



GOLD WING ROAD RIDERS ASSOCIATION

WING WISDOM

LEADERSHIP TRAINING DIVISION NEWSLETTER

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JOE & JESSIE ROGERS, NATIONAL DIRECTORS
LEADERSHIP TRAINING DIVISION

DIRECTORS DISCUSSION

Training Results & Reports

It is exciting to learn of all the training programs the LTD Trainers are providing for the members. Six of the Regions submitted training reports for Q3 and to date LTD has provided over 10,000 hours of formal training programs in 2001. Please submit your quarterly reports, even if you feel you have nothing new to report. We need to know that you are still there and have your hand on the switch. Even your presence is important to the future successes of Leadership Training.

Nine *Horizons Programs* have been conducted in 2001 and at least 3 still remain on this year's schedule. A minor revision of the Horizons Program will be conducted in the near future. This is still a premier program but has been presented to less than 10% on the total membership. Three *Quick Start* training sessions have been conducted this year. *Quick Start* is a one day program consisting of the core modules of the *Knowledge Enhancement* program. This is a great tool for giving new leaders a jump start and should be used in support of, not as a replacement for a *Horizons Program*.

I have just returned from the National Operations Meeting held in Ft. Wayne, Indiana. It is important that I share with you the fact that the Region Operations Directors have acknowledged the importance and benefit of the Leadership Training programs. Each Director committed to promote and support the LTD training activities. I received assurances that the 3 open Region Trainer positions will be promptly filled with competent and

dedicated Trainers. GWRRA Leadership Training has been in existence for a number of years but it is still in its infancy. The importance of trained, capable leaders continues to increase in importance as our Association grows. I hope you are excited about the opportunity you have to make a very major contribution to the members. The training you provide can increase the enjoyment of their participation in GWRRA and will contribute to the continued successes of the Association.

Important Requests

There is a lot more information to share with you, and much of it will be presented shortly by your Operations Directors. At this time, I want to share two important requests with you:

- 1.) In every training activity that you conduct in the coming year it will be very important that you find a way to emphasize “Recruiting and Retention.” The number one goal of this Association is to keep the current members and bring new members into the family. There may be appointed Recruiters, but we need to stress that Recruiting and Retention is the personal responsibility of each member. Each one of us needs to fully understand that responsibility for the growth and continued successes of this great Association rests my shoulders, your shoulders, and the shoulders of every member.
- 2.) We need to take a strong position in all of our GWRRA activities by always saying YES! Let’s say “yes” then decide how we can make that answer fit the question. Bottom line, if we work hard at being totally positive there will be no time or opportunity for being negative. Let’s work hard at being different and creative in serving the members’ needs and increasing the fun in all that we do.

Curriculum Changes

Exciting things are happening within LTD. Our Curriculum Specialist Bill Tucker is hard at work identifying changes needed in the *Instructor Development* and *Instructor Certification* programs to make the programs applicable for Rider Education and Member Enhancement Presenters. The updated information will be distributed to the Region Trainers as soon as possible. It is expected that there will be major requests for the training after the first of the year, especially from Rider Educators. While most of the

programs will be presented by LTD Trainers, some Rider Educators with the approval of their National RE Director will be certified to present the Develop & Certification programs within their division.

A complete explanation of this collaborative project will accompany the updated programs. In the meantime, all newly appointed Trainers and Instructors should complete the Development and Certification programs. There is a provision for waiving the full training for experienced Instructors that join the LTD division. However, even in the case of a waiver the new Instructor must be demonstrably familiar with both programs.

New Programs

The National LTD staff is working on a *Member Dispute Resolution System* that will ultimately replace the present grievance process. It is believed that prompt, professional, fair response to members' disputes will result in a quick resolution that is acceptable to all parties involved in a dispute. The new system will also include a formal mediation option with available trained mediators. The *Member Dispute Resolution System* is being timed to coincide with our promotion of the *Mentor Program*. Look for more about these programs in 2002.

Work is underway at the National Office creating a new training program that will delivered via the WEB. Information about GWRRA's first venture into E-training will be forthcoming. When the program becomes available, each of us must give it our full support and promotion to ensure its success and benefit to the members.

