

**INVENTORY COMPOSITE GROUP**  
**SATURDAY, JUNE 26, 1993**

The composite group met the previous evening and discussed the following items; the upcoming meeting in Atlanta, Georgia, the level of outside participation at the meeting, the communication among members of the group, liaisons to the various world service bodies, the role the composite group members would have at the world services meeting, the role of the "honcho", and selected the leader for the next cycle. For specific information, refer to handout titled "Summary of Discussion/Decisions."

Rogan opened the meeting at 9:05 am with a moment of silence and the serenity prayer. He then turned the meeting over to Barbara.

Barbara asked the group if there were any new learnings from yesterday's meeting.

Rogan stated he learned that, as a group, they have a tendency to make things very difficult.

Bob would like a discussion sometime today on what we could realistically accomplish, and how it could be done. Possibly need to alter things in order to do good work.

Barbara showed the composite group a charted curve on the performance of other groups which reflected their ups and downs from yesterday. She explained that it was very predictable and healthy.

Rogan would like to switch the order of discussion on the self-assessment tools and the consultant budget on the agenda. He feels it is very important. He stated that the consultants could possibly give the group some options if they no longer wanted to continue with the consultants.

Bob asked the consultants if they anticipate getting three surveys done today.

Barbara anticipates it getting done and also the demographic data. Feels the group has the process and doesn't see a problem.

Bob asked if the three surveys will be ready tomorrow to mail

Barbara stated that they should be finished but need to go into field testing, and will not be ready to mail.

Rogan asked for confirmation on flipping the two above mentioned items on the agenda.

Jeff defers to the professional experience of the consultants. He feels they need latitude in the way the plan is set up and the consultants to consult.

Paul is concerned with the haste in which the plan was written. He would like an honest appraisal from the consultants in the way the plan was written.

Barbara asked if it is an appraisal or discussion afterwards.

Paul would like to encourage more input from the professionals here. He explained that they want some advice, but please don't tell us what to do.

Barbara discussed the plan regarding the study. She asked the group who was going to get the survey, and who is going to do the data entry. She went on to explain that if a survey comes back to the organization for data entry and analysis, the survey is normally tainted. However, if the survey is mailed to a third party, you seem to get better results.

Karen explained that the validity of the results is very important in an organization due to trust issues. She asked the group if they wanted to check on our progress or get to work.

Barbara passed the "group" surveys out to the group members from yesterday's session. They were instructed to take ten minutes to edit the questions and then turn them in.

Karen asked if there is any significant discussion on these questions.

A general discussion followed with members stating their concerns regarding the difficulty of the language, the way some sentences are structured, and the types of scales used on certain questions.

Steve asked the consultants for verification on what process will be used on the surveys after the composite group alters it.

Bob made some suggestions on the numbering of the questions.

Barbara asked Lee how this was going to fly at the group level

Lee said definitely no. Would like to factor in the group's changes into the questions. Then go over it with the consultants. Once done, give it back to the composite group.

Paul feels that the burning issue is the amount of information getting out to the groups.

Jeff feels that it is a major mistake to reconstruct these questions now. Leave it to Lee and the consultants.

Barbara asked for two additional open-ended questions to be added to the survey.

Lee said it would be impossible because of costs for translating the responses received.

Jamie gave Barbara a more in depth reason behind Lee's answer.

Karen stated we have specifically indicated what world services provides. She would like to see a purpose statement included.

Paul asked who would decide on the rewrites of the questions. It was voiced that Lee is responsible for factoring in new material for the questions.

### **Tape 13, Side 1**

Jamie suggested that the group change yes/no answers to ratings.

Break for ten minutes at 10:00 am.

Karen asked the composite group to refer to page 6 in the TWGSS for reference to the ASCs. Will use the same process that was used yesterday in order to create the second survey. Still looking at how world services provides communication, coordination, guidance and information for the areas to provide group support.

Karen asked if anything needs to be added or changed.

Jamie said it might need to be refined some.

Karen asked if the objectives used for the group survey yesterday apply to the area's objectives. Objectives are as follows:

- Services desired from world services
- Funds use and distribution
- Support to areas (outreach)
- Satisfaction
- Importance
- Unmet needs
- Carrying message (primary purpose)
- Lines of communication

A general discussion followed in order to clarify any additional area objectives. The only additional objective that was agreed upon was "product distribution."

