Effectiveness in carrying the message
- Acceptance
- Good chair leaders
- Fearing of ? of us being together
- Leadership cultivation
- ★ Attraction

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Challenges homegroup must overcome to be more effective

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- Content of discussion
- Business meetings not organized
- Lack of organization
- Cliques
- Freedom to come and go during meetings
- Member personality
- Changes (rotation) with group leadership
- Disruptive behaviors i.e. Childcare
- Addiction
- Finances
- Loss of Facility (public image – public relations)
- Lack of adequate training for leading meeting
- Influx of newcomers (treatment/ drug courts)
- Apathy
- Lack of trusted servants
- Retaining older members
- Unity with other groups
- Attracting diversity (membership)

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What do strong homegroups do?

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- Provide atmosphere of recovery
- Let members get to know each other
- Encourage new members to attend business meetings
- Service commitments are filled
- Strong NA message
- Stable home group members
- Broad range of clean time participation
- Diverse

- Contribute to common welfare of area including financials, and lend credibility for NA
- Respect
- Span of recovery
- Stability / consistency
- Friendly / welcoming
- Sticks to format /reliable
- Effective communication
- Supports NA as a whole
- Supports to area in terms of money and spirit support
- Self-support

Common concepts: Attraction (maintaining), adequate training, personalities (disrupt. Behavior apathy

### Thursday 19 October

Present: Arne Hassel-Gren, Craig Robertson, Franney Jardine, Jim Buerer, Mark Hersh, Mary Banner, Michael Cox, Paul Craig, Piet de Boer, Ron Blake, Ron Hofius, Ron Miller, Tonia Nikolinakou. Tom M still ill and Mukam arrive Friday.

Staff: Becky Meyer, Anthony Edmondson, Elaine Wickham.

### Action Group

Ron M lead an action group focused on “what has your experience been as a team player? What vision do you have about applying to this board.” Everyone reminded of the limited time because of the full agenda for the rest of the week and asked to share five minutes or less.

### Board Resources

### WB Values and Ground rule

### Discuss and approve revisions for the cycle

The goal was to have a statement that simply states who we are and how the board sees selves. Red text is what has been revised and or added

### Vision for World Board Operation

Remove the word *both* from the first sentence.

Suggestion to change the fourth sentence *Through inspiring others, we provide leadership...* to read *We aspire to the highest spiritual principles and values of NA* either by tacking on or adding another sentence. This will help bridge the thoughts. *Through inspiring others, we provide leadership to the Fellowship... and through inspiring others...we provide leadership*

Staff will work in Michael's point regarding the concept of *aspiring to our spiritual values*.

### Development needs of the current World Board:

- No input or objections noted for this section.

### Draft World Board Operating Values Concepts

The reviewing group for this draft explained why they thought to incorporate some of the values and



concepts from one of the brainstorming sessions from the August board meeting.

- The board needs to give staff direction on which concepts the board wants to roll into the statement. The thought is to write bullets as (full sentences).
- Change *Draft World Board Operating Values Concepts* to *World Board Operating Values*.

### **Integrity Concepts**

- Make both bulleted points sentences. Add *available* to second sentence. The sentence should read ...*consideration of all available points of view*.

### **Commitment**

- Remove *Commitment Concepts*. Combine both bullets into one sentence; add *We are* before *Committed* of the first bullet. Sentence should read *We are committed to our vision, purpose, and philosophical tenets and to operate as a plan driven organization*.

### **Mutual Respect**

- Address this portion separately.

### **Consensus**

- Change sentence to read *Make decisions only after listening to all points of view, seeking always to gain the assent of all board members*.
- Thoughts need to be understood by future board members.
- Service: *as an expression of personal recovery*. Sentence should read *Freely give our talents and energies toward the fulfillment of the NAWS vision; contribute to our full potential as an expression of personal recovery*.
- Piet does not understand the sentence *as an expression of personal recovery* what does this mean? The original said recovery based service or service based recovery. Take this out of this part of the sentence and add it to????

### **Board meeting Groundrules**

- There was some discussion the March 2000 groundrules. Input is for staff to combine the March 00 groundrules with the nine written.
- The board agreed to the follow revisions, allow staff to make changes and the reworked draft will be sent to the board for review and input.

## **Narcotics Anonymous World Services Role of the Executive Committee**

Ron read the changes that were made and explained how they came to the changes.

### **Communications**

- Anthony suggested that the Executive Committee send out all items that require decisions and the board can make the decision on what is important and what is not.
- Change *minutes* to *records*. EC meetings are not minutes but records.

### **Elections and Board Member Assignments**

Ron H explained why *Elections and Board Member Assignments* section was added.

- Ron M questioned the EC needing to give a rationale for making assignments for the cycle.
- The board will be the deciding body of these assignments for the cycle.
- Suggest changing word *assignments* to *recommendations*.

Craig wants to make sure all board members do not expect to be assigned. Not all board members are given an assignment.

