



# WING WISDOM

Gold Wing Road Riders Association  
Leadership Training Division Newsletter



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## **Your Leadership Training Division International Staff:**

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## **Words from the International Directors**



Wing Ding XXVI in Grapevine, Texas July 4-8, 2004. This is a time for the Leadership Training Division to present our presentations and seminars to a large number of Members in the Gold Wing Road Riders Association family. **Region Trainers, District Trainers, and all Certified Instructors:** Consider this your personal invitation to pick your favorite and best presentations to share with everyone this year at Wing Ding. If you are going to attend this year's activities, drop us a note concerning what programs you can do, any particular day(s) you desire, and the approximate

time you need. We are trying to step out of the box this year by having two seminar lengths: a 1-hour session, or a 1 and one-half hour session. Some people have mentioned needing a little more time. We aim to fulfill that request this year. We would also like you to have an opportunity to help work at the Leadership Training booth sometime during the week. Think about helping with this.

How do the real leaders become real leaders within groups? As we have mentioned in previous articles, leadership does not develop in just a day, and neither does a person's recognition as a leader. Over the course of time, seven key areas reveal themselves in leader's lives that cause them to step forward as leaders:

1. Character – Who They Are. True leadership always begins with the inner person. That's why someone like Billy Graham is able to draw more and more followers as time goes by. People can sense the depth of his character.
2. Relationships – Who They Know. You're a leader only if you have followers, and that always requires the development of relationships – the deeper the relationships, the stronger the potential for leadership. Build enough of the right kind of relationships with people, and you can become the real leader in an organization.
3. Knowledge – What They Know. Information is vital to a leader. You need a grasp of the facts, an understanding of the factors involved, and a vision for the future. Knowledge alone won't make someone a leader, but without it he can't become one. Spend some time doing your homework before you try to lead.
4. Intuition – What They Feel. Leadership requires more than just a command of data. It demands an ability to deal with numerous intangibles, and to adapt to each new situation.

5. Experience – Where They’ve Been. The greater the challenges you have faced in the past, the more likely followers are to give you a chance. Experience doesn’t guarantee credibility, but it encourages people to give you a chance to prove that you are capable.
6. Past Success – What They’ve Done. Nothing speaks to followers like a good track record. Everyone has to start somewhere, and every time you extend yourself, take a risk and succeed, followers have another reason to trust your leadership ability - and to listen to what you have to say.
7. Ability – What They Can Do. The bottom line for followers is what a leader is capable of. Ultimately, that’s the reason they will listen to you and acknowledge you as their leader. As soon as they believe you can deliver, they will follow your every word and action.

You’ve probably heard of E. F. Hutton, the financial services company. Years ago, their motto was, “When E. F. Hutton speaks, people listen.” Maybe you remember their old television commercials. The setting was typically a busy restaurant or other public place. Two people would be talking about financial matters, and the first person would repeat something his broker had said concerning a certain investment. The second person would say, “Well, my broker is E. F. Hutton, and E. F. Hutton says...” At that point every single person in the bustling restaurant would stop dead in his tracks, turn, and listen to what the man was about to say. This is also true for you as a leader and Trainer in the Gold Wing Road Riders Association. Because when the real leader speaks, people do listen. Carefully consider your words and actions, because people will listen to you as the authority.

Also in this edition of the newsletter I have included a copy of the criteria for the Leadership Training awards that are presented to Regions during the LTD meeting at each Wing Ding. It has been a while since they were published, and some of you may have never seen them. If your Region is currently doing all the mentioned activities, keep it up and you will be recognized for your efforts. If you can set some of them as a goal for your Region, then start as soon as possible.

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

Steve and Carolyn Cotton  
International Directors – LTD

## **Editor’s Note: Picture Peculiarities**

A few readers have asked why the picture of the Cottons appears upside down. For clarification, this is NOT intentional or meant to present any hidden message. It appears to be a factor of which version of Word you are currently using.

