

## The Dos and Don'ts of Outreach

- DO** keep the focus on Nar-Anon, by explaining who we are and what we do.
- Don't** use recovery jargon (slogans, acronyms, abbreviations).
- DO** emphasize Nar-Anon is open to all who suffer from the effects of addiction.
- Don't** be the face of Nar-Anon.
- DO** know your audience and adjust accordingly.
- Don't** ask for favors, disrespect facility personnel or fellow presenters, accept gifts or money from a participant or any outside enterprise.
- DO** use eye contact and stay engaged by listening.
- Don't** discuss outside issues – religion, politics, current events, laws, or finances.
- DO** speak with everyone in a courteous, kind, and respectful manner.
- Don't** endorse any professional, entity, treatment center, or program.
- DO** introduce yourself, be inviting, friendly, and approachable.
- Don't** save, sell, rescue, or give advice.
- DO** follow-up with all contacts acquired.
- Don't** tell others what to do about their situations.
- DO** share hope - we are not alone, and we do recover.
- Don't** be on personal electronic devices, tuning out those around you.
- DO** practice Tradition Eleven at all times.
- Don't** guarantee results.
- DO** remember to always put principles before personalities.