- Third bullet – communicate recommendations and reasoning individually.
- There were no objections to the documents with above amendments and input. Staff will update with changes and send back out to board.
- The board asked if they understand that the EC is the Personnel Committee and not the Board. There were no objections to this statement.

Craig asked Ron H, Arne and Ron B how they felt this review and input process worked for them. They responded feeling it was difficult and would like to see it work differently, possibly via email then perhaps meet during a board meeting.

Anthony asked if it would be better to have an online meeting or something like that. It was suggested to do a conference call also. Ron explained that part of the problem was his time and ability to put enough time into this project.

### Key Result Area: Resources

#### Financial Update and Corporate

##### Approve PR Handbook for distribution

Everyone asked if there were any objections to adding the PR Handbook to NAWS inventory, priced at \$5.00, will also be available on [www.na.org](http://www.na.org) with the ability to be downloaded for free.

- Piet not objecting to moving forward with production of the PR Handbook however suggests that in the future the font used in the handbook not be used as it's difficult to read.

There were no objections to getting out a version that is in the middle of the one in the CAR and this one. Like changing headers and italics and boxes will try a simpler font. There were also no objections to Craig being the final signoff on the handbook.

##### Approve Area Planning Tool for distribution

This document is formatted just as the PR Handbook. Area Planning Tool and is an addendum to the PR Handbook will be posted on the web at no cost. Other than changing the font like the PR Handbook there were no objections from the board to proceeding forward with making the APT available to the fellowship. There were also no objections to Craig being the final signoff.

Everyone encouraged visiting the website becoming familiar with resource material and information posted to be better prepared to respond to fellowship questions.

##### Conference Participant bulletin board

Participants of the New Orleans Worldwide Workshop questioned Becky and Craig about how decisions are made on what ends up on the site, what are the parameters and who/how is site checked. Workshop participants informed that there no one has the ability to upload instantaneously.

A note was made regarding the possibility of issue discussion topics being a part of the bulletin board as well as the Basic Text. The board encouraged to visit the bulletin board and engaging in discussions.

##### Past Conference Participants participating on the Bulletin Board

An eblast asking current conference participants to vote yes or no to allowing former conference participants to ability to participate on the board sent, except for one, all responded yes.

There were no objections to the recommendation of opening site to conference participants going back to 2000.

There were also no objections to sending an eblast informing conference participants of the voting results and of former conference participants having the ability to participate in about two weeks.

The board will received new passwords and log in names for the bulletin board before the eblast goes out to conference participants, this will include copies of the revised eblast.

#### New draft two page World Pool Information Form

There were no objections to the Executive Committee talking to the HRP to help create a form that will work for choosing workgroup members.

#### Update on trips since last WB meeting – India, Middle East, New Orleans, China & Singapore, etc.

##### India

Ron Miller gave a brief report of the trip to India. Initial part of trip was to the RSC and the regional convention in Bangalore. He explained that they have a new committee and are having some difficulties because of the newness of the members. There was up to 100 people in attendance at the workshops at the convention.

The Delhi workshop was well attended with about 70 participants. World Services did 11 hours of workshops. One of his challenges was the language barriers in India because there are about 7 different languages.

##### Middle East – Bahrain, Saudi Arabia, Israel

Bahrain has gone from 4 meetings to 17 since the workshop in 2005. Eight countries showed up funded themselves and the first woman in Persian Gulf NA community is clean in Bahrain. She accompanied us to Saudi Arabia. There are still huge challenges however much has come a long way. The Saudi Fellowship held their first regional convention, scheduled many PI events with doctors, treatment centers, Aramco students. The results of the workshops were what you would see almost anywhere. They have the added challenge of just having created a region with two areas and only seven groups. They identified the need to carry the message to women as one of their service challenges.

Israel is huge and well organized. They have “growing” pains. They have been primarily a GSR focused service structure with services done by the region and are now trying to figure out how to insert areas and distribute work differently. The energy and enthusiasm was overwhelming. The workshops were held at a convention and were well attended. This is NAWs first trip to Israel in ten years.

##### New Orleans

Craig expressed that one of his hopes on this trip was to help with unity. Participation was between 80 and 200 and many of the participants were Regional Delegates and Alternates from all over. Biggest disappointment was that there were not many locals in attendance; however some of the locals did express regret to not having attended the whole weekend after being there on Sunday morning. Craig also explained this trip was used as training for newer board member(s) and the reason for larger than usual travel team.

##### China & Singapore

Anthony attended the second Asia Pacific Institute and Muk joined him in Shanghai. The trip was far more productive than imagined and provided the opportunity to have contact with the Singapore fellowship. Fellowship has not grown much, but it is believed the local fellowship has the ability to attend this event on there own and capable of operating the PR booth.

There is an influx of people from India doing construction that do not speak English and we should probably keep the evolution of the Chinese language literature at the top of our list. Believes draft IP 1 will be ready by the end of the year. Beijing, Hong Kong and Shang Hi are now talking to each other and starting meetings.