Karen then went on to discuss the global objectives which are listed below.

- Responsibility of areas for world services
- Leadership
- Awareness
- Image regarding supplier of good and services or democratic
- Reactionary versus Proactive

Again, a discussion took place regarding the global objectives for the area survey.

Karen asked if we needed a question on the structure.

Jane doesn't feel that is necessary and Karen agreed.

Karen asked the composite group if it was their understanding that members will be collectively answering the group survey?

Karen asked that the composite group members prioritize the objectives listed in order of importance.

### **Tape 13, Side 2**

The group prioritized the objectives; the results are as follows.

- Services desired from world services
- Production distribution
- Satisfaction
- Lines of communication
- Funds use and distribution
- Support to areas (outreach)
- Unmet needs
- Importance
- Carrying message (primary purpose)

Global ratings are as follows;

- Reactionary versus Proactive
- Image of world services as a supplier or a democracy
- Awareness
- Leadership
- Responsibility of areas for world services

Break at 11:05 am

Reconvened at 11:15 am

The composite group then broke up into three working groups, each including four members, to compose questions for the specific objectives. The following objectives were assigned to each group.

Group #1

One question - "support to areas (outreach)"

One question - "unmet needs"

Two questions - "lines of communication"

Group #2

Three questions - "services desired from world services"

One question - "carry the message (primary purpose)"

Group #3

Two questions - "funds use and distribution"

Two questions - "product distribution"

Two questions - "satisfaction"

One question - "Importance"

At 12:50 pm, Karen and Barbara reconvened the group to finalize their work on the area surveys and begin the process of developing the regional surveys.

The group reaffirmed that the same objectives as utilized for the group and area surveys would be appropriate for the regional surveys with the following exceptions. "Support to groups/areas" question was changed to: "development forum and outreach." The "lines of communication" issue was changed to "communications - methods and content."

**Tape 14. Side A.**

Paul asked whether or not the issue of "zonal forums" belongs here in the regional section or in another. The group entered into a brief discussion about the issue and resolved that it does belong in this category but it should also include such events/circumstances as multiregional forums, branch offices of world services, etc. under the topic of "pooled regional needs."

Jamie asked whether or not to include anything about regional offices. The group felt that it was already covered under other topics.

Karen then walked the group through the global topics. After some discussion, the group decided to drop "awareness" as being an unnecessary topic to survey at this level.

The group was then asked by Karen to rank the two groups of objectives which was completed and is shown below:

1. Funds use and distribution
2. Services desired from world services
3. Communication-method and content
4. Development forum/outreach
5. Satisfaction
6. Pooled regional needs
7. Importance
8. Unmet needs
9. Product distribution
10. Carry the message (primary purpose)

Global topics:

1. Reactionary vs. proactive
2. Responsibilities of regions for world services
3. Image: Supplier or Democracy
4. Leadership

The group then broke for lunch.

After lunch Rogan opened the meeting with a moment of silence and the serenity prayer.

Barbara introduced a list of items to be addressed for the survey. The items listed are analysis, cover letter, postage paid, consistent respondent, demographics, regional questions, second review group survey, first review area, coding - color or other, and field testing.

Rogan stated that we may have to put off the regional questions because the items on the board seem pretty important to the process.

Barbara said field testing is a critical issue and would like it to be included in the discussion.

Leah felt it would be impossible to complete this task without the consultants. Money is not an issue here. Needs to done with objectivity which the consultants offer.

Rogan would not like to present the consultants budget to the group. Don't want to be in that position because he would not be able to answer questions from the group.

Susan agrees that the group should put aside the regional questions and address these issues.

Jane feels that while the consultants are here, use their services.

Susan reiterated her previous statement.

Jeff doesn't understand why those are the only choices. Is there a problem with moving to discuss the consultant budget while the consultants are here.

Rogan asked the group to vote on which topic they wanted to move into regional surveys--move ahead with plan issues--move into the questions on the board. The consensus was to move on with the plan issues.

#### **Tape 14, Side 2**

Susan informed the consultants that most of the people present were not responsible for formulating the plan.

Jamie - a lot of time was used up by the consultants training the group.