## **Curriculum Corner**

Hello again my fellow LTD Trainers!, I hope you are all fully recovered from the rigors of the Holidays and back in “Training Mode.” I say that because this is the season of non-riding activities for most of us around the country. And what better activity could there be for us than Training. In fact, we just returned from a from a short trip up to Virginia to conduct an Instructor Development/Certification program for 12 Virginia members who have volunteered to become Certified Instructors. It was a wonderful day of learning, sharing and FUN. The Virginia District Trainer and I are very excited about this class because he will really be able to get his Saturday Seminar Program rolling in high gear with the addition of these 12 new CI’s. I was especially excited about this class because I got an opportunity to try out a slightly revised version of the program. It worked very well. In fact, it worked so well that I’d like to share my changes with you for comments and suggestions before I submit them for formal adoption into the curriculum.

I haven't modified the lesson plans. The material there is still relevant, necessary and appropriate. What I changed was the order of things, the exercises and some of the visuals. After having given five of these classes, I became convinced that I needed to put more emphasis on actually building a well structured 7-minute presentation with the students while presenting the "Toolbox" unit. To do that I moved that unit to the end and numbered it Unit 5. I then split it into three separate modules with an exercise after each. That is, Module #1 was Lesson Plans so the students write a brief Lesson Plan for their upcoming 7-minute presentation after the module discussion. Module #2 was Presentations Skills and I had the students annotate their Lesson Plans with specific notes about two or more presentation skills that they would use during their actual presentations. For Module #3, Visuals, I had them create a "Storyboard" with no more than four visuals, to be used during their 7-minute presentation. (If you use dry erase pens, you can re-use the mylars several times before you have to pitch them.)

In order to have time for these exercises, I have dispensed with the Post Program Assessment exercise and shortened Unit 1 by about 10 minutes. The program is still a very full day and must be kept moving in order to finish my 5 PM. However, we found that the result gave the students a much more confident feeling about putting together their "certification seminar" materials. It also brought the lessons to life because they got the opportunity to actually do what they had just heard about. By walking around the classroom and working with them one-on-one, I was able to immediately re-direct anyone who started to go down a wrong path. Overall, it was a real win-win training experience and the feedback we got from the participants was outstanding.

As I said at the top of this message, I'd really appreciate any comments or suggestions about this possible change to the curriculum. My e-mail address is [karcanes@surry.net](mailto:karcanes@surry.net) and I'd love to hear from you. My ISP has a spam blocking filter on my account, so if I don't respond back to you within 3 or 4 days, please feel free to call me on 336-374-455 and tell me you sent something (then I'll retrieve it from the ISP Post Office). Also, if any of you would like to look at the visuals, I will gladly send them to you. (I'll try to zip the file so that it doesn't take hours to download – I'm still not technically trained but I'm working on it.)

CJ and Bo Karcanes  
Region N Trainers

***"Your past is not your potential. In any hour you can choose to liberate the future."***  
- Marilyn Ferguson

## **Criteria for LTD Awards**

**"Excellence in Training Award"** (presented each year during the LTD meeting at Wing Ding)

1. Are Trainer positions filled at the Region and District levels?
2. Are the Training positions filled in a timely manner?
3. Do Leadership Training articles appear in Region, District, and Chapter newsletters?
4. Does the Region support Leadership Training? Does Leadership Training have a budget at the Region level, and do Region Directors encourage District Directors to budget for training needs?
5. Are Leadership Training Seminars available at the Region Rally and all District Rallies?
6. Are Training programs offered to the Members at times other than rallies, such as Workshops, Fun Days, or other programs throughout the year?
7. Are Quarterly Training Reports submitted in a timely manner by the published date, and properly completed?
8. Does the Region Trainer submit a yearly training goals document to their Region Director, and also to the International Director for Leadership Training? Has progress been made toward these stated goals? (Note that meeting all listed goals is not a requirement)
9. Does the Region use innovative ideas in training and/or fund raising?
10. Are applications for Leadership Training positions submitted and approved for all Leadership Training positions, including Certified Instructor positions within the Region and Districts?

Please note that number of attendees is not considered in the selection process. This would create an imbalance between large Regions and the smaller Regions, and we are more interested in quality rather than quantity. We hope that quality will promote quantity somewhere down the road.