### Basic Text

Ron pointed the board to the document that includes the information that we are going to go through today. Board meeting notes, Brief history, decision and reporting summary are three of the documents in the board book. Numbers of copies mailed, Basic Text decisions pending are also documents that the board has received.

### Recap of distribution, what people have heard

Travis went through the report and talked about the input section; input is coming in slowly and mostly from the web, gave a brief overview of the input received thus far. She also talked about a small number of people that are having a problem with the process. Some of the input received:

- Introduction can be shortened a little is some input we have received.
- *The Point* story has moved some members to tears.
- Some storytellers have written in and made a few changes that will be incorporated.
- Need more stories that talk about concrete ways to work the steps

### Board feedback when out in fellowship

- In New Orleans, delegates questioned the process, expressing that they are getting questions for which they have no answers. Another question was what will happen when things like *Just for Today* referenced to other literature are eliminated

A FAQ is currently being developed.

- In India Ron said that he referred many with questions to the web site.
- Franney's experience was that people are excited that are an international mix, not just stories from North America.
- Jim said he has only gotten rave reviews from his local zone.
- Encouraging knowing that members are really workshopping the Basic Text; Florida has created a Basic Text workgroup.

### Potential gaps in the diversity of stories – geographic, cultural, and “voice”

Some of the gaps are listed in the report, the board asked for any input. The following is input:

- On *it is all God*: Thought we said in the beginning that we would not except anything but what is already in our literature.
- With someone on medication that keeps taking it
- Family that is not their own, none about addicts with no family
- Other countries in Europe - it is many different countries and cultures
- Co dependency in women who start using with a man
- Loner Story
- Ron B and Mary feel like something is missing however not sure what.
- Story from Australia.
- Can we live with these gaps is there something then can be done? Time is running out and

decisions are needed.

- The book lacks a methamphetamine story.
- Some of the stories did not have much substance.
- Some of the stories don't do it for him but doesn't want to cut them because of their diversity.

Travis explained that even the workgroup is having a problem identifying stories they would be willing to cut.

- Michael has a few grammatical-- page 7 line 106-not met the program – it should say *found the program*.

There were no objections to adding something that counters the medication story.

The board was asked to send Travis all copy edits and she will look at them.

Ideas to keep in back of head that Travis heard is women in a codependent relationship, loner story and keeping in mind that Europe is so many different cultures-addicts on there own because there is a lot of addicts with families. These are things she heard that are not necessarily marching orders. As always, the issue is locating people and getting them to submit something.

Staff will check why Michael, Piet, Mark, Tonia did not receive the Basic Text Mailing.

**Stories that the board would remove.** Stars indicate how many additional times stories were selected.

Fearful Mother	Turkey *	Restored to Dignity	Second Chance	New Beginnings	Brazilian
What Makes Me Happy Now *	Inside Job	The Gratitude Side	So Grateful	Jails, Institutions ...* *	Part of the Solution
Life on Life Terms	The Good We do *	So Grateful God Hears an Addict	Sick and Tired at 18 or Regardless of...	Now Its Possible	

- Paul – would like to see the final product to see how it looks length wise and then decide what stories we can take out.
- Jim feels that there is not anything that he could not live with

Travis asked the board to send in input to stories that can be cut and any other input on edits etc

### **Input on draft**

Arne - 4 stores that seem kind of odd-Atheist recover too-- God is in Lower case throughout the story.

Sick and tired at 18 has some AA language in it

What makes me happy now – all the mafia stuff is not good

Jails institutions and recovery – drugs alcohol and jail – drugs and alcohol separated

Mary feels all the stories are awesome-does not want to cut any stories but some need to be cleaned up

Jails, Institution and recovery – thinks we have enough of this and didn't need to update it

Mark – if we are going to have diversity it not just geographical it is in the stories. Does not want homogenize the work so the god thing should stay the way it is. Should leave it the way it is coming to us not try to change it.

### **Preface-**

This part was pointed out by a few different board members

**Ron** -Tremendous conflict in our fellowship” is this really what we want to say?”

Line that says page 2 six lines down – does not understand what it means

10 lines from bottom – utopia is not a word I would use to describe our fellowship

Mary-thinks there may be a different way to talk about this. Life on life terms ...in that context (what does that mean)

Second half of 2<sup>nd</sup> paragraph on page 2 paragraph is confusing – the last sentence is not connected to the others.

Craig agrees with Arne and Mary about the preface – it felt like a jab

Franney-concurs on comments on the preface – 2<sup>nd</sup> paragraph of 2<sup>nd</sup> page

Mark thinks it fine the way it is –

### **Introduction to .....**

2<sup>nd</sup> paragraph does not convey the excitement

One of the reflections was to long it was almost like a story page 123

Ron B does not like the name of the section called “Our Members Share”

**Friday 20 October**

### **Leadership**

Full day spent discussing Leadership at NAWS and in the fellowship with the board, HRP, and staff.