Lee - doesn't see what the problem is. Feels we have been successful.

Mandy - unrealistic to expect a finished project this weekend.

Jane - not unrealistic but feels there was a piece missing.

Steve - three things. Doesn't believe any member of the RSR working group or staff assigned to it was fully cognizant of what it takes to do research. Interrelationship between the various bodies was an issue which, if time allowed, should have been worked before this weekend's meeting with the consultants. Finally, the timeline developed by RSR working group did not allow for sufficient time to hire consultant and to facilitate their understanding of organization and their needs to come fully prepared to this meeting. Completely under-funded because nobody knew any better.

Barbara went on to bring up points either not addressed or not understood by her and Karen. Asked who was going to handle the data entry. Estimated 160 hours just data entry ( return) on group survey. Trying to introduce new way of doing surveys. Calculating one minute per response. Recommendation from personal experience is to have the results calculated outside the organization. Analysis and interpretation can create trust issues. Field testing was not

addressed. Belief that the second survey should be a follow up. Systems analyst was strictly an internal focus and didn't see an outside focus. Didn't understand ramifications outside the US. September meeting is not long enough based to what was to be done at that meeting. Going back to the second survey (follow up needs to be field tested and appropriate revision time). Regarding workshop, who is training the trainers--completely different form of training than the training model, follow up after each meeting which has to be done. Possible two days follow up after each meeting is necessary.

Jamie informed the consultants that follow up is an assumption. Ignored in the plan because it is taken for granted and done in different forms.

Time allowed for preparation, training, follow up, some holes filled will turn out a good plan.

Steve asked how much time will it take to complete the surveys to get them ready to mail to the fellowship.

Rogan says groups are available for field testing and areas and regions a little longer.

Karen said to test it outside of this country. What is turn around time.

Steve - Group survey needs to be translated into more than one language. Regional survey possibly does not need to be translated into many languages. Translation takes two to four weeks. Translations process follows the same process as the Conference Digest.

Paul - says if survey was ready it could be translated and out in about a week.

Lee asked what kind of spread you need for a field test. The consultants answer to this question was one percent.

Susan asked how we are going to track this if we are not standing next to them. Suggested the members of this group take the responsibilities to take it to the groups and get them back.

Leah - back to RSRs. Are we looking for regions or RSRs because they are definitely not the same.

consultants - field test should exactly resemble the finished product.

Steve asked if we need to translate into four languages when there is only one region the sample is going to. Do not have current translators in place to handle the survey, as of yet.

Bob - need to decide how many languages we are translating into.

Break at 4:06 pm

Reconvened at 4:17 pm

The meeting was turned back over to Rogan to chair.

Bob - feels we're getting too detailed. Needs to know cost of the consultants.

Barbara uncomfortable answering without knowing how the holes in the survey process are going to be addressed. Another issue - we're not saying turn it over to us

Karen asked - when are all the reviews and items going to be done so that it is ready for field testing.

### **Tape 15. Side 1**

Jane - when walking into September meeting all items will be done except field testing?

Barbara/Karen - identify as a group who is going to answer the survey. Collect demographics from people answering the survey? You will only have demographics inf. on one person, the person filling out the survey. Do you want demographic data and if so how. Looking at massive research study once. Collective information - our membership has these characteristics.

Leah - past surveys equal poor response. Doesn't want that to happen to this survey. That's why guide issue is not in here. This is to inventory world services.

Karen feels important to know who did the survey for correlation.

Mandy - what information are we looking for was partly answered. Asked Leah if it could be put on a separate survey.

Jeff - understands the value of demographic survey. Would it invalidate the broader picture.

Susan - Stated the consultants have not done a survey without demographics.

Karen - use demographics for correlation (age, race, sex, geographic, language, etc.) Gives a clearer picture. Demographic information is very important for making changes.

Jamie wanted verification on what is considered demographics. Doesn't believe questions through survey is going to threaten anyone. Suggests a compromise in the degree of demographic material.

Steve - possible to set up within the data base the origin of the response. Would the origin of response give the information needed?

Lee - asked if location of region or area was asked in the survey. Would like to see the group get off the demographic issue.

Rogan doesn't agree that if we get off this we can finish the items on the list.

