

## **Task Force: Communication and Strengthening the Links of Service** **WORKSHOP**

### **Purpose:**

An exercise to encourage trusted servants to use spiritual principles as guideposts in communicating, while empowering the membership to use the links of service and make their needs known.

### **Workshop Materials:**

Provide each small group with:

1. A copy of this Workshop Outline, including Challenges (below).
2. *Using Al-Anon Principles to Resolve Conflicts* Kit (K-70).
3. *The Al-Anon/Alateen Service Manual*.
4. The Task Force Handout (attached) which includes a chart of spiritual principles and effective communication suggestions.

### **Directions:**

Divide the participants into nine small discussion groups.

Cut problems into strips (see next page).

Each group will draw one problem from the basket.

Using the workshop materials (above) and focusing on the spiritual principles, your task is to choose one or more of the “Challenges” and to discuss how it could be used to address the group’s selected problem.

### **Challenges:**

1. How can a Trusted Servant empower the group to address this problem keeping the spiritual principles in mind?
2. Think about the difference between “Chains of Servitude” and “Links of Service.” Is it the presence or absence of spiritual principles? Use this difference in solving your problem.
3. How can I communicate more effectively using spiritual principles?
4. What spiritual principles have been addressed or overlooked in this scenario, and how can I introduce pertinent spiritual principles into the discussion?
5. How can I help resolve a dispute or hostility using the spiritual principles provided in the Conflict Resolution packet?

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### **Problems:**

**TF: Communication & Strengthening the Links of Service**

My group does not want to hear the business discussion or announcements. They are always anxious for the meeting to start. I feel uncomfortable trying to share Area or district news with them, what should I do?

There are members of my group who are dominating. Sometimes they are bossy and even give advice. I told my Group Representative but she didn't do anything, so I am thinking of calling WSO.

A member is unhappy with other members in his home group who often share about their membership and experiences in another Twelve step program. This home group member has voiced his concerns to his Group Representative, but it went no further. In frustration, the home group member sent an e-mail directly to WSO to ask for guidance.

A member of Al-Anon who is also a member of A.A. showed up at the district meeting. He wanted to announce a new group, though he was not a Group Representative. He did not know who has voice and vote, and spoke out of turn. Several people got upset afterwards with the District Representative. They are threatening to step down from being Group Representatives.

I make copies of the *Area Highlights*, *Group e-News*, and the *Area Newsletter* and bring them to the group, but somehow no one is willing to look at them or see any value in them.

At my Area Assembly, it was suggested that the Group Representatives share with their groups the importance of financially supporting the WSO. I feel we are not doing our part. How do I share this with my group?

My District Representative does not go to the Assembly, and has even discouraged the Group Representatives from going. He is very active in planning local events, often to the point of dominance. What can I do as a Group Representative?

Every quarter, WSO sends a letter to be read at meetings, called the Quarterly Appeal. The suggestion is for this letter to be read at two consecutive meetings. After reading it at one meeting, the treasurer of the group announces that she doesn't want to take up any future meeting time, so she won't read it again.

Area job descriptions including eligibility, qualifications, skills, responsibility, time, and travel commitments are available to all members willing to stand for Area positions. After just a few months in the new position, the member is not responding to any correspondence, attending Conference calls, or fulfilling the responsibilities of the position.