### **Leadership Identification Strategy**

#### **Outcome-- Post it**

- Members who talent (skills, abilities, experience, qualities) match the task
- Adaptable model for other levels of service structure
- Stimulate, recognize and develop member potential...result: tap a greater portion of the fellowship's potential
- Measurable outcomes -- perception/projection of integrity
- Diverse group of members from the fellowship—reflective of what we look like or want the fellowship to look like
- Realistic, attainable
- Members who understand the roles, responsibilities requirements scope of the task
- ongoing replenish able pool of qualified leaders – not about the size of the pool but the quality of the it

Jim asked each table to list strengths and limitations of the current strategy -- on a post it

Report back – post it

#### **Strengths – Post-it**

- Nominated positions: clear responsibilities
- Allows for observation, relationships, referrals etc

- Get some tangible results – does/ can produce quality leaders
- Pool is ongoing and replenish able
- Adaptable some aspects of model are adaptable to other levels
- Produces some diversity
- Produces quantity
- perception of inclusively

### **Limitations - post it**

- does not allow for language and geographic I, cultural difference
- Lack of visibility .... Positions that ...con
- no measurable assessment of the quality of the candidates—its difficult to match talent to task
- identification method does not seem to influence conference selection
- No way to measure effectiveness of strategy
- Requirements/responsibilities not well communicated
- Disconnect between perception and reality about how the system works
- Not adaptable in some cases
- Identification strategy is highly reliant on personal relationships
- Confusing, not user friendly--distrust
- No emerging leader grooming or cultivation process
- Difficult to keep seethe selecting body informed (conference)
- Weak communication /transparency of how system works
- Cost benefit out of off
- No performance accountability look

After break AM

### **The big Question**

- 1) What would the WS leadership identification strategy look like if we were designing it from scratch today?
- 2) What would we design to meet the outcomes we desire?

### **Sub Question**

- 3) How would WS involvement opportunities be communicated?
  - 4) How would interested, qualified members be identified and solicited?
  - 5) What would the selection process entail?
  - 6) What entity or entities would manage the system? What would be their functions?
- Others?

### **Discussion Parameters –**

You have what is pure about NA: traditions, concepts, steps

You know the history (baggage, politics, and the way things are structured)

This discussion was not recorded to allow for ideas to be freely expressed.

Late afternoon- the group went through the

**Regional Delegate Training and Support document.**

Board input

- We ask them to work as a team (RD and Alt) but we only fund the RD.
- Some RSC's do not see themselves as a vehicle of communication to the areas and groups. We need to change peoples thinking about the conference cycle.
- A lot of regions are still operating the way they used to, so we need to find the models that some regions are using that seem to be working and use their examples.
- They want was to supply them with some example and dialogue of how some have tried it and it has worked

What's the approach—board input on this was thumbs up – need more history of NA communicated

Tools strategy –board input on this

- Nice to have a form that they can fill out – reporting tools up to World Services

Support Strategy—board input on this

- Ideas are good ideas but to get the RDs to wrap their self around the them is difficult
- How to overcome the feeling that they do not have enough time to learn more and do more than what they already are assigned
- WB needs to ask how we can help to try to break the feeling of isolation
- Find something they are doing right and compliment them on it
- Reinforce to the RDs that it is ok to call and approach World Services at a workshop, World Services take the time to listen to them when they approach us
- At www we need to continue to introduce the RDs and ask them to help facilitate (in the US this happens). This is mostly because of cost.
- Something missing here is that the first time I was at a WSC when I heard the serenity prayer in a different language was something that was really emotional and hard to get back to regions.
- Rd working together is a sense of community especially at zonal forums
- Communicate the spirit.
- Ws need to help delegates communicate to their region
- Line of communication about the difficulties a region is having
- Identify staff to support RDs so they have someone to call

**Saturday 21 October**

**Corporate Responsibilities**



## EC Update

### Review of the 2006-2008 Workplan

- Craig explained what the Workplan is and how we use it, illustrating board work.
- Comments: Adding leadership discussion with HRP to January meeting
- Change date in October 2006 to October
- Becky explained the Review and input process

### How to be an effective RD – next steps

Thoughts from the board about where do we go from here:

Would be posted on web – No but we may engage them on some of their ideas, but this is an internal document. The delegates may be looking to the board to participate in discussion like this and the basic text. We should share with the RDs that we will do some training so that they could help at workshops to facilitate. What the board talked about yesterday was asking the RDs to facilitate at a table not a lead in a workshop.

A lot of RDAs have not been a part of the process and need some training. Possibly bring them up to the front of the room and ask them to help with writing. Most of the agendas for the zonal forums are set way ahead of time and World Services needs to give them a long lead time asking or time on the agenda. We need to communicate to the zones/regions to let them know that we have talked about things that are coming ahead of time. Let them know what the board has been discussing and give them an opportunity to feed forward to us what they are interested in.

