



The Message Matters

Communication in NA Service

EDM Fellowship Development



Why Communication Matters

- Helps us carry the NA message clearly
- Builds trust, respect, and unity
- Reduces confusion and stress

**What's one way service helped
you learn to communicate
better?**



**"When we communicate
honestly, we reach others"**



The Spiritual Principles Behind Communication

Honesty, openness, humility, love and respect

- **The Concepts** talk about how trusted servants need to give clear and honest reports so everyone can understand what's happening.
- **The Traditions** remind us to speak with love, stay anonymous (not focus on ego), and work together in unity.





What gets in the way of good communication in NA service?





Communication Breakdown Flow

Poor Communication → Misunderstanding →
Resentment → Disengagement → Service
Breakdown

Clear, Loving Communication → Understanding →
Trust → Participation → Stronger Service



Small group discussions:

NA Communication in Action

- Break into small groups
- Choose one scenario
- Discuss the communication breakdowns and questions
- Share possible solutions using NA principles

30 minutes





Let's Share Back

What Stood Out to You? Share the highlights from your discussions.





Scenario 1: Too Much, Too Little – Finding the Right Balance

Situation:

A Regional Delegate is preparing a report for the upcoming Regional meeting. A lot has happened — workshops, decisions, and updates from EDM and NA World Services. They want to be open and transparent, but the report is getting very long. They also know the message won't stop at the region. It needs to make sense to RCMs, then to GSRs — who will carry it back to their groups, and eventually to members. If the message is too detailed or hard to follow, key points may get lost along the way.

Discussion Questions:

- **How can we prioritize the most important information so the message stays clear and useful at every level, from Region up to individual members?**
- **People take in information in different ways, some prefer short texts, others listen better in meetings, some need visuals. How can we adapt our communication to reach more people?**
- **What helps *you* stay engaged and remember important updates in service?**



Scenario 2: From Confusion to Connection

Situation:

It's the newcomer's first time at the Area meeting. Right away, the room feels like a foreign language — acronyms fly by, decisions are made in rapid-fire, and inside jokes bounce around the table. No one pauses to explain or check in. Feeling lost and out of place, the newcomer quietly slips out early... and don't return.

Discussion Questions:

- **How can we actively address accessibility in all its forms — including language, pace, neurodiversity, culture, ability, and newcomer status — when we plan and hold our service meetings?**
- **What long-term practices or roles could we introduce to ensure accessibility is not a one-time fix, but a consistent part of how we communicate and include others?**
- **How can mentorship transform someone's experience from feeling lost to feeling empowered and included?**



Scenario 3: When Emotion Overpowers the Message

Situation:

At a Regional meeting, a passionate member speaks in a sharp, blaming tone. Their words carry frustration and mistrust, making others feel defensive or shut out. An “us vs. them” atmosphere quickly takes hold, and the meeting loses its positive flow. Concerns may be valid, but the delivery creates tension. How do we bring the group back to respectful, united conversation — without silencing real issues?

Discussion Questions:

- 1. How can we communicate frustration or disagreement in ways that build connection rather than division?**
- 2. When someone speaks in a blaming or angry tone, what communication tools or phrases can help shift the group toward solutions — without minimizing the concern?**
- 3. If you were chairing the meeting, what could you say or do to restore trust, re-center the group, and maintain a respectful tone?**



Scenario 4: Inspiring Service

Situation:

You're sharing a report or announcement at your homegroup. You have the facts — what's happening, when, and what's needed. But people seem distracted or polite but not engaged. Afterwards, no one volunteers or asks questions. How do you make your message feel like an invitation, not just info?

Discussion Questions:

- **Think back: Have you ever felt truly inspired to get involved in service? What was it that sparked that feeling or interest?**
- **What makes an announcement feel like a genuine invitation to grow and connect — rather than just more information to process?**
- **If you had to announce, “We need help at the literature table,” how could you share it in a way that makes people want to step up and be part of it?**



Your Communication Toolbox

What's one phrase you've heard in NA service that made you feel seen, respected, or encouraged?



**Keep it simple. Keep it clear. Keep it helpful.**☐ **Know Your Audience**

Who are you talking to? Share what matters to them.

☐ **Start with Purpose**

Why are you giving this report? What's the goal?

☐ **Prioritize the Essentials**

Lead with what's urgent or important right now.

☐ **Keep It Short & Clear**

Use short sentences and bullet points. Avoid jargon.

☐ **Include Action Steps**

What do you need the audience to do, decide, or support?

☐ **Use Visuals If You Can**

A flyer, chart, or slide can help people follow along.

☐ **Summarize What's Next**

What's coming up? Deadlines? Next meeting?

☐ **Invite Questions & Feedback**

Let people know it's okay to ask, clarify, or follow up.

☐ **Consider a Follow-Up Format**

Quick summary in WhatsApp, email, or announcement helps info stick.



✓ Group Reset Tools & Quick Self-Check :

- ☐ **Call for a Pause:** "Let's take a moment and breathe and invite a loving power."
- ☐ **Name the Pattern:** "It feels like we're getting tense — can we come back to the issue together?"
- ☐ **Refocus on Purpose:** "We all care about NA and want to serve. Let's come back to that."

Practice Phrase: "It's okay to feel strongly — let's try to listen with care and keep the space respectful."

Quick Self-Check

- ☐ Am I being **clear, kind, and respectful**?
- ☐ Is this helping our **primary purpose**?
- ☐ Am I open to hearing **other perspectives**?





"Learning to listen to each other may be one of the greatest spiritual lessons we ever get in NA service."

Living Clean, Chapter 7: "Principles, Practice, and Perspective":

Thank you!!

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