



WING WISDOM

Gold Wing Road Riders Association
Leadership Training Division Newsletter

Volume IX, Issue 1

August 2003

Words from the National Directors

Let us start by introducing ourselves: We are Steve and Carolyn Cotton, and were appointed to the position of National Directors of the GWRRA Leadership Training Division at Wing Ding XXV held in Madison, Wisconsin. It was very enjoyable to see and visit with many of you there, and if we have not met yet, then we will hopefully do so in the near future. We live in Sand Springs, Oklahoma, have been involved with GWRRA since 1996, and recently finished serving for three years as the Oklahoma District Directors. We are both public school teachers with 30 years of classroom experience.



Our staff so far consists of Curriculum Specialists C.J. and Bo Karcanes (Region N Trainers), and Newsletter Editor Amy Peterson (Region E Trainer). Some of the early goals will involve these positions- namely reviewing and updating the LTD seminars and presentations, and getting communications improved with you by using the newsletter, hopefully on at least a quarterly basis.

Another goal is: Where Do We Start? Well, at the beginning, of course. Below you will find the Mission Statement and Goals of the Leadership Training Division. It is good to refresh our memory often of these items.

MISSION STATEMENT

The GWRRA Leadership Training Division exists to provide high quality operations and self-improvement training opportunities for GWRRA Officers, their spouses, and interested members throughout the organization. The GWRRA Training Program is designed to help leaders and members realize their full potential both personally and as a part of the Association, and provide the best experience possible for the Members.

GOALS

1. A responsive Leadership Training Program organization that facilitates and supports effective training Association-wide.
2. A comprehensive set of guidelines for use in implementing and managing effective leadership training at all levels of the Association.
3. A well-rounded and flexible training curriculum.
4. A methodology for routine evaluation of the program, its benefits and effectiveness.

PROGRAM CHARACTERISTICS

When implemented as intended by the National Operations Council, the GWRRA Leadership Training Program will be:

1. FUN - an enjoyable AND productive experience for all involved
2. People centered - focused on the wants and needs of GWRRA leaders and Members
3. Principle based - the material will teach correct principles and methodologies
4. Recognition driven - success oriented
5. Challenging - not automatic, but intellectually challenging
6. Flexible - accommodating the needs of our Members and leaders and the styles of the trainers
7. Progressive - material based on state-of-the-art techniques
8. Have practical value - be useful in a variety of experiences beyond GWRRA

A motto that we adopted and unveiled at Wing Ding XXV is: $E^2 = \underline{E}verybody \times \underline{E}verywhere$.

Hopefully, you will help us to promote the idea that Leadership Training is for ALL Members. Naturally we will continue to provide outstanding programs for officers, but we also want to emphasize that there is something for everyone in LTD! This training can be accomplished not only at rallies, but also through activities like "Fun Shops" and Chapter Get-Togethers.

We hope to communicate with you on a regular basis, and want you to feel free to contact us at any time. We are all part of the TEAM, and "Together Everyone Accomplishes More".

Steve and Carolyn Cotton
605 West 36th Street
Sand Springs, OK 74063
918-245-7111
e-mail: cotton01@swbell.net

Remember to "*Promote the Experience - Share the Excitement*".

Steve and Carolyn
National Directors - LTD

Wing Ding Training and Awards

During the recent Wing Ding festivities in Madison, there were 112 LTD sessions conducted with a total of 4520 attendees. Thank you to all volunteers who presented seminars and spent time in the LTD booth.

Joe Rogers presented the following during the LTD Meeting. Congratulations and thanks for your efforts!

NATIONAL LTD STAFF AWARDS

Marilyn & Ed Cromer
Bill & Sheila Tucker
Linda & David Wise

MASTER INSTRUCTOR

Mike and Judy Wright	Steve & Carolyn Cotton
Dave Aikens	Paul Brosher
Gary Every	CJ Karcanes
Bruce Malson	Amy Peterson
Paul Wolfe	

SPECIAL AWARDS

Curtis & Betty Dixon	CJ & Bo Karcanes
Bruce & Julia Malson	Amy Peterson

EXCELLENCE IN TRAINING

Region A **	Region B	
Region D	Region E	
Region N		** Top Award

“Achievement is largely the product of steadily raising one’s levels of aspiration and expiration.”
- Jack Nicklaus

Thoughts and Tips...

- ◇ This newsletter is meant to be a communication tool for your reference and use. Please add me to your newsletter circulation list, and I will share your articles, insights, and upcoming training. (It is also important to let us know what training you have scheduled so we can help you to spread the word!) Any other tips and ideas are welcomed as well.

Please have your information to me by the 25th of every month. Thank you in advance for your contributions!