We are reviving the thread from years ago when we asked them to help us help them by letting us know what it is they need and want.

Most RDS heard the promise that the board gave them at the conference. They are at the place where they want what the board has promised.

Standardized reporting forms to regions that we talked about yesterday.

Anthony explained the board has had discussions but not come to any conclusions for what to report to conference participants. The bulletin board discussions can help with the communication conference participants.

RDs really don't want to know what the world is doing but more of what the other RDs (regions) are doing. Better communication between the RDs needed. Like what was discussed yesterday about having workshops for RDs to help train them on what their responsibilities are.

The Basic Text and RD Training and Support scheduled to go live November 1.

If we are going to frame something and it up on the web by November 1 does this need to go out to board for review.

Concerns expressed with board members not responding to questions the same and walking into traps. Suggested that a point person or two to be responsible for the bulletin board. In reality Ron H will be the one who answers questions on the BT and other questions can be run by Craig or Jim. This is something that is going to happen - board members saying something they are not sure of. This is like all the other communications to the fellowship. If something comes up that he does not have the answer to he will tell them he will get back to them with the answer. We should not be afraid of it, it can be training.

This viewed as the next step in our technology evolution. All other interfaces with the

fellowship like workshops are the same as this and if you get into a jackpot just fall back on the literature. Some people in the past have done a qualifier like “this is my opinion not the boards” etc. The bulletin board is not new but it is new for the board to participate in it. Remember that no matter what disclaimer you use it is still in writing and taken as the board’s words. We do not need to be so guarded that it ends up we say nothing. Our integrity is at stake here and we need to be careful and think it through before you hit the send button. Possibly call someone and talk to them about first.

Craig told the board about his experience on the bulletin board and some of the issues that he got involved in and had a good experience. He explained that he kept his email address public and anytime there was a string of communication that may be iffy he copied it to Eileen.

Anthony answered Michael’s questions about how the board will threat each other. The board would never have disagreement in public and believes that everyone has to be careful and not send things right away and again to make sure they think before they push that button. He believes the board is going to have good judgment about what it is they post. Likes the thought of communicating with another board member in private if they have a question about what they are about to say.

Jim made a commitment to communicate with board members that he may think is questionable and hopes the board will do the same to him.

Many will not go there until they have more experience. You can’t be in any danger if you do your homework. If you have a good understanding of your work you won’t get into trouble.

#### **Production Items – posters, pocket sized texts**

Anthony asked for approval on pricing for miniature books and poster sets.

Poster sets - We are going to increase the type and bold it so that we don’t have to make them bigger.

Just for Today mini \$8

It works mini \$8

Basic text mini change from \$11 to \$10

Poster set \$18

Tom asked about the possibility of floating the languages (like water) and raising the font.

Anthony explained that we have promised that these would be available this year and would like to use the Craig as the sign off and we will send the electronic copy (PDF) to all board after Craig sings off. No objections to this

There were no objections to pricing of these items

Anthony passed around a medallion for them to look at

#### **Insurance Bulletin**

There board asked for additional input on bulletin.

Ron M likes it

Mark good document – does not object to adding language that Franney suggested. He suggested that we add that people talk to someone who is not trying to sell them insurance.

Franney has a couple questions about the laws being different in every state. She wants to make sure we tell them they look into the laws in there state. We just need to give cautionary statement that there could be individual that do have sufficient coverage.

Anthony suggested that at the bottom of page 90 that is a disclaimer something that says this is not the end all be all document.

Mary likes what (page 87 second to last paragraph) Anthony said and thinks it should go here. Language must be clearer.

Tom- information about if someone (region etc) had a policy and it got cancelled because of claims-can we give them some advise on this – this is not something we can do but suggest that they shop around.

Although there was a suggestion to give prices its not plausible because of differences between the communities and states.

Mark feels that it would be a problem to tell them to talk to an insurance agent that will see dollar signs and only want to sell them a policy – he feels they should get legal advice. He questioned why we are even going here with insurance. Anthony stated that this is a hot topic that Fellowship Services staff receives inquiries about everyday.

Paul is wondering if this could be titled “US Insurance Bulletin” and be posted where the rest of the bulletins are. Becky noted that we have decided to post these in several places

Ron B says the states don’t involve that it is national coverage.

Ron H tax liability and court liability are written separate in his area.

Muk-people at the grassroots level are not prepared to face these challenges.

Franney thinks it should say US Regions in the title. Step two (page 89) your local attorney insurance broker.....instead of what is there now. Anthony said that this is not directed to Regions and region should just be deleted from the document.

Becky asked: with the revisions we have captured here today is it ok to send to the EC for the final sign off? There were no objections to this

### **Approve August Minutes**

August World Board minutes approved as presented.

### **2006 Audit**

Mike Quackenbush here to present the 2006 audit

Anthony introduced Mike to the new board members and passed out the final copy of the audit.