Wing-Ding XXIV

Wing-Ding XXIV. What a party it will be! The twenty-fifth anniversary of this great Association! Ft. Wayne is an outstanding venue for this great birthday party as this motorcycling family comes together "Celebrating Freedom." I am certain that you will become as excited as I am as you receive information about all that the city and rally site have to offer GWRRA members. We will begin contacting the Region Trainers shortly, so all of us can hit the deck running after the first of the year. LTD Trainers will join together to present the most extensive seminar offerings ever available at a rally.

Changes within the Trainer Ranks

Region-B Trainer Patty Hoffman resigned from her position effective November 1. We appreciate all that Patty has contributed to LTD and GWRRA. We are also very pleased that she will continue as an active LTD Instructor.

Region-D Trainer Don Gilbert & Ohio District Trainer Paul Brosher have appointed two Assistant Ohio District Trainers: We welcome Assistant District Trainers Janet Seabold in Loudonville, OH and A/DT Richard Herron in Elyria, OH.

An updated LTD Directory accompanies this Newsletter. Please review your portion of the directory and let me know of any needed corrections.

Final Comment to LTD Trainers & Instructors

I want you to know how very much all the time consuming work that you do for LTD and GWRRA is appreciated. This is a better organization because of you. Thank you for all that you do.

Joe Rogers - NLTD

THE FOUR STAGES OF BUILDING A COOPERATIVE TEAM

There is a popular team-based management model known as Forming, Storming, Norming and Performing.

In the *Forming* stage, members of the group tend to test each other. Discussions take the first step from pleasant and noncommittal to hard issues and potential conflict. People often assume at this stage that the most important thing is to get people to like each other. In fact, the key to moving on is agreeing on what the team is going to do.

Next come *Storming*! That's when the feasibility of the whole task is confronted. Reactions and opinions become more emotional. People challenge each other's competence and authority. The key now is to be able

to move from “testing and proving” to being prepared to listen and work together.

In the *Norming* stage, the group begins to work together toward a common goal, and each person works in the area where they feel most capable and comfortable. The group takes on its own identity. A potential problem now is that the group becomes too comfortable with its self and begins to resist change of any kind.

If the group reaches the *Performing* stage, constructive work is now surging ahead. Everyone’s energy is applied to the task at hand, morale is high, and there is support for experimentation. The emphasis is on achieving the goal.

Ed Boks, Best Friends Magazine, Sept./Oct., 2001

How To Give 103%

Submitted by Dave Aikens, Region A LT

We have all been to those meetings where someone wants “more than 100%”. Well here’s how you do that. Here’s how you can achieve 103%. First of all, here’s a little math that might prove helpful in the future. How does one achieve 100% in LIFE: Begin by noting the following.

Give each letter of the alphabet a numerical value with A=1, B=2, on through the alphabet with Y=25, Z=26.

Then:

HARDWORK

$8+1+18+4+23+15+18+11 = \text{only } 98\%$

KNOWLEDGE

$11+14+15+23+12+5+4+7+5 = \text{only } 96\%$

ATTITUDE

$1+20+20+9+20+21+4+5 = 100\%$

TEAMWORK

$20+5+1+13+23+15+18+11=106\%$

So now you know what is meant by exceeding 100%.

ARTICLES NEEDED

We could use some articles for the next newsletter. Put your fingers to keys and give us your good training ideas. Thanks.

A SHORT COURSE IN HUMAN RELATIONS

The six most important words:

“I admit I made a mistake.”

The five most important words:

“You did a good job.”

The four most important words:

“What is your opinion?”

The three most important words:

“If you please.”

The two most important words:

“Thank you.”

The one most important word:

“We”

The least most important word:

“I”

Timely Tips for Teams, September 2001

During this holiday season of 2001 and into the New Year 2002, let us be thankful for and appreciative of all that we have and show compassion and caring for others. God bless.

Happy Holidays to you all from Joe, Jessie, Ed, Marilyn, Bill and Sheila.