




Excellent Regional Service in Chicagoland – A Positive Approach

Louis H., Regional Delegate
June 14, 2014

Why Are We Here?

- ▶ Many members have concerns about the way we provide Regional services in Chicagoland
 - ▶ While we're not dwelling on the problems today, we can all see financial and planning issues, communication challenges, member apathy, lack of trust, etc., etc., etc...
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How Have We Addressed This in the Past?

Approach	Result
Problem solving	Problems don't go away
New/revised policies	Little lasting impact
New CRSC structure	Voted down in 2006

Does anyone have a definition of insanity?

Are There Other Ways? YES!




- ▶ Don't focus on problems, focus on and recognize success
 - ▶ Talk to the fellowship and find out what members want
 - ▶ Examine what makes service successful and design a system that strengthens and builds on it
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- ▶ CRSC and BOD agreed to this process: a positive approach to reviewing our service structure

Success Stories Abound!

- ▶ CRC is profitable, even at \$10
- ▶ The CSO store has operated for decades
- ▶ Enviably helpful line
- ▶ Up-to-date web site
- ▶ Meeting directories updated regularly
- ▶ Successful fund raising events, e.g., sponsor/ sponsee luncheon, CRC registration drives, etc.
- ▶ A consensus-based decision making process that has been studied by other Regions



Is There a Way We Learn From Success? Again ... YES!


1. Tell each of our success stories
 2. Imagine the possibilities and what it would look like if service excellence were routine
 3. Articulate a clear mission that embodies success
 4. Create a roadmap to a better service structure that fulfills that mission
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Appreciative Inquiry (AI)

- ▶ A positive approach to improvement
- ▶ Developed in the mid-1980s
- ▶ Used by:
 - Large and small businesses
 - Non-profits
 - Governmental agencies
 - Faith-based groups
 - At least one 12-Step fellowship



Questions That Could Be Addressed

- ▶ Do the CRSC and BOD have to meet monthly?
 - ▶ How can we plan more effectively?
 - ▶ How can we better recruit and train prospective trusted servants?
 - ▶ How can we strengthen the relationship between CRSC/BOD and the Areas and Groups?
 - ▶ What are the alternatives to having both a BOD and CRSC, and can they legally be combined?
 - ▶ Has the BOD pool worked and do we still need it?
 - ▶ How can we improve CRC?
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Today's Focus



- ▶ Explore the potential of AI by doing an abbreviated process
- ▶ Discuss how we could use it to talk to our fellowship
- ▶ Establish a timetable for moving forward
- ▶ Agree on the next steps

One-On-One Interview (20 min. each, 40 min. total)

- ▶ Process starts with one-on-one interviews
- ▶ Share each other's stories about peak experiences
- ▶ This is NOT a conversation, but an interview that follows the Interview Guide in your packets



Interview Tips

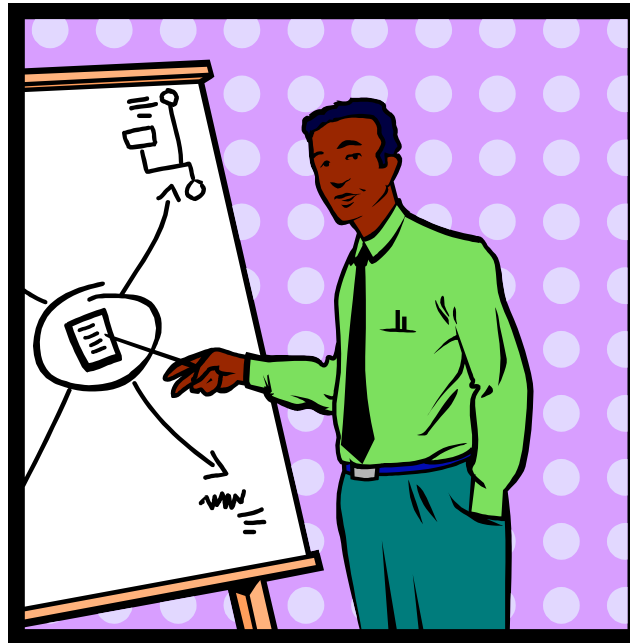
- ▶ Pick someone at your table who you don't know well or have never before served with.
- ▶ Please turn to the Interview Guide
- ▶ Go off to a separate location and interview each other with the questions provided.
- ▶ You will later be summarizing your partner's responses, so take notes in the space provided

Small Table Discussion (30 min.)

- ▶ Each table select a facilitator and a scribe
- ▶ Each person summarize their partner's response to Question 2 in the Interview Guide
- ▶ Facilitators guide discussion and watch time
- ▶ Scribe writes themes and attributes of the peak experiences on flip chart paper
- ▶ When you're done, take a break

Large Group Discussion (20 min)

- ▶ Each table present their flip charts to the large group.
- ▶ Does anyone have anything to add?

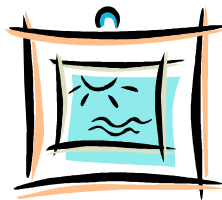


Creative Visioning (40 min.)

- ▶ This process builds on the stories we heard in the interviews and around the tables
- ▶ A better approach to providing Regional services can only be based on the visions we have for what it could look like
- ▶ After a 5-minute quiet time for meditation and reflection, we'll create a more concrete picture of our visions

Reflections and Pictures

- ▶ Let's take five minutes for quiet reflections.
- ▶ Afterwards, look through the photographs on each table and find the one that best reflects your vision of excellent regional services.
- ▶ Or, draw it with the paper, pens, magic markers, and crayons provided.
- ▶ You have 15 minutes.



Implications and Next Steps (30 min.)

Which Would You Choose?

Appreciative
Inquiry

Doing More of What
We Know Works

Problem
Solving

Doing Less of What
We Don't Do Well

