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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. 97-98Tradition ThreeTradition FiveTradition Six | **Example:** | **Example:**Primary PurposeUnity | **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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