

“In Al-Anon, we learn to trust a Higher Power, ourselves, and others in the group. There is an intentional absence of personal power or authority; we presume goodwill. It is no longer about winning or losing, but of traveling on a journey toward greater understanding. We enter into a reciprocal relationship to seek resolution of the conflict and invite our Higher Power into our conversations.”

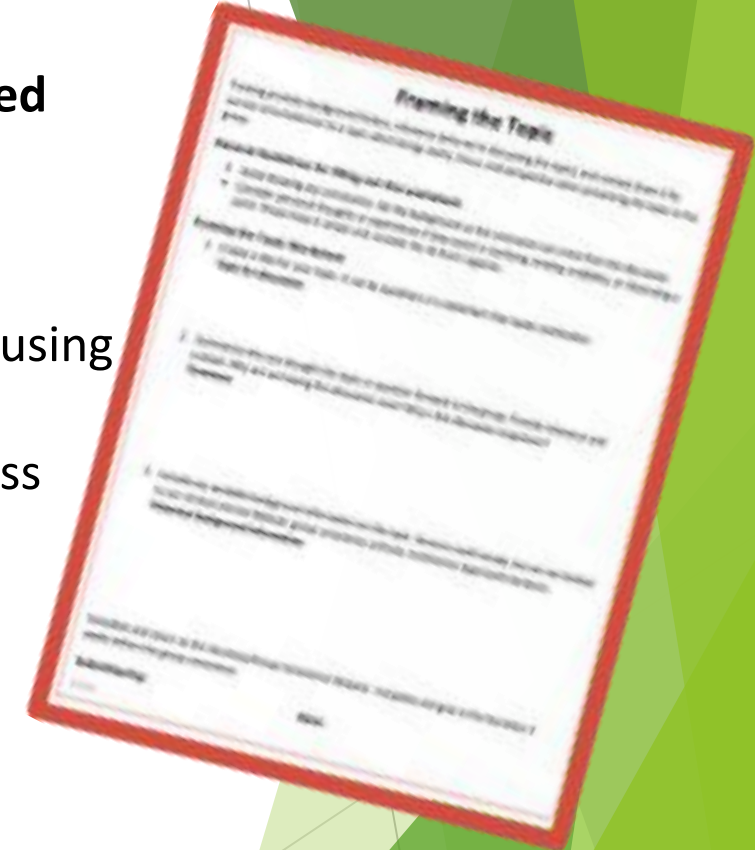
Tradition Two – ***Conflict Resolution using our 12 Traditions, S-72***

“All Al-Anon discussions should be constructive, helpful, loving and understanding” (***Service Manual***, “Three Obstacles to Success,” p. 22).

Knowledge-Based Decision-Making (KBDM) facilitates conflict resolution

Knowledge-Based Decision-Making principles can help resolve conflicts in AI-Anon business meetings. The essential elements of the Knowledge-Based Decision-Making process are:

- Open communication between all members.
- All decision-makers have common access to full information(ensure this by using the “Framing the Topic” document).
- The idea that everyone participates is a spiritual principle. The KBDM process models this principle.
- Dialogue **before** decision making allows everyone to be on the same page.
- Opinions are backed up by experience, principles, and/or knowledge.
- We are all equal and everyone is valuable. We respect all ideas and do not tolerate domination.
- We exist in a culture of trust and goodwill.



Tips for moderating a business meeting

Here are a few best practices to keep in mind during business meetings to make sure they are as effective, productive and inclusive as possible:

- Remind everyone to invite their Higher Power into the discussion.
- Foster an open, safe, and respectful environment for discussion.
- “Keep an Open Mind.”
- Presume goodwill; acknowledge that all involved want the best for Al-Anon.
- Share common information about the history of the conflict, including areas the group can agree on. [Use “Framing the Topic” document]
- Allow all who wish to speak to do so.
- Keep the group focused on the topic.
- Agree on a time limit for individuals to express their thoughts.
- Acknowledge progress.
- Take a break if necessary (say the Serenity Prayer).
- Place the outcome in your Higher Power’s hands.

--Talk to Each Other, Resolving Conflicts within Al-Anon, S-73

Our Traditions inform us

“The Principles of common welfare and unity in Tradition One create a positive environment that is conducive to resolving conflict. We understand that everyone has an equal voice in the matter; we listen and learn. We also have a responsibility to share – to voice our view and opinions, and to accept those of others. Our common Goal is to find the solutions that is best for the greatest number. “

Tradition One, -***Conflict Resolution using our 12 Traditions, S-72***

“As Al-Anon members, we are non-professional. We share our personal experience and what has worked for us. Dominating a group and giving advice can fuel conflict. “

Tradition Eight - ***Conflict Resolution using our 12 Traditions, S-72***

Our Traditions inform us – Cont'd

“It can be difficult to accept that conflict can arise within Al-Anon, where we have found peace and serenity. However, such situations allow us the opportunity to learn to handle conflict differently than we did in the past.”

Tradition Eleven -***Conflict Resolution Using our 12 Traditions, S-72***

“When we place principles above personalities, we keep our focus on what unites us and avoid personality-related conflicts. Anonymity is the spiritual foundation for this approach. Anonymity helps us to accept the group conscience, even if we personally would have preferred a different outcome to the discussion we remember we all have the same spiritual potential.”

Tradition Twelve -***Conflict Resolution using our 12 Traditions, S-72***

Tips for a Zoom or Hybrid meeting

Some features of Zoom may lead to conflict in a Zoom or hybrid meeting.

- “Chat” feature on Zoom
 - ✓ Discuss whether to turn the “chat” function off during the business meeting.
 - ✓ Using the “chat” function to comment on other members’ questions or opinions during business meetings may lead to dissension.
- Discuss defining “substantial unanimity” as your goal. If you vote on a decision and the group is almost equally split, consider waiting.

Keep an open mind! The discussion might be going in one direction, and a comment from one member could turn everything around.

What to do when there is conflict in a business meeting?

- If the tone of the participants is getting heated, pause the process and summarize the major points that have been made to that point.
- If your Group's members cannot come to agreement, reach out to your District!
- An Al-Anon Business Meeting is an **Al-Anon Meeting**, first and foremost. Our purpose is to listen for our Higher Power's will for us.

IF YOU CAN'T REACH A SOLUTION...



Agree to
Disagree



Say the
Serenity Prayer



Call your
sponsor



Break for lunch
or a snack

Resources

Al-Anon has literature and documents that can help!

The *Conflict Resolution Kit* is made up of three tools.

- ✦ **S-71** is the *Loving Interchange to Resolve Conflict*--fold-out wallet card.
- ✦ **S-72** is *Conflict Resolution using our Twelve Traditions*--a packet of 6"X 4" laminated cards.
- ✦ **S-73** is *Talk to Each Other: Resolving Conflicts within Al-Anon*--pamphlet with specific guidance for conflict in the Group, District, Al-Anon Information Service/Literature Distribution Center (AIS/LDC) and Area.

KBDM Resources, including the "Framing the Topic" document, can be found at this link to the Southern California World Service web page: [Knowledge-Based Decision-Making](#)



Loving Interchange to Resolve Conflict Wallet Card (S-71)



Conflict Resolution Using Our Twelve Traditions (S-72)



“The principles that guide us through conflict in the naturally different points of view within our diverse fellowship are useful as personal standards in any group – families, jobs, clubs, churches – just about anywhere. In Al-Anon we learn how to live in a variety of relationships without losing ourselves or forcing our ideas on others. By including study of the Traditions on our paths to recovery, we learn how to have healthier relationships than most of us have ever known.”

Paths to Recovery, pg. 133-134