

12 Step Calls

Our primary purpose is to carry the message to the suffering alcoholic when they call for help. Your voice is often the first, and sometimes the only, contact a caller seeking help will have with AA. A calm and gentle manner can instill trust in a prospective sober newcomer. That first call is a difficult one for a problem drinker to make. Be compassionate and understanding. The caller may have only a vague idea of what they are looking for. Often they only know that they are in trouble and recall hearing somewhere that AA might be able to help. Offer comfort and support. Briefly (3-5 minutes) share your personal experience.

The dual necessity for diplomacy and speed is a difficult balance to attain. The situation usually dictates the methods. However, it is important that you spend as little time as possible with each caller as a busy signal is not the message we want to communicate to our fellowship. You can let the caller know that you need to keep the line open for other callers. If they would like further contact with another alcoholic, beyond attending a meeting, take down their name and telephone number and have a list of available members from your group that you can call on to make a 12-step call. Let the caller know that you can have someone call them back within the hour.