### **“International Director’s Award”**

This is a special award that encompasses all of the above items, and then includes the discretion of the International Director regarding what Region has excelled above and beyond the standard expectations. This could include such items as most improved, innovative special programs, promotion of the goals of GWRRA as well as the goals of the International Leadership Training program, and success in fulfilling the needs of the Members in that Region.

## **Keep Your Chapter Director “Honest”**

(First in a Series)

A Chapter Director’s role is to represent the desires of membership through the collective efforts of the Chapter Staff. We have read several articles from our Region Trainer and District Staff regarding the guidelines of GWRRA. Region H publishes a monthly article titled “By the Book.” The “book” is the Officers Guidebook. Who, if anybody, evaluates whether Chapter Directors are acting in the best interest of the Chapter? Could they be acting based upon their personal beliefs? Would those beliefs adequately represent the desires of the general membership? Who could make that determination? Why YOU, of course!

To be able to determine if your CD is “on track” you will need to have a basic understanding of the *Guidebook*. Over the next several months, we hope to arm you with a working knowledge of the salient points of the Guidebook. In this issue, we’d like to present the introduction to all GWRRA Officers written by the Executive Director, Mike Wright. This is found in Section “A” of the Guidebook.

Dear GWRRA Officers:

*You have accepted a very important and responsible position in our Association. A position that will challenge you to provide leadership and to furnish an environment for our Members to come together to experience mostly FUN and CAMARADERIE and also to enjoy riding their GOLD WINGS.*

The network you now join as an officer of GWRRA is wholly responsible for the communication link between the Association and our Members. By acceptance of this officer’s position, all of us have agreed to support the ideals of GWRRA and to provide our Members with a relaxed, fun atmosphere free of politics and religion. Politics and religion are a personal choice and should always be left to the individual discretion of the Members. Our sole purpose is to keep it simple, make it FUN, and say YES 99.5% of the time. The word NO is not in our vocabulary unless it is absolutely in the best interest of our Members’ safety.

This guidebook, that we hope you will refer to often, was developed to provide you with background information about our remarkable organization, to provide guidelines and suggestions for your consideration in the administration of your office and to assist you in making decisions. If at anytime you are uncertain about anything pertaining to your office, please call your appointing officer and ask for assistance. All of us are here to support you and to help you be the best that you can be.

In conclusion, as officers, we are here to serve our Members. They are not here to serve us. We are here to ensure their fun and entitlement as Members of the Gold Wing Road Riders

Association. Again, congratulations and best wishes for a successful and meaningful tenure as an officer of GWRRA.

In the guidebook, Mike's signature appears after this paragraph. There are a few important points we would like to emphasize here. In the first paragraph, the point is that the Officer is challenged to be a leader, make it fun, and promote **inclusiveness**. *Does your CD allow, promote, or participate in cliques?* We would challenge that cliques are in opposition to the "coming together" principle.

In the second paragraph, the responsibility is delineated to the Officers to be the communication link between the Association and the membership. *Does your CD keep the chapter informed of news from the Association?* This can be accomplished through the newsletter, chapter gathering, website, etc. Additionally, this may be accomplished through the Chapter Staff. Nevertheless, the CD is responsible for this communication.

*Is there any discomfort or conflict in the Chapter that is political in nature or dealing with religion?* The statement "...free of politics and religion" in the 2<sup>nd</sup> paragraph delineates the CD's responsibility on that front.

*Does the CD respond with "no" frequently, turning down reasonable requests and nixing reasonable suggestions?* See the last two sentences in the second paragraph.

Finally, *does the CD act more like a boss than a servant?* The first sentence in the last paragraph reads "...as officers, we are here to serve our Members, they are not here to serve us."

If any of these concerns are perceived as real within your Chapter, challenge your CD to re-read section "A" of the Officers Guidebook.

John & Bonnie Simonick  
Texas District Trainers

***"One's philosophy is not best expressed in words; it is expressed in the choices one makes."***  
- Eleanor Roosevelt

## **By The Book**

The "By The Book" articles are intended to help familiarize Volunteer Leaders and GWRRA Members with the guidelines, policies, procedures, and information contained in the GWRRA Officer's Guidebook. Please feel free to reprint these articles in Region, District and Chapter newsletters.

