

# SERVICE STRUCTURE AND BUILDING COMMUNICATION

MEMBER

GROUP

AREA

REGION

NAWS

# NA Service Structure

- ▣ The Group- The foundation of the NA service structure whose purpose is to carry the message of recovery **directly** to the suffering addict.
- ▣ The Area- Administers the services of a local NA community.
- ▣ The Region- Pools the experience and resources of areas and groups to address service issues.
- ▣ World Services- Unifies and ensures the common welfare of NA worldwide. Literature, translations, fellowship development, etc.

# Links of Communication in the Service Structure

- ▣ GROUP→AREA/REGION
- ▣ AREA → REGION
- ▣ REGION→NAWS
- ▣ NAWS→GROUP
- ▣ NAWS→AREA

Core responsibility of our service structure is ?

# We Are Connected

- ▣ Discuss the relationship between the two service bodies assigned.
- ▣ Identify two ways these level of the service structure **support** or **impact** each other in fulfilling their functions.

# What Anyone In Service Should Know.....

- ▣ How to communicate
- ▣ Working knowledge of 12 Steps/Traditions/Concepts
- ▣ Ask for help
- ▣ How to take notes
- ▣ Tools available – Service materials
- ▣ Duties/Responsibilities of position
- ▣ System/Process – Business meetings
- ▣ Strengths & Weaknesses
- ▣ Listening skills

# Skill Set of Trusted Servants

- ▣ Communication
- ▣ Report writing – bullet points
- ▣ Respect
- ▣ Facilitation skills
- ▣ Share concerns/challenges @ ASC/RSC
- ▣ Delegate/solicit help

# Qualities of Trusted Servants

- ▣ Integrity
- ▣ Humility
- ▣ Willingness
- ▣ Positive Attitude & Show Enthusiasm
- ▣ Compassion
- ▣ Remain Teachable



# Building Communication

Eighth Concept:

“Our service structure depends on the integrity and effectiveness of our communications.”

This is by sharing information and experience from:

member → group → area → committee → region → zone →  
world services

On every level of service, it is our responsibility to make information available.

Integrity means doing our best to keep everyone informed.

# Building Communication

- ▣ Other definitions of integrity are?
- ▣ How can we tell when our communications are effective?
- ▣ What is working well in our communication across the different levels of NA service?
- ▣ What are the communication links that need improving?

# Building Communication Small Group Discussion

- ▣ What actions would help us build an effective chain of communication throughout our service structure.
- ▣ How do we address those issues we said are not working?

Eighth Concept:

“Our service structure depends on the integrity and effectiveness of our communications.”

QUESTIONS ?