Anthony explained what we use Mike’s firm for. They are our auditor’s and are also contracted to do forensic checks for fraud. These are unannounced verification of information and processes. He explained that Mike will give a brief presentation and open it up for questions.

Mike went through the audit and explained that accounting does a really good job of keeping records and that makes our job really easy and we only need to make minimal adjustments.

Page one is the unqualified opinion and what the board should consider important.

Mike explained that Hawaii is reported in this year but a lot of money was taken in before this fiscal year. He explained that this year is a normal balance sheet without a convention. He talked about the line item “interest expense”. What is this –it’s the copier interest. This is about 8% interest we calculate in.

Anthony explained how this item is expensed and why.

Page 3 Statement of Activities – broke even

Gross margin is down a little because of Iran

Sales up 5%

Page 4 natural classification of expenses

Page 5 cash flow

Anthony explained that we need to look at the numbers by cycle because of the numbers being skewed from the convention. Reduction of operating expenses is a concern to us.

Ron asked questions about the convention numbers and Anthony explained why that is

Mike suggested that we add a third year to this table and find a way to restate this. This is difficult because we don't have a consistent event every year.

Mike explained the two letters from his firm to the board.

Tom R told the board that some of the problem is that in Iran they make and sell the inventory (in Iranian currency) and this does not happen anywhere else. This makes it hard to state it in American Dollars and how do you show it? Another problem is the fluctuation of the currency. Staff is working on ways to express it.

Mike talked about the Canadian currency issue, issues about travel advances, and the use of signature stamp.

Independent Accountants report was gone over.

Tom asked if there is a way to have more than one person responsible for opening and dispersing mail.

Anthony added that Mike's firm also does an onsite review of procedures at the WCNA.

He said we need to incorporate that report into this audit. Mike explained what he does onsite. They also look at payoff of entertainers etc another thing they look at is making sure people are paying registration and that that cash is accounted for. They look at the trial of the cash mostly.

Anthony let the board know that they will receive updates on where we are with the items that need to be changed or looked at in the report at each World Board meeting.

Tom explained that some of these things (AR) have already been taken of like writing off some of the past due accounts.

Check stamping (deposit only) is something else that we are not doing at this time because of the changing personnel right now and because checks go to different accounts and the receptionist is not trained in what goes in what account. A second person may be good.

Tom also explained that upon receipt of a donation we send out an acknowledgement

Questions or comments:

Mary asked about the problem in Iran and asked if there is some threshold that we need to reach; Anthony stated that they are there. We are going to enter Iran into our system and figure out a way to construct a financial statement. In the next year hopefully this will happen.

Next year these letters will be addressed to the Audit committee and not the World Board.

No objections to the 2006 Audit report.

Piet is assigned as the board member to the Translations Evaluations Group.

### **Review of items by email – sign off by the board**

Craig explained what this means to the board. He said that will be many instances when this will need to happen in a rapid turn around. Anytime a board member feels they need to talk about something face to face at board meeting all they need to do is let him or other members

of the Executive Committee know and it will go the agenda.

There were no concerns questions or input

### **Filipino LWB Stories**

The board asked if there were any objections with the stories for inclusion in the Filipino White Booklet.

Arne asked about copy editing and taking out the language that is not NA

Miracle for me-3<sup>rd</sup> line down—drinking and drugging-clean up

Page 39 –clean and sober-clean up

Page 38 – dealing drugs for the police-just a mention

Page -- I am powerless over drugs and my life is unmanageable –this needs to read like the actual step-clean up

Is there something more that we can do to help them with the NA language and the translation of it?

What does it mean as a board member when faced with this kind of challenge-it is to make sure our message is conveyed?

Paul “NA story” has too much of a drug a-log

Tom informed the group that *Shabu* is a term that's used throughout Asia for methamphetamine. The NA Story is excellent if there is a gap in the basic text that needs an Asian story

Is the story as valuable if you minimize the drugs? Tom said yes it would still fly but would rather it stayed because in the Asian countries it would have a good impact

Mark had some qualms about it-not enough about NA –on and on about what it was like out there and in the treatment center. Not enough messages about NA. Made me wonder what the message is in NA in the Philippines

Ron B These stories are primitive – clean up thing about the first step and then they should be fine

Ron M literature was one of the things that attracted me to NA and helped to keep me clean and I think we need to make sure the NA language is used in these stories. I also feel it is a heavy use of drugs

Craig struggles with the fact that he has read a lot of stories and thinks that possibly if this is their experience then let it be and change only what needs to be changed. We need to realize that this is their stories this is where they are at and if the story(s) conceptually sound I can deal with it.

Jim feels this is better than no stories at all and doesn't feel like we will get anything better. He supports what Arne brought up

Ron H asked if there are any objections to using these stories after getting rid of the direct conflicts noted today.

Becky noted that when the new basic text comes out hopefully they will like some of the new stories and they will translate them and use them.

