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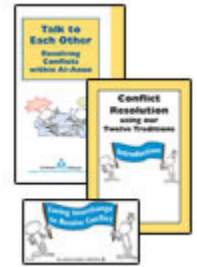
# AIS/LDC Training Workshop for Office Volunteers

## *Using AI-Anon Principles to Resolve Conflicts (K-70)*

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### Purpose:

The purpose of this 90-minute training workshop is to encourage discussion among individual AIS/LDC office volunteers so attendees will leave the workshop with new approaches to avoid as well as resolve conflicts that may arise.



### Resources:

- Workshop Moderator who will chair the workshop. The Moderator is also the timer for the workshop.
- Three workshop volunteers who will chair the breakouts.
- *Talk to Each Other—Resolving Conflicts within AI-Anon (S-73)* Booklet
- *Conflict Resolution Using Our Twelve Traditions (S-72)* Cards
- *Loving Interchange to Resolve Conflict (S-71)* Wallet Card

### The Process:

The Moderator opens the workshop and introduces the topic before the attendees break into three groups. A preselected workshop volunteer (see Resources above) chairs each breakout. Each breakout group selects a recorder and reporter. Each breakout group reviews a specific part of one of the pieces of *Using AI-Anon Principles to Resolve Conflicts (K-70)* before the breakout Chairperson reads the scenario to the group. After reading the scenario, each group reviews a section in its piece of literature before discussing what spiritual principles could be helpful in dealing with the conflict described in the scenario.

When the breakout sessions reconvene, the reporters from all of the groups report back to the whole group, followed by everyone discussing the question: “What new ways have we learned to talk to each other and reason things out?”

[Note: If more time is allotted for the workshop, each group could rotate through all of the breakout sessions.]

### The Workshop:

**Opening** (5 minutes)—Open with the Serenity Prayer. (5 minutes)

**Introduce the Topic** (10 minutes)—Read the first paragraph on the right-hand page of the *Talk to Each Other—Resolving Conflicts within AI-Anon (S-73)* booklet’s centerfold:

*“AI-Anon Information Services/Literature Distribution Centers (AIS/LDCs) exist to aid the groups they serve in the common purpose of carrying the AI-Anon message to the suffering families and friends of alcoholics. Providing members at AISs and LDCs with clear guidance, standardized instructions, and opportunities to discuss difficulties as they arise can help us succeed in this goal. When we increase understanding, cooperation, and communication, we lessen the potential for conflict. By maintaining regular contact with the Area structure and the WSO, we can maintain common goals and avoid double-headed management. Sending an AIS Liaison to Area World Service Committee meetings and Area Assemblies, as well as utilizing current technology to stay in touch*

*with the WSO, can help keep communication open, and present us with options that might not have occurred to us on our own.”*

Ask the attendees to count off by 3s. Clarify that the goal of the workshop is to identify spiritual principles in order to discuss the conflict, not solve it. Break into three groups.

### **Breakouts** (25 minutes):

A preselected workshop volunteer (see Resources) chairs each breakout. Each breakout group selects a recorder and reporter. The workshop volunteer reads the scenario.

#### Scenario

Two office volunteers share a shift at the local AIS/LDC Office. One sells literature while the other answers the telephone. Both members are happy to spend time volunteering at the office. However, while preparing literature orders, the first volunteer overhears the second volunteer occasionally give advice on Twelfth Step calls, encouraging callers to leave the alcoholic, change Sponsors, or not attend a specific meeting. The first volunteer is uncomfortable, but feels intimidated about confronting a fellow volunteer, and is unsure how to discuss the situation.

The workshop volunteer in each breakout group reiterates that the goal of the workshop is to identify spiritual principles in order to discuss the conflict, not solve it.

#### Group #1

The workshop volunteer reads the “Things to Talk About” section near the end of the *Talk to Each Other—Resolving Conflicts within Al-Anon* (S-73) Booklet to the breakout group, and opens discussion on the following question:

“What spiritual principles found in this section of the booklet could be helpful in dealing with this kind of situation?”

#### Group #2

The workshop volunteer reads the front side of the Tradition Eight card from the *Conflict Resolution Using Our Twelve Traditions* (S-72) Cards to the breakout group, and opens discussion on the following question:

“What spiritual principles found on this card could be helpful in dealing with this kind of situation?”

#### Group #3

The workshop volunteer reads the panel titled, “Ways People Try to Deal with Conflict” from the *Loving Interchange to Resolve Conflict* (S-71) Wallet Card to the breakout group, and opens discussion on the following question:

“What spiritual principles found on this panel could be helpful in dealing with this kind of situation?”

### **Reportbacks:** (5 minutes each; 15 minutes total)

When the allotted time for the breakout sessions ends, the groups reconvene and the reporters from all of the groups report back to the whole group.

### **Discussion:** (20 minutes)

Following the reportbacks, the Moderator leads a discussion on the question, “What new ways have we learned to talk to each other and reason things out?”

### **Evaluation:** (10 minutes)

Distribute an evaluation form that asks for feedback on the format of the training workshop, as well as the workshop topic, such as, "What was your favorite part of the workshop?" and "What would you change?"

Allow five minutes to complete. Collect the forms before the Closing. After the workshop, use the feedback on the evaluations to compile helpful ideas for a future workshop.

**Closing:** (5 minutes)

If time permits, ask attendees if they have any reflections from the workshop.

Read the following, from the second page of the Introduction in the *Talk to Each Other Resolving Conflicts within Al-Anon* (S-73) Booklet:

"By applying Al-Anon's spiritual principles as we work through conflicts, we listen for a Higher Power's guidance as filtered through the voice of the members. We do our best to share as equals, presume goodwill, and separate principles from personalities. Even though opinions may differ, we learn to acknowledge that everyone involved has Al-Anon's best interests at heart. We give ourselves permission to change our minds and to be open to compromise. As we learn to trust in other members and our Higher Power, we begin to believe that whatever decision we make together, even if it is not our first choice for a solution, can work for the good of the fellowship as a whole."