New Policy and Process – Fiduciary Responsibility.  
Control Of Chapter, District and Region Funds and Property.

The Home Office has announced that they are taking aggressive steps to protect GWRRA from common fraud and misuse of funds. GWRRA is tightening up the process that involves Chapter, District and Region funds and property reporting. This policy protects each officer from undue scrutiny and also establishes a pattern that GWRRA is doing everything possible to prevent the potential for fraud, theft and embezzlement by those entrusted with a fiduciary responsibility in our organization. This policy was effective 1 December, 2003 and is reflected in the current Officers Guidebook. Changes to the Officers Guidebook include a real property statement, new verbiage added to the financial report, revised verbiage for District and Regional Director. Also, Region Directors are required to have a treasurer. Revisions to the Officer's Change of Status form and an Exiting Officer "Thank You" letter are included.

The yearly financial report from Chapters, Districts and Regions are required to have the financial report Cover Sheet and Equipment List completed and attached. The detailed Equipment Inventory list is now a required part of the Financial Report package. This year all District and Region financial reports must accompany a copy of the bank statement for the entire date range listed on the report. Chapters do not require the bank statement this year. Look for that requirement next year.

Quote from the Officer's Guidebook, page B-3: *"Each Chapter, District and Regional Director is responsible for the control of funds and property that belongs to his/her respective office. This includes property that may be in the possession of other officers or staff members, including officers in Rider Education. Any item that is purchased with Chapter, District or Regional funds, received from the previous Director or acquired by any other legal means belongs to that office. Under no circumstance will any of this property or monies ever become your personal property or the property of another officer or staff member. Items purchased with official funds for the use of the Director, another officer or staff member must be noted and forwarded to the new Director when a change of officer occur. A record must be kept to log items such as computers, printers, fax machines, software, file cabinets, visual aids and other major items of office equipment. As a minimum, this record will include the nomenclature, serial number if applicable, date of purchase, cost and disposition. The disposition will provide information as to the status of the item. If the item becomes inoperable that should be noted. If the item was discarded that should be noted along with some justification. This information must be kept up-to-date and passed on to the new Director with a copy to your appointing officer when you leave office. A copy should be kept in your file as well. If appropriate financial records are kept there should never be any question concerning those items purchased during the tenure of any Director. The annual Financial Report is the prime document used to report all income and expenditures. Should there be any requirement to justify income, expenditures or the status of any property it is the responsibility of the officer to produce the necessary receipts or other backup to explain any inquiries. It is also the responsibility of each officer to maintain this financial backup as a matter of record after he leaves office."*

These aggressive steps to tighten up the process that involves Chapter, District and Region funds and property reporting is necessary to establish a process that ensures the integrity of the Association.

Harry Dollarhide  
Region H Trainer

## **Listening and Communicating – A Two Way Street**

This title not only applies to one of the Leadership Training Division seminars, it is also a critical element to preserve the health of the Gold Wing Road Riders Association. The Officer's Guidebook emphasizes how members are the heart of this organization. Ideas from members like you have helped this organization evolve to what it is today. Members will continue to shape GWRRA in the years to come.

It is important to remember, however, that the information flow needs to move in two directions. Information from the International Office is often passed through the Regional Staff to the Districts, the District Staff communicates that information to the Chapter Staff, then the Chapter Staff shares the appropriate details with the members. To make this process work effectively, ideas and feedback from the members also need to reach the National/International Directors. A similar (reversed) process is often utilized to accomplish this. Attending rallies and other events offer another opportunity to provide input.

You are an important piece in this communication puzzle, regardless of how and where you fit in. I encourage you to increase the value of your GWRRA membership by helping us understand how to better serve you. What additional information would be helpful? What else would you like to see?

Amy Peterson  
Region E Trainer

*“You can either take action, or you can hang back and hope for a miracle.  
Miracles are great, but they are so unpredictable.”  
- Peter Drucker*