Anthony thought is that there is a bigger problem than this little white book. If they use the story Vicious Cycle from the English LWB as a model they would end up with drug focused stories. There is an inconsistency between what we do now and tell people and the board's

role in the future for providing information and reviewing and approving stories for the LWB publication in other languages.

Craig feels that what we do here will help people who follow him to help communities

Do the clean up above and then let them know about the other items of concern.

There were no objections to passing this on to them and see what comes back

They want the conceptual issues addressed – drugs and alcohol, powerless over drugs, drinking and drugging, clean and sober, etc. before publication will be approved. They want to pass on their concerns about the rest – the heavy Shabu references, mentioning dealing drugs for the police, An NA Story seems way to full of drugs, more about treatment than NA, etc for input to the LTC but not as something they “have” to fix.

### **Review Action Item List**

Staff will send the board a reminder email regarding the January Board meeting being a four day meeting with a two day EC meeting. Tuesday and Sunday are travel days

### **Legal Update**

#### **Key Result Area: Fellowship Support**

### **Discussion of issues to be addressed this cycle in *A Guide to World Service***

### **Strategic Thinking Form for the issue of WSC Seating**

### **WSC Seating Policy**

#### **Regional Splits-not new regions**

The issue is regional splits like in Brazil and that if they create more regions they would still only have one voice at the conference. The US has 70 something regions for 50 states. New regions that are isolated and don't have other regions near can be seated.

It became clear when we went back to the report is that the criteria we created did not work. This criterion was meant for US regions.

Michael has a philosophical problem with this because he thinks that if you say you're a region you're a region but that does not mean that you can be seated. His question is "if a region splits and really feels like they are a region then why can't they have a voice at the conference.

Is that still what we think today? (That a region is a region when you say you are?) This does not mean that you are a funded participant on the conference floor. There seems to be a disconnect in the system and something in between needs to be developed divide

Conference participants are saying that they can't do this anymore and something needs to change.

Franney said that at the WSC 2006 the delegates were talking about seating 2 US regions and they all felt that they did not meet criteria 5.

The conference is wide open to direction and leadership on this issue

Brazil created a structure that is not working for them and Iran created a structure similar to AA and it is working.

There is a need to have rationale in the guidelines. Should we re write some of the GTLS regarding this issue.

It's an expectation that then we form a region it will automatically make them a WSC participant

Earlier there was a suggestion to have shared services and the conference did not consider it. Mary suggested that we use the cafeteria system to start from scratch and go from there. We need to tackle the underlying issue.

Post it

- Original aims and purpose
- Criteria 5 extraordinary circumstances
- Right of a region to a region
- Working together locally
- Another evolution of service structure/infrastructure
- Options for communities to consider
- Urban/rural
- Options provided for local services, region, WSC
- Expectation. assumption of WSC participation
- Agreed upon set of objectives
- Moratorium on seating from regional split
- Mechanism for shared representation from multiple regions
- Ready to come before WSC is ready to be voted on

**Decision**

- Short term- moratorium on regional splits until 2012
- long term-service structure on broad sense-multi cycle
- Remove policy-WB recommendations until issue is addressed.
- No seating workgroup
- Send out this communication right away
- Heavy reinforcement of background

Staff will draft a report and feed it back to the board

- Overlap with service structure/guide to local service issue
- Current policy has deadline for application of 1 April 2007
- Conference expectation of WB rec to address policy

**WSC Consensus Based Decision-Making page 51**

- Repeated request from WSC to frame for WSC
- Much more experience and application now than when originally presented
- CBDM became standard terminology after long debate about “pure” consensus

**Model for other service entities**

Post it

- Major problem when leads to vote—has to address this
- Incremental-steps along the path (steps to....)

- Other or many models--EDM
- Use process used now and end with asking for “no objection”
- Need to understand and discuss
- Spiritual principle to strive towards
- Describe what we do and how we do it
- Perception of either/or with Roberts rules
- No specific model – trying to arrive at consensus for making decisions

Elements Are:

- Careful listening to all voices
- Nimble method for modifying proposal during discussion
- Seeking assent of minority voices
- Not letting close calls be a decision – talk more

Staff will draft this up and get out to board to see if we are on target or not

Michael would like to add an agenda item regarding updating bulletins



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# DRAFT Notes from 2006 August World Board Meeting

## Board Development Discussions

### Vision for World Board Operation

We operate in a way that is both plan-driven and focused on the interests and needs of the fellowship. We are innovative, creative and flexible in our discussions. Our decisions are fearless, responsible and based on trust, consensus and respect for our diversity. Through inspiring others, we provide leadership to the Fellowship. The principles of our personal recovery underpin all our actions, and we continue to reevaluate our personal and collective performance. We are accountable to the conference, the fellowship, ourselves and each other.