Amy Peterson
9932 Fillmore Street NE
Blaine, MN 55434
763-783-1851
e-mail: amysescape@aol.com

- ◇ During the LTD meeting at Wing Ding, one topic of discussion was setting a goal to train staff members, especially Chapter Directors and Assistant Chapter Directors, *before* they actually took office. CJ Karcanes noted that the Horizons Program is an excellent way to work with the district staff to start targeting new chapter staff members. If Horizon Programs are held in the Spring, potential staff members can be approached and encouraged at various events throughout the riding season, then a Knowledge Enhancement Program in the Fall will help them to step into their new roles the first of the year.

***“In the end, you’re measured not by how much you undertake,
but by what you finally accomplish.”
- Donald Trump***

Curriculum Corner

By: “CJ” Karcanes, Region N Trainer

Hello to all Trainers and Instructors in the Leadership Training Division. My name is “CJ” Karcanes. I have been the Region Trainer for the Appalachian Region since October of 2000. As one of his first “official” acts, Steven Cotton asked me to also assume the role of Curriculum Specialist. That old saying, “Be careful what you wish for”, is true. I made the mistake of saying to Steve while we were talking at the LTD booth in Madison, that I wished that we could get a handle on the curriculum. I had often wondered if I had the most recent copy of the material we are to present to the members. Obviously that was tantamount to volunteering to Steve because he said “why don’t you take on the job.” The rest is history.

As most of you probably know, there hasn’t been a major “update” to the LTD Curriculum since it was first established in 1993-1994. As a first step in that process, our new “Top Trainer” has asked me to create a Master List of all Programs and the subtending Seminars. That list is almost ready to be sent out for your review and comments. Our goal is to identify and catalog every seminar and list it in order by revision date to make sure we are all using the most recent version. I’m aware of approximately twenty seminars that are shown on various curriculum lists for which the proper documentation is not on file. Those seminars will not appear on the “initial” list that will be sent out. We want those seminars to be part of the curriculum. However, without that documentation (Lesson Plan, Vu-Graphs, Talking Notes, etc.), we can’t consider them “shareable”. Please help me help our fellow Trainers. If you know of a seminar that should be on the Master List, and you have the documentation that supports it, please send it to me. My e-mail address is karcanes@surry.net. Feel free to send it *Return Receipt* to make sure I get it and my Spam Filter doesn’t block it.

As part of my job to create the Master List, I am taking a first cut at eliminating some duplication in seminars across the various Programs. Some duplication will be unavoidable, and in those cases perhaps we will do a re-write of one of the seminars to spin the material differently to better fit the Program. Be assured that Steve and Carolyn Cotton will review all seminar revisions prior to re-issuance. In addition, I welcome any and all input from each of you on any of the seminars in the curriculum. If you ever had the urge to “refresh” or redo a seminar, now is your chance. I’m sure I’m not the only Trainer or Instructor who looked at a Lesson Plan and saw a way to improve it or re-vamped a Power Point Slide to make it better. This is a big job and I sure could use some extra fingers on the keyboard.

I am really looking forward to working with as many of you as want to get involved with updating our Curriculum. The reaction that I got to this idea from the LTD folks I spoke with during Wing Ding has me convinced that this is an effort whose time has come. Don’t wait for the new Master List to be distributed, start sending me your inputs now. If you are reading this, you are more than likely sitting at your computer. Why don’t you bring up that seminar that you revised last year or last month and send it to me for review and inclusion in the update process. I promise not to dump this job on the first person that sends me something. In fact, let’s make a contest of it. Every Trainer (District, Region & National) and Certified Instructor gets their name placed in a hat. Each person that sends in an update gets his or her name removed from the hat. Steve & Carolyn will then select my replacement by drawing a name from that hat. So you see, if you send in an update you’ll make yourself ineligible for this job and if enough of you send in updates, I’ll get the job done and maybe they won’t fire me after all.

Until next time, this is your friendly Curriculum Coordinator, pleading for your help.

Best Regards & Keep Training,
CJ & Bo Karcanes

*“If opportunity doesn’t knock, build a door.”
- Milton Berle*

The Chapter and the Chapter Director

By: John & Bonnie Simonick, Texas ADDs and Trainers

The majority of all GWRRA activity occurs at the chapter level. This month we will discuss the traits of an outstanding Chapter Director. Keep in mind, although ‘Chapter Director’ is technically a “singular” term, we are speaking of the Chapter Director as a “team.” From our experience as CDs, it was the “Better Half” that accounted for most of the success we enjoyed. Someone had to take the credit, so I stepped up for that! Now, about those winning traits:

The first and foremost reason anyone should assume the position of Chapter Director is benevolence, that is, for the betterment of the entire chapter. They should be principle centered and caring individuals. All decisions made will be with input of the staff, the chapter (even though obtaining input from the chapter may be a challenge in and of itself), and will be made with the pure and best interest of the chapter membership as a whole.

