

THE JOY OF SERVICE!



help

aid

attend

assist

work for

perform

carry out

Supporting Success in Service to Al-Anon

By your BC/Yukon Area committee

How will I know when I am ready for service?

- Do you contribute to the running of your group or district?
- Do you need to be fully qualified for a particular position?
- Will you make mistakes? (hint: it's called 'learning')
- Will you try your best?
- Will you reach out for help when you need it?
- Will you work well with others?
- Will you listen and learn?
- Will you make room in your life for the work you are asked to do?



We want you to succeed!

Some of us are elected, some are appointed – all of us are chosen based on our Al-Anon experience as well as our willingness to serve following Al-Anon principles.

Service in Al-Anon is putting love into action

What are some of the “principles” that guide us?

Traditions

Concepts

and Warranties



Traditions

Tradition One: Our common welfare should come first; personal progress for the greatest number depends upon unity.

Tradition Two: For our group (district or area) purpose, there is but one authority – a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.

Tradition Four: Each group (district or area) should be autonomous, except in matters affecting another group or Al-Anon or AA as a whole.

Traditions, continued

Tradition Nine: Our groups (districts or areas), as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.

Tradition Twelve: Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles above personalities.

Concepts

Concept 1: The ultimate responsibility and authority for Al-Anon world services belongs to the Al-Anon groups.

Concept 2: The Al-Anon Family Groups have delegated complete administrative and operational authority to their Conference and its service arms. (districts, areas, AIS)

Concept 3: The right of decision makes effective leadership possible.

Concept 4: Participation is the key to harmony.

Concepts, continued

Concept 5: The rights of Appeal and Petition protect minorities and ensure that they be heard.

Concept 9: Good personal leadership at all service levels is a necessity. In the field of world service, the Board of Trustees assumes the primary leadership.

Concept 10: Service responsibility is balanced by carefully defined service authority and double-headed management is avoided.

General Warranties (Concept 12)

Warranty 2: None of the conference members shall ever be placed in a position of unqualified authority over any of the other members.

Warranty 3: All important decisions be reached by discussion vote and whenever possible by substantial unanimity.

Warranty 4: No conference action ever be personally punitive or an incitement to public controversy.

Warranty 5: Though the conference serves Al-Anon it shall never perform any act of government; and that like the fellowship of Al-Anon Family Groups which it serves, it shall always remain democratic in thought and action.

What happens when a service member is struggling in his/her role as an Officer or Coordinator?

Background information (Assembly 2016)

“Supporting the Success of AWSM Officers and Coordinators”

- Over several years, Delegates from Canada and USA have discussed the problem of having Area Officers or Coordinators that were not able to fulfil the duties of their position. The lack of performance in these positions can have a negative affect for AI-Anon throughout the Area. The BC/Yukon Officers and Coordinators acknowledged there can be many reasons for poor performance and want to ensure that the process is supportive and fair. The foundation to success is to ensure the service member has access to a thorough job description before applying for the position. A group of service members were asked to outline some ideas for a proactive process to follow if and when a non-performance issue occurs. Job descriptions were also updated to include the full range of duties and responsibilities for each position. (These are still in progress and posted on the BC/Yukon website) The Officers and Coordinators reviewed the “Supporting Success....” document at a meeting in January and agreed to implement it for the current slate of elected and appointed members as a trial.

September 2016

The proposed document ensures that members have enough information to make an informed decision when applying for a position with the Area. It also outlines a process by which Area Officers can provide support to members who may be struggling with the demands of their designated position. It also identifies a process to follow when it becomes evident that the service member is unable to meet the needs of their area of responsibility. The tone of the process is respectful, compassionate and flexible.

Purpose of this guideline:

See page 1, section 1 of handout



Here to help

- To ensure Area service roles are effectively serving the needs of Al-Anon members in the BC/Yukon Area.
- To identify a process of support for the service member to ensure he/she has the resources and information to succeed.

How do we support success?

