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| **Issue of Concern**    Identify individual(s) or service arms involved or affected;  Clarify the primary concern. | **Service Level**    Determine whether this issue is yours to solve. | **Policy/Legacies**    Read Conference Approved Literature (CAL);  Explore the Twelve Traditions and Concepts of Service for insight into applying one or more to the issue;  Browse the *Conflict Resolution Using Our Twelve Traditions* (S‑72) cards about resolving differences using the  Traditions;  Review the Policy Digest in the *Al-Anon/Alateen Service Manual* (P‑24/27) for interpretation of our Legacies. | **Talk with Others**    Reason things out with a service sponsor or other experienced member;  Research previous, similar situations or decisions;  Discuss *Talk to Each Other—Resolving Conflicts within Al‑Anon* (S‑73) booklet;  Conduct KBDM\* (Knowledge-Based-Decision-Making) to reach an informed group conscience.  \*If you are not familiar with KBDM, ask. | **Spiritual Principles**    Identify spiritual principles involved;  Turn it over to the Higher Power;  Wait, or postpone any actions, remaining open to more information that might be revealed. | **Steps to Resolution**    Take your own personal inventory, considering important traits of a leader entrusted with the Right of Decision, guaranteed in Concept Three.  Seek an acceptable outcome for everyone involved, based on the knowledge and spiritual principles found in Al-Anon’s Legacies and policies. |
| **Example:**  Member selling jewelry before and after home group meeting | **Example:**  Group | **Example:**  Policy Digest, pp. 97-98  Tradition Three  Tradition Five  Tradition Six | **Example:** | **Example:**  Primary Purpose  Unity | **Example:**  After reading the Policy Digest and discussion about the Traditions, a few members are asked to talk to the member selling jewelry about Al-Anon’s principles. |
| **Issue of Concern** | **Service Level** | **Policy/Legacies** | **Talk with Others** | **Spiritual Principles** | **Steps to Resolution** |
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