

HOW TO CHAIR A PHONE MEETING & SCRIPTS

HOW TO OPEN THE MEETING

- a) 15 minutes prior to the start of the meeting dial our **free conference call number:**
- (ENTER YOUR NO HERE) – this is the number that everyone dials into for our groups meetings. You will then be prompted to key in your access code followed by #. Our **Access code: (ENTER YOUR ACCESS CODE# HERE)**. You will then hear the following message “If you are the host please enter your PIN followed by the #”
- b) If you are the Chair or the Phone Moderator for the meeting enter the **Host PIN: (ENTER YOUR HOST PIN HERE)** – Please only use this function on the days that you are either the **chairperson or moderator**. Using the Host Pin gives us the ability to manage the meeting. It provides the user with a list of options such as muting the meeting so if someone is sharing the group is noisy you can mute everyone or I believe specific people. As the Chairperson may be busy running the meeting it is important if possible that the Chairperson be supported by a Phone moderator. **DO NOT GIVE THIS PIN TO ANYONE WHO IS NOT A CHAIR OR MODERATOR FOR THE GROUP** otherwise we will not have the ability to control the noise level.
- c) All other participants including group members who might be chairing or moderating on a different day join the meeting using the **Access code: 180243** and then wait to be joined into the call. The access code is unique to our group. The Phone number and Access code are in essence our venue. These are what will be “advertised” on the meetings lists, CSO website etc. so that people looking for a meeting can find us. People can join the meeting at any point in the meeting. In other words yes it’s ok to arrive late we have the ability to mute all callers entering the call to avoid disruption ☺
- d) The Meeting is managed using **Phone Key Pad Commands** Please refer to the **Host Key Pad Commands Info**. These are very straight forward. Please note that there can be a bit of a delay between someone unmuting and their being heard so please be considerate and allow people time to speak.
- e) Chairperson and or Moderator before starting the call make sure you have all materials necessary to run the meeting including:
- The Meeting Format
 - Copy of the “Preamble”
 - Copy of “How it Works”
 - The relevant reading for the day (Mon –Tue)
 - Any announcements
 - A pad and pen for writing down the names of participants
- f) As people join the call greet them and write down their name. As people arrive you can choose to ask for volunteers to read by asking if anyone has access to any of our readings (Preamble, How it Works, Daily Reading) and if so, would they like to read. If you get volunteers write down their name & the reading so you can invite them to read at the appropriate times. Otherwise the Chair or moderator can do the readings.
- g) A minute or so before the meeting is due to start **Moderator** (Chair if no moderator on the call) announce the meeting is about to start
- **Press *8** to turn off entry and exit tones.
 - Then **press *5 ONCE ONLY** to mute all callers. If you press *5 twice people will not be able to unmute themselves. If this happens don’t panic just press *5 a third time. This will unmute everyone and you can start again.

h) At 7am **Chair press *6** to unmute yourself & open the meeting as per the meeting format.

Phone Keypad Commands Relevant to our Meetings – Host (Chair & Moderator)

How to control all aspects of the conference from the telephone with the following commands:

Command	Title	Description
*2	Caller Count	Hear a count of how many callers joined the conference.
*4	Instructions	Hear the list of available keypad commands.
*5	Mute	Control whether or not participants are heard in the conference. Press *5 once to mute all participants. Participants can unmute themselves by pressing *6 . Press *5 again to mute all participants. Participants are NOT able to unmute themselves. Press *5 again to return the conference to open conversation mode. Note: By default, all lines are unmuted, allowing all participants to talk.
*6	Self Mute	Mute your individual line. Press *6 again to unmute the line.
*8	Entry/Exit Tones	By default, the entry and exit tones are turned on. Press *8 to turn off entry and exit tones. Press *8 again to turn off entry tones and turn on exit tones. Press *8 again to turn on entry tones and turn off exit tones. Press *8 again to reset both entry and exit tones to the default. Note: A prompt will explain the current settings each time the host dials *8 .

