

Conference Participants Web Meeting—6 October 2018

The second Conference participants web meeting for the 2018–2020 cycle was held Saturday, 6 October 2018, from 11:00 am to 12:30 pm Pacific Time. The meeting focused on the WSC of the Future, with the discussion results to serve as input for the project workgroup. After a brief introduction, members broke into six small groups, each of which focused on two of the four functions of the WSC: (See the table on the following page for more information on these functions.)

- Vision & Purpose
- Oversight/Legal Responsibilities
- Community Building
- Global Coordination/Sharing Best Practices

The discussion question was:

What steps can we take to better achieve these objectives and be more effective in this area?

[Note: **Highlighting indicates the group's prioritized ideas. Not all small groups prioritized their ideas.]**

Needs of a Global Fellowship: Why We Come Together

Vision and Purpose

- Clarity of our message
- Common understandings of NA principles
 - Unified PR approaches
- Addressing emerging concerns
 - Conflict resolution
- Global selflessness/humility
- Global strategic planning
- Shared responsibility

Oversight/ Legal Responsibilities

- Resources/sustainability
 - Budgets
 - WCNA
 - Inventory
- Literature
 - Development
 - Translation
 - Distribution
- Historical archives and artifacts
- FIPT/copyrights trademarks

Community Building

- “Meeting after meeting” inspiration effect
- Networking
- Central hub
- Establishing trust & connection
 - Developing Fellowshipwide conscience
 - Global perspective to bring home
 - Bridging cultural divisions

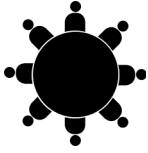
Global Coordination/ Sharing Best Practices

- Services
 - Support of local
 - Websites
 - Communication
 - Public relations
 - Global
 - Public/government relations
- Fellowship development
 - Assistance
 - Collaboration
 - Proactive/forward-looking
- Mentoring/training
 - Encouraging service sponsorship
 - Bringing recovery into service
 - Making best use of existing skills and talents
- Communication
 - Nurturing awareness
 - Face to face
- Collaboration/cooperation with zones
 - Identifying diverse needs
 - Follow-up
 - Syncing planning cycles

In five “Planning Our Future” sessions, WSC 2014 participants (215 members, from 112 regions, in 40 countries, speaking 21 languages) considered how the Conference can fulfill its role now and in the future.

This mind map reflects the collective results of the WSC 2014 discussion of the needs of NA now and in the next five years.

At WSC 2016, participants reaffirmed the mindmap and added a few details.



Small Group #1 Discussion Notes

Vision & Purpose:

What steps can we take to better achieve these objectives and be more effective in this area?

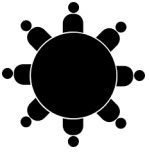
- Make sure our service material stays up-to-date. Add video.
- Develop zonal representation while maintaining current representation. We need more voices, not fewer. View zones as extension of WSC—involve zones in some of these efforts (i.e. zonal zoom meetings including planning).
- Planning should include action steps
- Continue moving in the direction of improving processes at WSC (*of great interest to this group, but some felt there's already agreement on this*)
- View zones as extension of WSC—involve zones in some of these efforts (i.e. zonal zoom meetings including planning). GTLS GTWS + other service manuals = old school. Make videos instead of print material to develop common understandings. (*merged with bullet #1 and #2*)
- How to address penetration of ideas, understanding of needs of our global Fellowship. Produce more short pieces (1 pagers) that are more easily distributed.
- Differentiate between goals (broad concepts) and measurable objectives (allowing us to track progress).
- [Responding to bullet 3] Learn from experience of South Florida request: face-to-face communication more effective means of conflict resolution than "email wars."
- DRT/MAT workshop = tool for encouraging a clear NA message. Short, clear statements can be helpful in terms of clarity of our message.

Community Building

What steps can we take to better achieve these objectives and be more effective in this area?

- Better communication allows us to share best practices and ask questions, leading to improved interpersonal communication
- Technology can enhance communication

- We need something to replace the discussion board or improve on the redesign. There is potential for more effective communication and better use of our resource pool.
- Zoom meetings have helped to build relationships and networks. Continue to support expanded use of this tool.
- It is difficult to transmit/explain a global perspective to members focused on local services.
- Find ways to communicate among RDs that are more personal between meetings. Build communication networks and personal connections.
- CP webinars allow interactions, allowing us to put faces to names, etc. May be interesting to combine this idea with expanding interactions with members & delegates across zone.
- Technology is the answer. Create apps, private social media sites
- Borrow EDM's idea of adopting a struggling region. Use the "buddy system" to mentor and support each other.