Steve - reminded the consultants that they wanted to be present for some of the items.

Leah suggested to move on through the process.

Leah asked if the timeline is as the consultants see it or how everybody sees it.

#### July 1993 - Surveys

6/93

Complete leftovers regarding survey 6/93

complete testing 9/93

Input

September '93 - revisions

October 93 - January '94 completion

April 1, 1994 - Results in

#### Self-assessment tools for committees and boards

Prep work - 6-93 / 9-93

Sept. '93 meeting

Evaluation ??

#### Training

1 day before WS meeting

#### WSC Assessment

Another meeting

Rogan asked how long it would take the consultants to complete training and self-assessment tools.

Consultants shared the minimum standards with the group. Training would take 1/2 a day. Tools would take four days.

Jeff - possibly a smaller group could meet with the consultants and a couple of staff people.

Lee - what kind of up front work.

Barbara - Find out how boards and committees function, criteria that might be appropriate, that instead of brainstorming, it's here, working out a script. Would like to do one on one phone interviews with group members. Group protocol on how it works would speed the process up.

Bob - since we have tickets couldn't we be trained a day before the WS meeting.

Barbara said that it could be done.

Paul - are there any problems with changing the tickets?

Rogan reiterated what Barbara said about serious work before the next meeting.

Karen stated that they have been establishing realistic time frames for each piece.

John - feels that the consultants have assessed the group clearly.

Jamie - suggested some good prep work for the consultants would be to attend one of the board meetings.(BOT / BOD).

Barbara - understands that type of request will be met with resistance.

Leah - explained that all trustee meeting are open meetings.

Jamie feels there is a real trust issue here. Feels that the role of the consultants would be clearly defined and that we will have to trust.

Jane - wants to focus on the confidentiality of the two consultants. Believes they will go along with group protocol as stated earlier in this meeting.

Break 5:10

Reconvened at 5:25 pm

**Tape 15, Side 2**

Steve - restates his understanding of the survey's time frame.

Barbara says by April 1, 1994 the surveys will be done with results

Bob asked if the consultants were figuring doing the entering the data information themselves.

Jamie asked if they will be first drafts or final drafts.

Barbara says her goal will be to have the final drafts done.

Leah - how long to revise the surveys after they come back?

Barbara says about one day of her and Karen working together.

Jamie says a grey area for him is the "another meeting" under WSC Assessment. Possibly have another meeting.

Lee doesn't feel it prudent to have the self-assessment tools done in November.

Paul - problem with time that we have in our meetings to complete a certain tasks. Will come a couple of days earlier or stay later in order to get work done. Doesn't feel we have to have another meeting.

Jane - if we were to extend a meeting by 2 days in September (5 days) would we be able to accomplish what we have to or would we have to have another meeting.

Barbara - it will be tough. Luxury of 2 days added on to get the self-assessment tool ready to go would be tough. Biggest challenge is the digression from the task at hand.

Rogan - wants everyone to think about how they feel right now and to imagine 2 additional days of how we are currently feeling.

Jamie - the longer the meeting doesn't mean you get more done.

Karen - think outside the box - don't focus on timeline as it is established right now. Think of other options.

Jeff - wonders how the group would feel about the consultants involvement with the final product.

Karen - talking about complete revision of a section or sentence. Responsibility of intent.

Jeff - do it through mail or conference call. Doesn't have to be face to face.

Jane - restated the process of revising the individual entries in the daily meditation book to the consultants.

Karen - take it completely out of the September agenda and follow Jane's outline. This would allow some space for WSC assessment.

Rogan - is that acceptable with everyone.

Susan is comfortable with it too. Asked the consultants if they were comfortable with it also and they were.

Mandy voiced her concern with a group this large making the final decision.

Steve reassured Mandy that this process has proven successful many times.

### Future Meetings

September 93 - Surveys

October 93 - Self-assessment tools?

December 93 - Conference tools?

February 94 - Finalize surveys, assessments, report

Steve asked the consultant to figure out what their costs will be with everything included.

The consultants asked what the volume of reading there is for the WSC in compared to the 20 hours of reading they put into preparing for this meeting. They were told double the amount of hours but it is easier reading.

The consultants were asked to provide some sort of range of cost.

Rogan started the discussion on the items not finished.

