

1 **Concept Eleven**

2 ***The trustees should always have the best possible committees, corporate service***  
3 ***directors, executives, staffs, and consultants. Composition, qualifications, induction***  
4 ***procedures, and rights and duties will always be matters of serious concern.***

5 The overarching spiritual principle of Concept Eleven is *trust*. Without qualified support, the  
6 International Service Organization (ISO) of COSA board cannot execute every task or directive  
7 it is given by the delegates and simultaneously carry out the day-to-day business of running the  
8 fellowship. Accordingly, this Concept, along with Tradition Eight, reminds us that a trusted  
9 support system of committees and individuals, as well as the occasional paid expert, consultant,  
10 or special worker is vital. Concept Eleven aims to ensure the board's support system is  
11 composed of the best-qualified people and that those people are appropriately introduced to  
12 their roles with a clear understanding of their rights and duties.

13 Sometimes, providing fellowship services requires a talent, specific education, or certification  
14 that is not readily available from the current pool of trusted servants. These situations are often  
15 temporary or related to a certain project. Examples of people or institutions with special abilities  
16 include: translators to get COSA literature ready to publish in languages other than English, a  
17 certified public accountant to resolve an accounting or tax issue, or legal counsel if needed for  
18 any reason. The board demonstrates alignment with the Traditions and Concepts, as well as  
19 sobriety in service, when it recognizes a need for specialized support and then seeks a way to  
20 get that support.

21 While the board meets monthly throughout the year, these meetings do not allow adequate time  
22 to resolve every issue affecting the fellowship. Committees can continue to carry out the board's  
23 work even when the board is not in session. By distributing the work among committees and  
24 individuals, more members of the fellowship inherently contribute to decisions and actions taken  
25 on behalf of the fellowship; this further ensures adherence to Tradition Two that states, "our  
26 leaders are but trusted servants; they do not govern."

27 It stands to reason that the committee members and others working with the board should have  
28 the talents and abilities to perform the necessary work successfully. In order to fulfill our primary  
29 purpose of carrying the message to those who still suffer, and because this work contributes to  
30 the COSA image presented worldwide, these committee members and workers must be the

31 best-qualified people possible for each job. Their pledge to contribute to the growth and care of  
32 the fellowship should be recognized as an important contribution and their integration into the  
33 committee should be handled in such a way that the value and expectations of their work are  
34 understood.

35 Concept Ten reminds us that the scope of the authority associated with each service position  
36 must be well-defined. In Concept Eleven, we understand that the rights and duties of each  
37 position are also matters of great importance. Volunteers must thoroughly review and respect  
38 the job description and sobriety requirements of any service position they apply for. Mentorship  
39 of new volunteers by more seasoned committee members helps to ensure a smooth and  
40 welcoming transition. Paid contractors and employees must be closely vetted not only for their  
41 abilities and talents, but for professionalism and discretion as well. Once workers are carefully  
42 selected and approved, equally close attention should be given to integrating them into their  
43 roles and ensuring clear expectations.

44 Concept Eleven can be applied in many areas of our lives outside the rooms of COSA.  
45 Contemplating the qualifications and duties required by the roles in our lives helps us to honor  
46 where we fit best, which helps us avoid situations that may not be healthy for us. Whether we  
47 are looking for a job or hiring a new employee, a thorough and respectful interviewing process  
48 helps us find the right fit and build strong work teams. Once a decision is made, in-depth  
49 onboarding and training will prepare people for professional success. Our homes often run more  
50 smoothly when chores are matched to the person who is best-suited for the task and  
51 responsibilities are clearly outlined. When new jobs are assigned, we teach and guide the  
52 learner until they are competent and trustworthy. As we build our network of friends, we find  
53 peace and fulfillment with those who appropriately support us and encourage us to be our best  
54 selves.

55 The ISO of COSA board needs the support of committees, individuals, and special workers to  
56 ensure the fulfillment of our fellowship's primary purpose. When the members of this support  
57 system are carefully selected and equipped for their duties, we all benefit. We trust that the  
58 sobriety, growth, and safety of our fellowship are in good hands.

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