Small Group # 2 Discussion Notes

Oversight & Legal Responsibilities

What steps can we take to better achieve these objectives and be more effective in this area?

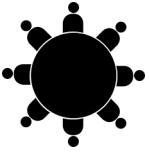
- Communication & transparency
- Clarification of procedures
- Workgroups of RDs around these topics
- NAWS and WB need to better communicate to the fellowship what we are doing on legal responsibilities
- Historical archives and artifacts – wall materials at WSO – is there a way to upload so regions around the world can see –
- Transparency with improved communication includes planning process (what is the planning process?)
- Budget and sustainability – at WSC hold a discussion about creation of budget, how it is formatted, and how members/RDs understood that. Feedback within small groups. Sustainability financially – communication is more than information shared; need to format in way folks understand and how it is created
- Sharing and transparency – nice to see in written format procedures that we follow to protect our literature including merchandise (trademarks)

Global Coordination/Sharing Best Practices

What steps can we take to better achieve these objectives and be more effective in this area?

- Further development of IT and software
- Leadership development/FD
- Community workspace for collaboration – tons of software to create the space – leverage technology; inexpensive
- Leadership development (Mentoring and training) – missing. We could do better at the WSC with mentoring and training.
- Been involved with emerging communities – grow from within by having leaders – take ownership of their fellowship – ex pats not successful fostering indigenous community growth

- Communities that wanted FD went to government – ask professionals to go based in NA works for the addict; internal PR activities – explain ourselves, how to conduct ourselves and how to act, train. We have numerous workshops for training. Some training done in groups.
- Cooperation and APF does FD; collaborate with NAWS; NAWS shares their plans for two-year cycles and can share with zone so we can work together.
- Workgroup structure serves APF – identified great plans yet needed resources. Workgroup Money Matters – focus on how APF can get sustainability; Strategic Planning; meet on zoom and they work throughout year on behalf of APF
- APF (1/3 of planet geographically) – meeting went well yet had no follow thru. Now they have workgroups that meet via zoom. Support the emerging communities – 23 countries APF – 7/9 seated at WSC. Afri-can zone has similar issues to APF with emerging communities
- Helped region by WSC participation as a region; coming together at WSC helped by CP web meetings. Gail – tech – making stuff more available to members. PR with government relationships. US different from other countries.
- Established region – we may be stagnant. Realized after getting into this position and getting new and fresh ideas to bring back to region and get us reinvigorated.
- Grateful to be on web meeting. Mentoring and training major – entire region suffers from lack of interest. PR and government relations – zone getting in touch with best practices.
- Tear down walls to be more transparent in the fellowship; meet at all of the area conventions for transparency and inclusion – get new members involved. Helped rotation.
- How to get to best practices and who determines what is a best practice? Coordinate things so they are best practices. Prioritize best practices and how to access (find them).
- Mentoring and training and being of service
- Best idea I heard WSC – groups sponsor groups, etc. to build the fellowship. Love to do more in his region.
- How information could be shared with a 2 year and 4 commitment – could be included with archive under first topic.



Small Group #3 Discussion Notes

Vision & Purpose

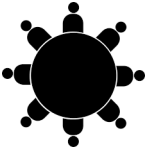
What steps can we take to better achieve these objectives and be more effective in this area?

- Power of language. Having a shared language. In regards to the WSC creating common terms with what we are doing and where we are going.
- Personal responsibility. Remember the basics. Mentorship and stewardship. Empowering every member.
- Direct services and cooperative—Zones may have more of a role. Regions may cooperate together with PR.
- Faster communication. Getting information from meetings quicker for reports etc.
- Global strategies relatable to other Regions. Difficulties and solutions that work for other geographic areas.
- Instead of fostering NAWS involvement in FD, empower isolated groups to do for themselves.

Community Building

What steps can we take to better achieve these objectives and be more effective in this area?

- Community building starts locally. Bringing communities closer together (example: separations due to culture, etc.) SWOT (Strengths Weaknesses Opportunities Threats) analysis. Create a SWOT day. With results shared.
- Creating inspiration and enthusiasm. Connectivity—creating a connection with NAWS and the rest of the service structure. Example: Local service webinar for local services or chat rooms on specific topics. Open participation to all members
- Build community within the community. Bringing everyone together for a common purpose. Mentoring in service and rotation of service.
- Members get excited with hearing what other Regions/Countries are doing.
- Lessons learned—a page (web) where people can share their experiences about Unity.
- Sharing history and stories



Small Group #4 Discussion Notes

Oversight & Legal Responsibilities

What steps can we take to better achieve these objectives and be more effective in this area?