- Encouragement
- Offers of support
- Suggest a service sponsor (perhaps the outgoing service member)
- Guidelines regarding the general duties of the position (WSO)
- Clear and current job descriptions (Area)
- Opportunities for service member to report to membership and ask for feedback (AWSCM, Assembly, Bulletin)
- Availability of Officers via email, phone or in person to answer questions and help with any problems that may arise

Love

7 IDEAS FOR

Follow Up

HOW TO

Know Your Strengths

Ease Burdens

HELP THOSE

Listen

Don't Judge

IN NEED

Boost Confidence



Initiating support for an Officer or Coordinator who may be struggling to perform the duties of the position:

see page 2, section 1

- Concern by any person about the performance of any Area Officer or Coordinator shall be directed to the Area Chairperson.
- Concern about the performance of the Area Chairperson shall be directed to the Delegate.

Concerns could include but not be limited to:

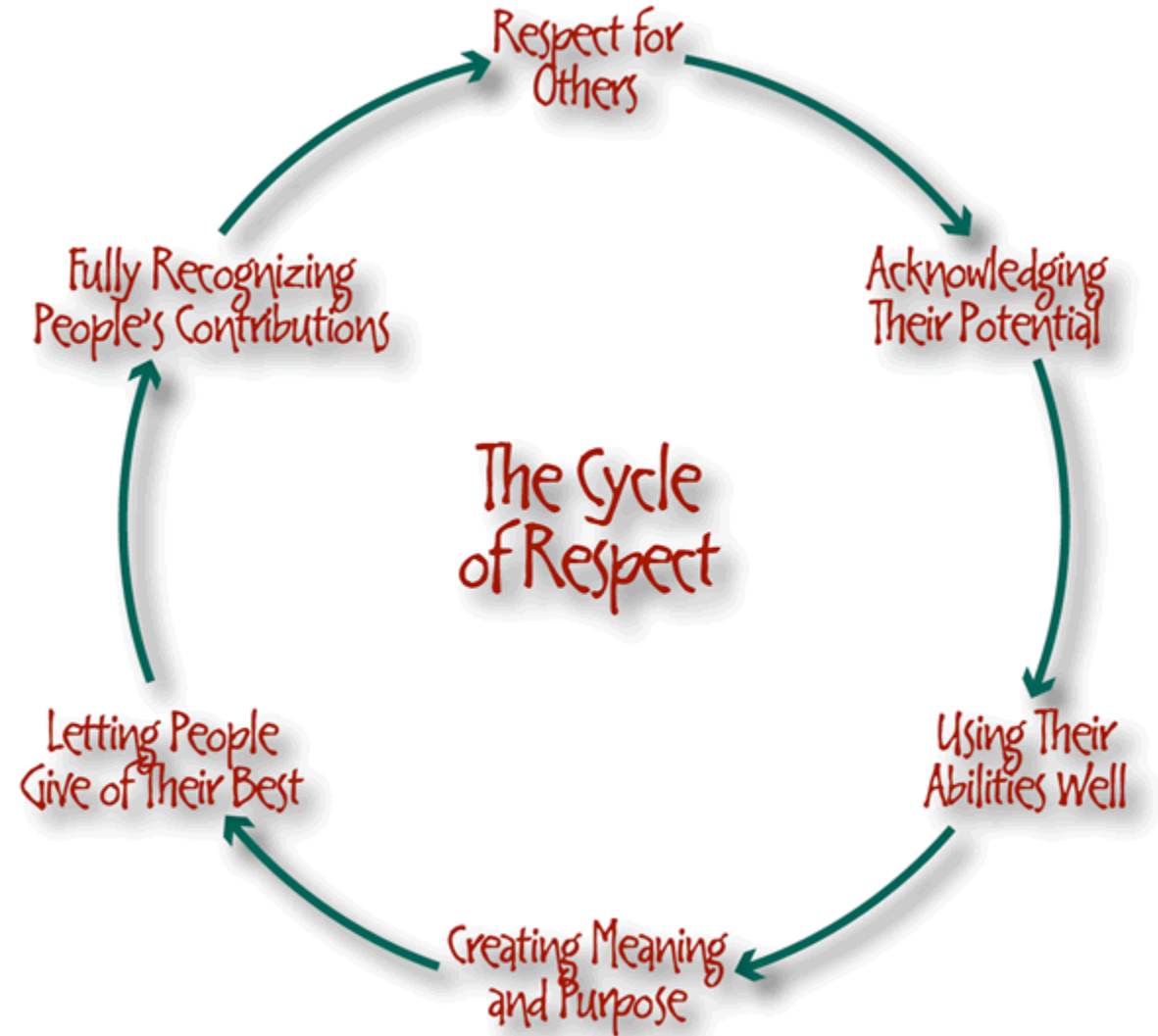
- See page 2, section 2

Concerns that will NOT be accepted:

- Criticism for honest mistakes made by the member
- Any disrespectful personal comments about the member
- Comments or actions undermining the work of the member
- Any concerns that are presented in a manner that does not reflect the principles of Al-Anon

The underlying principle of this guideline is to ensure “the loving interchange of help among members”

“Talk to each other,
reason things out with
someone else,
but let there be no gossip or
criticism of one another.”



What happens when a concern is expressed?

Process 1

Chairperson, Delegate or Alternate Delegate will contact the service member to determine if there is a problem and if so, offer help in finding a solution within a designated time frame.

Anonymity is maintained between the officers and service member involved in the discussion.

What happens if the service member does not meet the goals agreed to in “Process 1”?

Process 2

If the concerns continue, the Chair and Delegate will decide what may be helpful to the service member. It may include further discussion with the member to develop an action plan with timelines for completion.

A service sponsor may be assigned to provide direct support to the service member.

Continuing concerns after offering help, support and specific goals?

Process 3