Cover letter - simple - who are we asking to respond to this. Convey importance of this project and encourage everyone to respond

Postage paid - Question on sending to a third party - issue is to provide a convenience for people to have an easy return - possible additional cost of \$4,000 because originally planned on going out with Newslite.

### Tape 16. Side 1

Postage paid (cont.) - What about postcards. Mailed not for profit.

Karen - focus should be on maximizing return. More valuable information.

Steve recommends to the group that staff will get back to the support team with money options.

Consistent respondent - group members

Food for thought - traditional marketing has to see or hear about it five to seven times.

Break at 6:15

Reconvened at 6:30

Leah wants to bring up local workshops for a moment. Should be in the time line for this year at world services meeting. Reasoning is that regions are already set up at this time of year. Good time to reach all levels of service. Feels we need to discuss it now.

Jane wanted to know what Leah hopes to achieve there with this.

Rogan - we haven't really addressed that second year

Lee - sure the RSRs will come to WSC '94 with some of the issues but until then they're not going to be ready to run local workshops.

Paul needs more clarification.

Leah - local forums will not be well attended. RSRs will be at quarterly meeting so they can go back to workshops with information.

Steve - wants to remind the composite group that at least 10 members will be involved in the world services meeting so that will leave one person to deal with the RSRs.

John - working group wanted to utilize already set up meetings. What will be ready to be presented in February. Are there tools that we can gather at the fellowship at that time that will be useful.

Leah - looking for member who will not be taken up at the world services meeting who can work with the RSRs. Suggested that GSRs, areas and regions bring issues to us.

Jeff - by February, everyone will have seen the survey. Opportunity for RSRs to gather additional information from groups, areas, and other members to factor into the survey. The open forum atmosphere is missing is the process.

Lee - RSRs would have to be trained for February. No time to put any of it together.

Steve - consider for the WS meeting - something on schedule for composite group members to interact with RSRs - Opportunity for RSRs to provide input.

Reminder, how many meetings between now and WS meeting and also when the WS meeting is going to be.

Lee - How did this topic get into this discussion at this point. Encourages the group to get back on the agenda.

Jamie - agrees with Lee on the issue on local workshops. Have to decide what type of information we want from the local forums.

Paul - Supports what Jamie says but let's move on.

Jane - suggestion on recommendation writing.

Paul - doesn't feel the topic is important to talk about at this time of night.

Rogan wants to know about homework. What do we do about homework when we're dealing with deadlines.

Susan doesn't understand how to deal with individuals and their input when it's either not turned in on time or not at all.

Jane - using Daily book as example. People who didn't respond were contacted and if they chose not to participate they were dropped and someone else was picked up. Reminder - We all can input but you have to let go of ownership.

Rogan - if for whatever reason we don't send things in what are we going to do.

Jane shared how it worked in literature and the possibility of dropping a person. Suggests we do the same only inform the conference.

Jamie says if there is a personal problem approach it with honesty

Paul - encourage each other, don't threaten. Responsibility in getting the mailings in on time. Unrealistic about chopping people

Jeff - understood that work would be here and outside.

Mandy - feels that the opposite side of responsibility is accountability.

Susan - suggests head "honcho" take care of that personal call.

Lee shared his experience with another committee and how a similar situation was handled with caring and love.

Mandy - maybe jumping the gun. Safe to say that those of us who have accepted this role are committed people.

Rogan - if you don't return input at least check in.

Steve wants another item added to the list--vacancy in the composite group.

**Tape 16, Side 2**

Jane - thinks that it is a rotating member at the composite groups discretion.

Rogan asked if you want to do some "issue bin"

Leah read some issues from the "issue bin" and asked for clarification and input on different topics.

Break at 7:30 pm

The group was reconvened at 7:45 pm by Karen and Barbara. They gave the group the option of either reviewing the second draft of the group questionnaire and the first draft of the area questionnaire or hearing the consultants' budget for the balance of this year--through the planned February meeting. The group opted for reviewing the drafts and then listening to the budget.

After a period of time, Karen addressed some of the changes they had made to the group questionnaire. Various members asked questions and made comments regarding the changes made.

**Tape 17, Side A**

Barbara and Karen then presented their budget. (See Steve's notes for specifics)