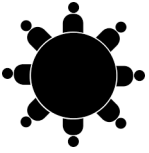
- How to respond to information not received/disseminated within the region by regular channels, but spread across the region via social media. CPs can tackle the issue and come up with solutions if recognized as a problem. Need tools to respond to these issues.
- Streamline translations and distribution
- Transparency and misconceptions, i.e. amounts of money spent on ridiculous things and most income not coming from FS (Hazelden, et al). Answering that somehow.
- RD role to dispel untruths and answer to the region about transparency.
- NAWs could publish/issue details of legal responsibility and RD role for group level use.
- How to respond to information not received/disseminated within the region by regular channels, but spread across the region via social media. CPs can tackle the issue and come up with solutions if recognized as a problem. Need tools to respond to these issues.
- Clarifying important NA terms in translations.
- Clarifying direct impact each level of service has on other levels of service and members.
- WSO proactive with communicating with smaller communities that discounts are available to offset shipping costs for that community.
- Becoming more of an electronic publisher
- Streamline translations and distribution

Global Coordination/Sharing Best Practices

What steps can we take to better achieve these objectives and be more effective in this area?

- Mentorship in service and defining what it is.
- Training in place for new RDs and ADs
- Highlight what has worked, such as Zoom webinars

- Transparency concerns re: NAWS among membership. Reinforce positive messaging via social media and other means to counteract negativity.
- One region using FB closed group. No sharing or posting, info only.
- Mentorship very important. Communication across the FS difficult and mentorship helps teach one-to-one.
- Mentorship workgroup in FL region. Members informing what kinds of mentorship desired.
- Resistance to social media due to anonymity concerns.
- Sharing FD in video format with each other. Problems, solutions.
- Google groups are used in Lone Star. Functional practice to share information and anonymity protected.



Small Group 5 Discussion Notes

Vision & Purpose

What steps can we take to better achieve these objectives and be more effective in this area? (Each person either discussed overall "Vision & Purpose" or picked out a specific point)

- Clarity of Message – sometimes we forget that the addict coming in is the one that really needs it.
- Conflict resolution – if I use the Traditions that helps for me to understand if I am part of the problem or solution.
- Shared responsibility – it is each of our job to carry the message.
- Overall - Unifying PR approaches - We have started to move in that general direction with PR week. Love to see common understanding in delivering public relations be a topic that we talk about. Would like there to be somewhere to share "best practices". Saw a booklet that came out of the Iran fellowship but it was clearly sharing about recovery, H&I and the different aspects of our program. (Note: wants to see that booklet and Paul told them to write to na.org).
- Global strategic planning and shared responsibility – this webinar is a great start and something that can be developed to be a much more integral part of how we come to a decision.
- Global strategic planning - As an addict from middle of US an understanding of global service is far from home. As Delegate it was eye opening and inspiring to think what I do here has a ripple effect and eye opening. Taking it to the global level is not easy to do. Watching what I do in my own backyard is a huge step in the right direction.
- Clarity of message – in a group level we do that well, as a region we do that in a different way. Think that if PR at a global level can be broke down into topics would be good.
- Addressing emerging concerns – its happening and we address those by applying our principles and traditions and communication in doing so. Complete abstinence is different for us than the treatment world.
- Global selflessness – My selflessness will come out. Example of that: the humility and selflessness of all of you has been great.
- Overall – this is all about clarity of our message. My shared responsibility is to try to teach: i.e. contacting the board for clarity and anyone can, read our literature, etc.

- Global – I need to remind myself that this is selfless service and I need to humble myself (I don't have all the answers even if I think I do).
- Unified PR approaches - This meeting technology can help supplement the work the conference does i.e. DRT where many places have had to deal with this. For me as a local home group member, if we could have got out in front of this by delegates discussing this during vehicles like this, some communities could face better outcome. If more communities could have known this was starting to be a problem, we could have started working on it and maybe professionals could have known our stance earlier. When there are emerging problems, we should use that time to come up with a PR solution. Addressing emerging concerns sooner.
- Overall – global selflessness and humility jump out at me. What we are doing in US, may not work somewhere else. We need to learn from each other, get everyone's input to create a better Vision and what that is.
- Unified global strategic plan – Not going to the board for everything, but finding other ways to unify. The board has reached out to the zones to see how they are doing and kind of coordinates that. Be more pro-active within our zones.
- Clarity – The shared responsibility is important. We need to incorporate everyone's experiences in our bottom line and we need to have the people that haven't had the opportunity to share with us. Gather data to carry back to regions. Once CAR dropped, it is unfair for us to think we are carrying the conscience of our region. The process is flawed. Conference might look at the way we're gathering data. Flawed and not an exact account.
- Unified PR and addressing concerns and global selflessness - We can actually bypass many arguments by paying attention. If it's an outside issue, NA does not have to take a stand on it, but we still need to discuss it because it's causing a problem. Sometimes discussions are a little late. We need to get a better jump instead of waiting until the problem comes to a head and then discuss it.
- Overall – Better communication (i.e. these web meetings) and each person has a part in this to make sure things are brought back to each member. We tend to be very reactive and with better communication, we can become proactive.
- Overall – Spend more time talking about our Vision at WSC. Find a way to put a better calendar in place to have Old Business done so we can spend more time talking about "our vision". How do we mentor and better utilize zones to support the fellowship developments that are happening.
- Global strategic – We each share responsibility to NA. Utah has the same responsibility as Kuwait.