### Development needs of the current World Board:

- ◆ Strong information loop
- ◆ Sound decision-making processes; ways to have productive dialog
- ◆ Good structure, organization with clear roles; effective leadership
- ◆ Balanced agenda, addressing both routine business, strategic issues and philosophical discussions
- ◆ Productive use of time in between board meetings
- ◆ Foundation of operating values, groundrules
- ◆ Defined key messages to communicate throughout the service structure
- ◆ Effective planning process (including performance measures/tools)

### DRAFT World Board Operating Values Concepts

**Integrity:** Fulfill commitments; be straightforward, candid, trustworthy and honest; act and behave according to our spiritual principles.

Integrity Concepts:

- To say what we mean, mean what we say, and do what we say we will do.
- To base all our decisions on thoughtful consideration of all points of view.

**Commitment:** Work hard; participate; accept responsibilities; be prepared, present and accountable.

Commitment Concepts:

- Committed to our vision, purpose, and philosophical tenets.
- Committed to operate as a plan driven organization.

**Our Foundation:** The principles embodied in Narcotics Anonymous Twelve Steps, Traditions, and Concepts.

**Mutual Respect:** Appreciate the value and potential of each board member; give due consideration to input from all parts of the service system despite potential disagreement; and act with kindness and courage respecting boundaries.

Mutual Respect concepts:

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- We seek to provide each member/service body with opportunities to contribute to their full potential.

**Consensus:** Make decisions only after listening to all points of view and gaining the assent of all board members.

**Service:** Freely give of our talents and energies toward the fulfillment of the NAWS vision as an expression of personal recovery; contribute to our full potential, thereby modeling leadership and accountability.

## **DRAFT World Board Meeting Groundrules**

1. We will focus ourselves by establishing unity, mutual respect, and trust at the beginning of each meeting.
2. We will stay focused on achieving our stated objectives for each meeting.
3. Our meetings and breaks will start and stop on time.
4. We will be critical of ideas, not people, focusing on opportunities, options and solutions.
5. Any member can request a sharing session to alleviate a burden or conflict and to refocus on trust and mutual support.
6. We affirm that board deliberation will be balanced, with no one person or perspective dominating the discussion and every member contributing in some fashion.
7. We agree that only one person should speak at a time and there will be no side conversations.
8. We agree to address our issues through facilitated dialog and group discussion.
9. We agree not to gossip and not to let conflict fester, but to face disagreement in a direct and respectful manner.

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## SUMMARY OF DECISIONS

### Operating Values and Role of the Executive Committee

The agreed upon and reworked draft will be sent to the board for review and input.

### PR Handbook

The handbook will be made available to the fellowship, added to NAWS inventory and priced at \$5.00 with the ability to download for free after final signoff from Craig.

### Area Planning Tool

Area Planning Tool will be made available to the fellowship after final signoff from Craig

### Conference Participant Bulletin Board and the participation of past Conference

Past (2000-2005) conference participants will have access to the conference participant bulletin board.

### World Pool Nomination Form

The Executive Committee will work with the HRP to create a world pool information form for choosing workgroup members.

### Basic Text

Input on addition personal story gaps provided but not necessarily a consensus to identify as a priority, except for a story to counteract the medication story. Copy edits and additional input on stories to cut, on preface and Introduction...are to be sent to Travis.

### Talking Points – Basic Text and RD Training

Updated Talking points will be forwarded to the world board. Discussion will be framed on the Basic Text and RD Training.

### Production Items – Posters and Pocket Sized texts

Poster set priced at \$18.00, mini *Just for Today* \$8.00, mini *It Works, How and Why* \$8.00 and the mini Basic Text either \$10.00 or \$11.00. The board will receive PDF electronic copies of the poster set and Craig will be the final signoff.

### Insurance Bulletin

After board input incorporated the Executive Committee will be the final signoff.

### Corporate Record and Legal Update

August World Board Minutes approved.

2006 Audit report affirmed.

Piet DB assigned to the Translations Evaluation Workgroup.

### Review of items by email – sign off by the board

Everyone agreed to reviewing and approving items via email.

### Filipino LWB Stories

Conceptual issues regarding the following to be address by the Local Translation Committee before approving for publication

– Drugs and alcohol, powerless over drugs, drinking and drugging, clean and sober, etc. other concerns are – the heavy Shabu references, mentioning dealing drugs for the police, *An NA Story* seems way too full of drugs references, more about treatment than NA, etc for input to the LTC but not as something they “have” to fix. This information will be forwarded.

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**WSC Seating Policy (post-its)**

Staff will develop a draft a report based on the input and discussions from October meeting and send it to the World Board.

**Consensus Based Decision Making (post-its)**

Staff will develop a draft a report based on the input and discussions from October meeting and send it to the World Board.

**January 2007**

January 2007 meeting scheduled as a four day meeting with a two day Executive Committee meeting in San Antonio, Texas. World Board travel days are Tuesday (23<sup>rd</sup>) and Sunday (28<sup>th</sup>).

WB: January 24-27, 2007

EC: January 22-23, 2007