The second trait of a successful CD is a positive attitude! This sounds so simple, but consider how you feel when you organize rides, plan events, etc. and the participation is scant at best? It is so easy to express the depressing, negative emotions you may feel. How can you remain positive? You will need to consciously remember and practice this simple technique. Specifically look for and convey the positives, while intentionally ignoring the negatives. For example, you spend hours organizing a ride, creating a route, selecting a restaurant, etc. and only 2 or 3 bikes show up. When you reflect on that ride at a Chapter Meeting or in the newsletter, you would convey how nice the ride was, possibly the great weather, any exciting or funny events along the way, the wonderful meal, the enjoyable conversation, nice attributes of the restaurant, etc. There is no value in mentioning that only 2 or 3 bikes showed up. What does that really matter? The reason for the ride was for the enjoyment of the Chapter whether it is for 1 member or 20 members, and this relates back to trait #1 (benevolence, that is, for the benefit of the entire chapter).

The third and last one I will share this month is that a great Chapter Director will practice ***inclusivity***. Although this may not be a real word, it is apparent this is the opposite of exclusivity. The Chapter Director will greet all Chapter Participants and welcome them. It really helps to learn their names too! The CD will consciously avoid and discourage cliques. Ideally, the CDs will spend very little time at Chapter Meetings associating with the staff, but rather spend this time associating with those who are seen least often, to help them feel welcome. Who knows, these infrequent gatherers may become more involved with just a little acknowledgement and encouragement. Some CDs specifically request their staffs to NOT sit together at Chapter Meetings or at restaurants, but rather to help increase the feeling of inclusivity throughout the membership. This will help all Chapter Participants to feel included and reduce or eliminate any perception of a staff “clique.”

These are not all the traits of an outstanding CD, but three of the most important ones in our book.

***“The pessimist complains about the wind;
the optimist expects it to change;
the realist adjusts the sails.”
– William Arthur Ward***

Ten Commandments of Good Communication

By: Amy Peterson, Region E Trainer

We often hear or read similar information presented in different formats throughout our lives. However, our unconscious filters only allow us to remember certain portions of the details at any given time. Communication is one of the areas that is critical to our daily existence, yet is often taken for granted.

The following information summarizes the main points of a publication by the American Management Association titled *Ten Commandments of Good Communication* (©1955). Perhaps at least one of these items will be of help in a future discussion with your family, a co-worker, and/or a GWRRA acquaintance.

1. Seek to clarify your ideas before communicating.
The more systematically you analyze the problem or idea to be communicated, the clearer it becomes. Good planning must also consider the goals and attitudes of your audience (and those who will be affected by the communication).
2. Examine the true purpose of each communication.
Before you communicate, ask yourself what you *really* want to accomplish with your message – obtain information, initiate action, change another person’s attitude. Identify your most important goal and then adapt your language, tone, and complete approach to serve that specific objective.
3. Consider the total physical and human setting whenever you communicate.
Meaning and content are conveyed by more than words alone. Consider these factors:
 - ◇ Sense of timing - the circumstances under which you make an announcement or a decision
 - ◇ Physical setting – whether you communicate in private or in front of a group
 - ◇ Social climate – sets the tone of communications based on family relationships and interactions, work relationships within a company or department, etc.
 - ◇ Custom and past practice – the degree to which your communication conforms to, or departs from, the expectations of your audience.
4. Consult with others in planning communications where appropriate.
Those who help you plan your communication and understand the audience will tend to lend your message their active support. Such consultation often helps to lend additional insight and objectivity to your message.
5. Be aware of the overtones as well as the basic content of your message.
The tone of your voice, your expression, your receptiveness to the responses of others - all have tremendous impact on those you wish to reach. Frequently overlooked, these subtleties of communication often affect a listener’s reaction to a message even more than its basic content.

6. Take the opportunity to convey something of help or value to the receiver.
Consideration of the person's interests and needs will frequently create opportunities to convey something of immediate benefit or long-range value to them. Try to honestly see things from the listener's point of view.
7. Follow up your communication.
This you can do by asking questions, encouraging the receiver to express their reactions, by follow-up contacts, by subsequent review of performance. Make certain that every important communication has a "feedback" so that complete understanding and appropriate action result.
8. Communicate for tomorrow as well as today.
While communications may be aimed primarily at meeting the demands of an immediate situation, they must be planned with the past in mind if they are to maintain consistency with long-range interests and goals. For example, postponing disagreeable communications makes them more difficult in the long run and is actually unfair to those involved.
9. Be sure your actions support your communications.
In the final analysis, the most persuasive kind of communication is not what you say, but what you do. For every leader, this means that good management practices such as clear assignment of responsibility, leading by example, and recognition for efforts serve to communicate more than any spoken words.
10. Seek not only to be understood but to understand.
Be a good listener. When we start talking we often stop listening. Listening demands that we concentrate not only on the words being expressed, but also non-verbal communication and undertones that may be far more significant.

***"All our talents increase in the using, and every faculty,
both good and bad, strengthens by exercise."***

- Anne Bronte