- Overall - We spend a lot of time talking and busy work instead of doing stuff. Most of China and Africa is a blank slate. We should focus more on global strategic planning. Is it relevant to get NA where it doesn't belong. We have major global work to do.

Hands raised for topics of importance

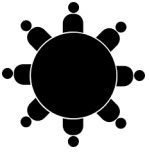
Clarity of our message – 5

Common Understanding of NA principles – 5

Addressing emerging concerns – 4

Global selflessness/unity -5

Global strategic planning - 10



Small Group # 6 Discussion Notes

Oversight & legal responsibilities

What steps can we take to better achieve these objectives and be more effective in this area?

- The one thing that stands out to me is the historical pieces and where to find out about it.
- We are making good use of technology. We need to make better use of technology across the board, in terms of legal responsibilities in the US and in other countries, in NZ our charitable status is an issue.
- We are already taking a look at the FIPT and legal responsibilities, and we have an FIPT workgroup
- I am a member of the FIPT WG and we are focusing on trademarks and other issues, bulletin should be in the form of an IP. Show budgets to the fellowship so we can understand them better, and hope it's being worked on by the board, business was done efficiently at the WSC but the FIPT brought a lot of talk, come together in a better way, more transparency, some people think there's a lack of it. Bulletin A should be in the form of an IP.
- In our Brazilian Zonal Forum, we have a workgroup to address violations of copyright and trademarks via internet. We are doing this with the supervision of NAWS staff and we could have a set of guidelines on how to approach these issues, service material to provide direction and procedures to guide us on what to do and share experience about these instances on how to obtain legal status and register the trademarks locally.
- I appreciate NAWS response to move to CBDM. This has helped a lot and a good way to introduce this to our local fellowship, it is simple, user friendly, and these trademark and copyright issues could be included in a simpler document, talk about why we outsource some of services why do not we do it ourselves.
- There was some confusion of the broad categories of what was included, in regards to the WSC
- Are you referring to doing a WSO inventory? We are talking about maintaining an inventory of literature in California and in other places around the world
- There is a concern that there is not much literature in Cuba, and perhaps there are other places that have this same issue. Can we get information of places around the world that have this issue and perhaps create a workgroup or ways to deliver literature to them or contribute to them?

Global Coordination/Sharing Best Practices

What steps can we take to better achieve these objectives and be more effective in this area?

- Mentoring and training, I have recently become a GSR for my ASC, I have approached a few addicts, and I have offered to mentor and train them to inform them how things are in NA. When we say that someone is willing to fill the position we vote them in, and if we ask a few questions we can determine if they are right for that position, in regards to zones, the upcoming meeting can help us identify what we do and what zones are. Communication is best when it's done face to face.
- Fellowship development has intrigued me, I did not realize this until I went to the WSC, disseminating easy information about this locally could spark interest and participation, trying to introduce to the world that we are a viable resource, I see FD magnifying self-value and self-worth, anything that will allow someone to become more involved.
- In Israel, many young people are coming to the fellowship. Getting younger and more people are arriving, in terms of the chain of connections we are connected to the EDM but with the WSC a lot of local people don't understand the size of the world and how we can make this connection and bring information and make it more visible everywhere where they don't understand the connection.
- The EDM is unique and complex because there are more than 30 language groups in it; some of these language groups have very little literature in their own language. EDM's more established communities sponsor smaller communities, like Poland sponsored by Sweden, and when they have events, the Swedish members come along and sponsor and help them.
- Service mentorship related to the work in this cycle. Support of local websites, our region created a FB page, if this kind of communication is included in this section, the FB page creators could get help from NAWS. When I visited the FB site I wasn't impressed that it received a five star rating from NAWS, pages need to make more sense to people like me and what our region must do to communicate with the fellowship
- Western zone zonal forum is new, communication within the zones, and it would be helpful if NAWS is able to put something like that together, I was lucky to have a seasoned member of the WSC walk me through it, a list of mentors, and showing them that it is a different type of service but it is fun.