If the Chairperson and the Delegate/Alternate Delegate deem that the service member can no longer serve in the capacity to which they have been entrusted, then they have the latitude to offer an option to the member to withdraw from the position.

When Al-Anon is negatively impacted by the unresponsive service member...

Process 4

The Chair and Delegate/Alternate Delegate may bring the matter to the Officers and Coordinators to discuss the situation and consider what actions would best serve the BC/Yukon Area. Through a group conscience, a decision to remove the service member from the position is possible.

The Officers and Coordinators in this case shall have the right of decision (Concept 3).

When the greater good of Al-Anon needs to take precedence....

Process 5

If an individual's resignation is requested, it will be done in writing by the Area Chairperson, which communicates the group conscience of the Officers and Coordinators.

If a resignation is not submitted, the Area Chairperson will send a registered letter to the individual, relieving them of their duties.

Guideline for Replacing an Area Officer or Area Coordinator

If there is a death or a resignation of an Area Officer, the AWSC has the jurisdiction to appoint a replacement until the next Assembly when GRs can vote for a person to complete the term (or ratify the choice of the AWSC). Coordinators are to be appointed by the Chairperson, in consultation with the Area Officers.



Are you ready for service?

- Do you contribute to the running of your group or district?
- Do you need to be fully qualified for a particular position?
- Will you make mistakes? (hint: it's called 'learning')
- Will you try your best?
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Where are we today?

In 2016, the current slate of officers and coordinators discussed the content of the “Supporting Success of AWSC Officers and Coordinators”. Those members agreed to request that each Officer and Coordinator sign the document at the beginning of his/her term. At the end of a trial period the usefulness of the document will be reviewed.



We have now completed a trial period. Use of the processes outlined in the guideline have not been required during this time.

1. Do you think this is a useful guideline should difficult situations arise?
2. Are there any concerns about the tone or content of the guideline?
3. Does the guideline follow Al-Anon principles?
4. Does it require approval at Assembly for use with Assembly Officers and Coordinators, or can the Area committee adopt it with their own group conscience?

