

# **SZF COVINGTON, LA**

10/26/08

## **SZF Presentation Continuity and Transition in Service**

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- F. TRANSITION HANDBOOK**

**SZF Presentation – Continuity and Transition in Service**  
**10/26/08**  
**(or tell me you love me and throw me to the wolves)**

**Bill S and Keith N**

**Part I: Testimonies / General Introduction**

**C. Definitions and Goals (10 min)**

Continuity: To have a continuous quality. I think we do. It's just that sometimes it's not the one we had hoped for.

Issues we are facing:

1. Apathy & lack of willingness to participate, small percent of the whole involved.
2. Slow growth in quality.
3. Bad Press for service positions in general.
4. Poor Inheritance, the handoffs are lacking of non existent.
5. Gaps and accelerations created by events in the former person's term. (life's terms)

Goals to reach for:

1. Good continuity
2. Smooth Transitions
3. Strong Service Structure – easier recruiting
4. Easier wear and tear on Trusted Servants
5. Better message carrying – quality service

Premises:

1. Not enough energy put into this part of the process. What we are doing is not effective and not user friendly.
2. Expectations are not being ironed out.
3. People are taking positions that they should not. We are not getting the qualifications in line with and understood enough to get people into positions who can handle the complexity of the job. Position holders come into the process with not enough “up front candid reality about what their job will be like”.
4. Folks use a lot of “personality” to reinvent the wheel, to get looking good and trying to get good approval without much direction, and no real grounding in what it is we want them to do. And by the end, no energy left for any sort of handoff, more usually they are in a more resentful burnout mode, and the cycle continues with nothing to build on.

**D. Personal Experiences ( Some shared experiences 15 min)**

**Part II: Survey of NA Service Rotation experience:**

**A. Case studies (10 min)**

**I. CASE STUDY: PUBLIC RELATIONS WEST TENNESSEE AREA**

2002- Strong personality, one man show. Two year term no transition support received or passed on.

2004- Sponsee vice chair is elected from vice chair position. No transition support.

2006- Brand new non committee chair elected from pool of “nobody wants the job” two major functions – Phone line and meeting schedule are not handed off well. Chair resists position, never was informed of what was expected and received no transition support. Two one year terms and position has no vice chair support and is vacant. Phone line was spun off as a separate committee at chair’s insistence and in now operating unsupported.

2008- Position remains vacant

**II CASE STUDY: Southern Zonal Positions**

1. Facilitator
2. Hosting Organizer

### B. Survey of members: (15 min)

We created a survey and put it on the website. It received 40 hits but no replies. The only replies received were from RD teams that we loaded into the email and sent each one manually and from the people in the WT area.

How many folks saw and did not want to respond?

Survey Says:

1. So we got about 20 responses All levels of service.
2. Some most had at least one vice chair or alternate experience their pasts.
3. Split down the middle with walking into a position without support.
4. Positive experiences: All most all said their experiences were positive.
5. Former holder stayed? 60% no 40% yes
6. Guidelines? 75% said yes
7. Scale of 1-10? 80% said 8 or higher
8. Someone training for your current position? 33% no 66% yes
9. Over all experience with service? Mostly 10's

Overall the survey was a whole lot more positive than we had expected.

Here were some subjective additions:

What are the top 3 things you will tell the person behind?

- a. Keep records up to date
- b. Organization. (7)
- c. Don't do it if you don't have time for the commitment ( 6)
- d. Communicate, Communicate, Communicate
- e. Ask questions (3)
- f. Call me if you need help ( 4)
- g. Have fun!
- h. Keep ego out
- i. Be open-minded
- j. Be a leader
- k. Remember Na is a world wide fellowship
- l. Be faithful, available and teachable

Helpful hints:

1. Everyone should attend one RSC.
2. Putting out GSR with no support, makes it more of a punishment than an important element of service.
3. Put out good inclusive lists of all service positions.
4. Working together is always better than working alone
5. Service is the best a getting us outside ourselves

### **Part III. Actions and Solutions** **More like what we are looking for**

- We need more “building” of pass on able materials – make it a requirement - ask for it.
- A two year commitment may mean one year as chair and one on committee bringing the new committee up to speed.
- A lot of between term ending rotation, due to life changes with those above us, needs more planning for since it happens so much. Be proactive for this reality
- Be more realistic with the job description, don't pull any punches.
- Reporting, writing and presenting. It's half the job, lay out some guidelines about what is and is not working.
- First three chapters of the PR handbook. H & I handbook, have you actually read it? Concepts, can you explain the sixth? Encouraging and asking for better qualifications.
- Area planning, a copy in ever handbook for problem solving process.

### **Brain storming session on Direction and Future Action ( 30 min)**

#### **G. Na Way Model**

- **Example of a model for a handbook**
- **Still never found out what the job was**

#### **H. SZF Treasurer**

- **New handbook ( presented at Covington Forum)**

#### **I. SZF Representative**

- **Position description responsibility of the body**
- **Brainstorming session**
  - i. **Accountability**
  - ii. **Image**
  - iii. **Web Site**

#### **J. SZF Presenter – new model with collective experience**

- **Courage doesn't hurt**
- **Need to start early, get right on it**
- **Round up the necessary resources before you leave**
- **What type of presentain**
  - i. **Small group**
  - ii. **Power Point**
- **Seek to pair up the experience levels of presenters**
- **Get the information to the website in a timely manner**

- K. RD - new model with collective experience**
- Come up slowly and come up steadily
  - Resources: Area planning and 1<sup>st</sup> three chapters PR Handbook
  - Read Guide to World Services
  - Get to know the Area's visit the areas in your region
  - Be aware of the large time commitment you are undertaking
  - Be and active part of the SZFNA
  - Be aware of the need for good reporting. Keep it short!
  - Network
  - Have a presentation on an RD transition support in the future
- L. Transition handbook with a format for any service.**
- Leave your position on time
  - Explain expectations clearly
  - Paint a clear picture of what the job will be like
  - Example: Lit chairs position is physically demanding
  - Need to support "How to travel" when we ask positions to travel

Please contact Keith N. at [szfrep@szfna.net](mailto:szfrep@szfna.net) for more information or to share thoughts about this presentation.