Participant Keypad Commands

When a participant wants to read or share they can do so using the following commands:

Command	Title	Description
*4	Instructions	Hear the list of available keypad commands.
*6	Self Mute	Mute your individual line. Press *6 again to unmute the line.

AA Preamble

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes. Our Primary purpose is to stay sober and help other alcoholics to achieve sobriety.

[Copyright of the AA "Grapevine" Inc.]

Alcoholics Anonymous, Chapter 5, pages 58 – 60

HOW IT WORKS

Rarely have we seen a person fail who has thoroughly followed our path. Those who do not recover are people who cannot or will not completely give themselves to this simple program, usually men and women who are constitutionally incapable of being honest with themselves. There are such unfortunates. They are not at fault; they seem to have been born that way. They are naturally incapable of grasping and developing a manner of living which demands rigorous honesty. Their chances are less than average. There are those, too, who suffer from grave emotional and mental disorders, but many of them do recover if they have the capacity to be honest.

Our stories disclose in a general way what we used to be like, what happened, and what we are like now. If you have decided you want what we have and are willing to go to any length to get it - then you are ready to take certain steps.

At some of these we balked. We thought we could find an easier, softer way. But we could not. With all the earnestness at our command, we beg of you to be fearless and thorough from the very start. Some of us have tried to hold on to our old ideas and the result was nil until we let go absolutely.

Remember that we deal with alcohol - cunning, baffling, powerful! Without help it is too much for us. But there is One who has all power - that One is God. May you find Him now!

Half measures availed us nothing. We stood at the turning point. We asked His protection and care with complete abandon.

Here are the steps we took, which are suggested as a program of recovery:

- 1. We admitted we were powerless over alcohol - that our lives had become unmanageable.**
- 2. Came to believe that a Power greater than ourselves could restore us to sanity.**
- 3. Made a decision to turn our will and our lives over to the care of God as we understood Him.**

4. Made a searching and fearless moral inventory of ourselves.
5. Admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. Were entirely ready to have God remove all these defects of character.
7. Humbly asked Him to remove our shortcomings.
8. Made a list of all persons we had harmed, and became willing to make amends to them all.
9. Made direct amends to such people wherever possible, except when to do so would injure them or others.
10. Continued to take personal inventory and when we were wrong promptly admitted it.
11. Sought through prayer and meditation to improve our conscious contact with God as we understood Him, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as the result of these steps, we tried to carry this message to alcoholics, and to practice these principles in all our affairs.

Many of us exclaimed, "What an order! I can't go through with it." Do not be discouraged. No one among us has been able to maintain anything like perfect adherence to these principles. We are not saints. The point is, that we are willing to grow along spiritual lines. The principles we have set down are guides to progress. We claim spiritual progress rather than spiritual perfection.

Our description of the alcoholic, the chapter to the agnostic, and our personal adventures before and after make clear three pertinent ideas:

- (a) That we were alcoholic and could not manage our own lives.
- (b) That probably no human power could have relieved our alcoholism.
- (c) That God could and would if He were sought

(Copyright of A.A.W.S.)

Alcoholics Anonymous STEP 9 PROMISES Starting from Page 83 - Chapter 6

INTO ACTION

If we are painstaking about this phase of our development, we will be amazed before we are half way through. We are going to know a new freedom and a new happiness. We will not regret the past nor wish to shut the door on it. We will comprehend the word serenity and we will know peace. No matter how far down the scale we have gone, we will see how our experience can benefit others. That feeling of uselessness and self-pity will disappear. We will lose interest in selfish things and gain interest in our fellows. Self-seeking will slip away. Our whole attitude and outlook upon life will change. Fear of people and of economic insecurity will leave us. We will intuitively know how to handle situations which used to baffle us. We will suddenly realize that God is doing for us what we could not do for ourselves. Are these extravagant promises? We think not. They are being fulfilled among us - sometimes quickly, sometimes slowly. They will always materialize, if we work for them.

(Copyright of A.A.W.S.)