

“Our Common Welfare”—Notes from the WSO

How Group Services Helps You Find the Answers You Seek

The Group Services department at the World Service Office (WSO) supports Al-Anon and Alateen members and groups. The three Group Services team members are here to serve you Monday–Friday, 8 am–5 pm ET. We do our best to provide informed responses as quickly as possible, relying on the same resources you do: the current *Al-Anon/Alateen Service Manual* (P-24/27), the Al-Anon Guidelines, the *World Service Conference Summaries*, announcements from *In The Loop* and *AFG Connects*, and of course, our Legacies. We receive many calls and emails every day, and the WSO appreciates your patience and understanding when priorities shift and we may be delayed in responding to your call or email.

In the meantime, here are a few questions we commonly receive, along with some of the resources we typically point to in response:

- Why can't our group use the WSO nonprofit ID for insurance or banking?
 - See the Policy on Incorporation/Taxes in the “Digest of Al-Anon and Alateen Policies” section of the current *Al-Anon/Alateen Service Manual* (P-24/27).
- How can my group resolve conflicts when members disagree about how things should be done?
 - See Tradition One and “The Three Obstacles to Success in Al-Anon” found in the “Groups at Work” section of the *Service Manual*.

- I feel intimidated by certain members in my group. Should I stop going? Can we tell them to stop attending?

→ See *Let's Talk about Safety in Al-Anon Meetings!* Go to

al-anon.org/safety-pdf to download the pdf.

- Why doesn't the WSO intervene in group problems?

→ Different service positions have different duties and responsibilities

related to resolving group problems. To understand how the group,

District, Area, and World Service levels function together, see Links of

Service in the "World Service Handbook" section of the current

Al-Anon/Alateen Service Manual. To understand what the WSO does, see

World Service Office, also in the "World Service Handbook" section.

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