

Wing Wisdom

Inside this issue:

Tips For Leaders	2
By The Book	3-4
Great Possibilities	4
Quarterly Reports Due	4
Wing Ding Notes	5
International LTD Staff	5

Words From The International Directors

I love communicating. It's one of the joys of both my wife and I, and one of our passions. Although I've spent more than thirty years as a professional educator in the classroom, I'm always looking for ways to grow and keep improving in that area. That's why I try to hear first-rate communicators whenever I get the chance, and to continue learning on a regular basis.



Effective leaders know that you first have to touch people's hearts before you ask them for a hand. All great communicators recognize this truth and act on it almost instinctively. You can't move people to action unless you first move them with emotion. The heart comes before the head.

Communicating with people isn't something that needs to happen only when a leader is communicating to groups of people. It needs to happen with individuals. The stronger the relationship and connection between individuals, the more likely the follower will want to help the leader. It may sound corny, but it's true: People don't care how much you know, until they know how much you care. You develop credibility with people when you connect with them and show that you genuinely want to help them. As Trainers in the Gold Wing Road Riders Association, we need to not only know the material we are presenting – we need to believe in the value of the topic to the Member's needs. Your attitude in presenting the material carries over into your enthusiasm, and that is what connects with your audience.

A key to communicating with others is recognizing that even as a group, you have to relate to people as individuals. We have all seen competent leaders who stood in front of a group of people, and all they saw was a group of people. But great leaders stand in front of a group of people and see it as 35 individuals (or whatever number), each of whom has aspirations, each of whom wants to live happily and successfully, and each of whom wants to do good.

(continued on Page 2)





Words From The International Directors *(continued)*

Don't ever underestimate the importance of building relational bridges between yourself and the people you lead. There's an old saying: To lead yourself, use your head - to lead others, use your heart.

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

Steve and Carolyn Cotton
International Directors – LTD

Tips for Leaders

Leadership is, above all else, a service. If you do not fulfill the needs of the people you lead, then it is difficult to be an effective leader regardless of your title.

That service might be passing on information, presenting activities to the members, facilitating meetings, etc. These are obvious and visible services. Equally important are the invisible services like instilling teamwork, a sense of cooperation, creating a sense of accomplishment, and giving your staff a sense of "ownership" in their duties as team members. In short, a really good leader understands that their most important job is helping the team members be successful.

Here are four ideas that may be of assistance to you in your endeavors.

- ◆ **Ask Questions:** A good leader can often lead without being obvious. Ask the right questions, in the right context for the audience, and have someone else share the stage.
- ◆ **Don't Be The Boss:** Include folks in the process and use their talents. People by nature want to be included and recognized as being good at what they do. When you show a connection between the various talents available, and tie those talents together, people will be more willing to work very hard toward the common goal.
- ◆ **Polish Those Egos:** One of the most flattering things you can do is to ask a person for their help or their opinion. If you need help or ideas, say so, and say why. Be sincere in your request and include an appropriate compliment. One on one conversations are often the best. Nothing is more insulting to an ego than an insincere request for assistance or ideas.
- ◆ **Share The Glory:** NEVER FORGET- your success is only a reflection of the hard work put out by your team. Be sure to mention those who helped and contributed to the goal that has been met. Credit and praise multiply the more you spread it around.

Bill & Carol Cook
Iowa District Trainers

"Great things are accomplished by talented people who believe they will accomplish them."

- Warren Bennis



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.

The Appointing Process For Operation Leaders

- 1) The Executive Director interviews and appoints all Regional Directors and Senior Regionals. All Assistant Regional Directors are interviewed and appointed by the Regional Director with approval of the Executive Director.
- 2) The Regional Director interviews and appoints all District Directors and Senior District Directors with approval of the Executive Director. All Assistant District Directors are interviewed and appointed by the District Director with approval of the Regional Director.
- 3) The District Director interviews and appoints all Chapter Directors and Senior Chapter Directors with approval of the Regional Director. All Assistant Chapter Directors are interviewed and appointed by the Chapter Director with approval of the District Director.
- 4) The above represents the Operations Division of GWRRA. If the Leader resigns before tenure is complete, they should do so in writing to the attention of the appointing Office. As much prior notice as possible should be given in order to make the transition harmonious and effective.

The Stages of the appointment process are:

1. The Interview.

This is the time for both the appointing official and the officer candidate to clearly define both parties expectations. To discuss the duties, roles and responsibilities of the office.

2. Mutual Agreement.

The process stage where both the appointing official and the officer candidate have a clear understand and agreement.

3. The Application, Memorandum of Understanding, Knowledge Level Evaluation, (if needed).

The officer candidate must file out the application for the position to which they will be appointed, sign the appropriate Memorandum of Understand, and complete the Knowledge Level Evaluation to demonstrate an acceptable level of knowledge of the guidelines and suggestions contained in the Officers Guide Book..

4. The Approval Process.

The appointing officer recommends and the approving officer approves the appointment. This provides a “double check” to help ensure the appropriate person is appointed to the position. There is always *acceptance* by appointing officer and *approval* by next higher level of authority.

*“I was always looking
outside myself for
strength and confidence
but it
comes from within.*

*It is there
all the time.”*

- Anna Freud

By The Book *(continued)*

5. Welcome.

A letter of congratulations from the International Office, and an appointment letter from the approving official.

6. Installation to position.

(Make this a “Big Deal”). Every effort should be made by the appointing official and if possible the approving official to personally conduct an installation ceremony at an event that provides for maximum participation of the new officers’ peers and members that he/she will serve in their new position.

Harry Dollarhide
Region H Trainer

Great Possibilities

Stop for a moment and think. Think of all the things you have going for you today. Sure, you have your challenges and difficulties. (They always have a way of demanding your attention!) Look past them for a moment, though. Remember that life, on the whole, is actually quite good.

You live in a world that is bursting with opportunities, at a fascinating time in history when knowledge is expanding faster every day. You’re able to get things accomplished. You can think, you can take action, you can turn the challenges and obstacles into opportunities.

You can be creative. You can have compassion. You can make a difference. The world around you is filled with beauty, energy, and possibilities. You are alive to experience it all – to follow the very best of those possibilities.

Robert Frost once noted that “the best way out is always through.” Though setbacks are an inevitable part of making progress, nothing can hold you down for long when you keep in mind all of the great things you have going for you right now.

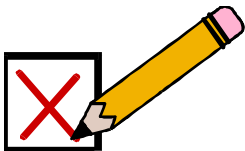
Amy Peterson

Quarterly Reports Due July 10th

Regional Trainers: Second Quarter 2004 reports are due to Steve and Carolyn Cotton by July 10, 2004. These reports should include activities in your region for the months of April – June of this year. Please reference page 45 [forms section] in the *Trainer’s Handbook* if you have any questions.

“Every challenge
we face can
be solved
by a dream.”

- David Schwartz





Wing Ding Notes

Watch next month's newsletter for a summary of the discussion and recognition from the Leadership Training Division meeting on the closing day of the Wing Ding events, July 8th.

Don't forget...your help in the LTD Booth would also be appreciated. Please sign up at the booth if you can make plans for an hour or two to help. It's a great time to meet other Trainers and Instructors throughout GWRRA!

International LTD Staff Listing

International Directors: Steve and Carolyn Cotton
918-245-7111
cotton01@swbell.net

Curriculum Specialists: CJ and Bo Karcanes
336-374-6455
karcanes@surry.net

Editor: Amy Peterson
763-783-1851
amysescape@aol.com

