

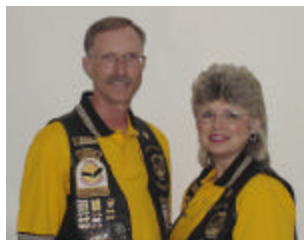
Wing Wisdom

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Words from the International Directors



Wing Ding XXVI in Grapevine, Texas this year was a tremendous success in the area of Leadership Training. A new record of attendees in the seminars was achieved. 5,118 people were present for a variety of presentations during the week. A total of 104 sessions were presented, and many of those were of the longer time – one and one-half hours. Thank you to everyone who participated in any way – presenting a seminar, attending a seminar, or even working at the Leadership Training booth. It takes a joint effort of everyone

to make things happen as smoothly as they do. We appreciate all of your hard work.

The Excellence in Training Awards this year were presented to Regions D, E, F, and N. The Director's Award in Leadership Training was presented to Region H. Congratulations to each of these Regions, and everyone who helped in achieving this recognition. Remember there was a sheet of criteria for these awards in the *Wing Wisdom* issue published February of 2004, and this criteria sheet was also a part of the updates packet presented to each Region Trainer during the Leadership Training meeting at Wing Ding. These award criteria items might be included as some of your goals for the upcoming year, because we would like to present each Region with these recognition awards.

As I have mentioned, it takes a joint effort of everyone to make things run smoothly. I grew up watching the Lone Ranger on television many years ago. It was a great series for a young boy, but I am amazed when I meet people who continue to hold up the Lone Ranger as their model for leadership. For the TV show, problems were always solved in the same way.

The Lone Ranger and his faithful companion would come riding into town. With his mask and mysterious identity, he never becomes too close with those whom he will help. His power is partly in his mystique. Within ten minutes, the Lone Ranger has understood the problem, identified the solution, and quickly outwits the bad guys. And then there was always that wonderful scene at the end where the helpless victims are standing in front of their ranch or in the town square marveling at how wonderful it is now that they have been saved.

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Words from the International Directors *(continued)*

That's not the way it works. There are no Lone Ranger leaders. Think about it: If you're alone, you're not *leading* anybody, are you? The leader finds greatness in the group, and he or she helps the members find it in themselves. Think of any highly effective leader, and you will find someone who surrounds himself with a strong inner circle.

Lee Iacocca says that success comes not only from what you know, but from whom you know and how you present yourself to each of those people. There is a lot of truth in that. I must say that we are blessed with an incredible team in the Leadership Training Division, including every Trainer and Instructor at all levels. But we're not finished yet. GWRRA will continue building and adding good people for many years to come. You see, we have more potential that has not yet been reached, and if we want to someday get there, we need to surround ourselves with the best people possible. That's why our words of encouragement to you are: Work with your team.

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

Steve and Carolyn Cotton
International Directors – LTD

Wing Ding Meeting Details

Thank you again to all of our volunteer leaders! The following is a summary of discussion that took place during the LTD Meeting the closing day of Wing Ding:

- Articles/input are still encouraged from everyone by the 25th of each month for this newsletter. More articles geared toward the chapter directors and their staff were recommended, and we know there are many talented writers in LTD! Please send information to amyscape@aol.com.
- A software package for online learning options has been investigated for some of the LTD Programs, and the proposed software was demonstrated. The seminars that are chosen for this format will include a knowledge quiz of sorts and an acknowledgement printout that the course was successfully completed.
- The Seminar Presenter Certification details have been finished by the Leadership Training Division and are pending final review by the Rider Education Division. More details to follow as they become available.
- Sharing newsletters and training schedules with Steve and Carolyn Cotton, as well as Amy Peterson, is important so we can continue to forward this information with the rest of the organization. Many of our members are located in border areas near another region, and we want to continue to work together to bring training as close to the members as possible. Thanks in advance for your help!
- Other discussion is included in individual articles within this newsletter.

*"To find in ourselves
what makes life
worth living is
risky business,
for it means that
once we know
we must seek it...
that without it
life will be
valueless."*

- Marsha Sinetar



The Curriculum Corner

By now, all of you should have received your 2004 update of the LTD Curriculum. I hope for two things:

- 1) That you like the changes that we have made
- 2) That you want even more changes and updates

I am especially pleased with the new seminars that have been added to the curriculum. I would be even more pleased to have added three times that many new ones. Won't you please send me your gems and have them added to the mix? Knowledge is only wasted if it isn't shared. Surely there are many more great seminars out there. Just send them in and share them with your fellow Trainers.

While we are on the subject of updates, let me make an early plea for input to the 2005 Curriculum Update. My goal for 2005 is to have the update done and in Steve's hands by April 1st. (By the way, that was my goal this year but I missed it by a little more than a month.) The reason for that date is so we have plenty of time for review, discussion and re-writes while still leaving time to prepare the CD's for distribution at Wing Ding. If all of you would please start feeding your suggestions for updates, as well as new material, beginning September 1st, that would be a great help.

In this new age of computers and other electronic wizardry, don't you think it is way past time for us to automate the annual Financial Report? Actually, this has happened in many places around the country. I shared a rather crude electronic version of the form throughout Region 'B' back in 1996 when I was the District Trainer for New Jersey. There are a number of much better versions floating around today. What I am asking is that we, LTD, take the lead and search out the best electronic version of the Financial Report as well as the new Inventory Form and any other forms that have been created. Then (here is the really important part) we can build a very focused training class around them aimed specifically at Treasurers. Isn't it about time that we took the lead and helped drive some better behavior relative to the annual reporting process? We are in a unique position and, if we exercise the initiative, we could make a difference. This process is an area where there should be no differences from district to district or region to region. It is imperative that we all teach the exact same thing and that requires one common set of materials. Surely we can all come to agreement on one mechanized set of forms and the visual aids to explain their use.

Please e-mail your comments, thoughts and suggestions to me at karcanes@surry.net. Remember, silence is the sign of consent --- make your opinion and your voice heard. Looking forward to hearing from many of you!

Ride Safe and Stay Well,

CJ & Bo Karcanes
Region N Trainers



*"Whatever you
dream or believe
you can do, begin it.
Boldness has
genius, magic and
power in it."*

- Goethe

Self-Awareness

Every day you face choices: people to see or not see, places to go, things to do, ways to deal with whatever life gives you. Knowing your nature, your abilities, and how you'll react to people and things may well be the most important life management skill. The better you know yourself, the better decisions you make. The better decisions you make, the better your life will be.

Someone once asked the famous humanitarian Dr. Albert Schweitzer what he felt was "wrong with people today." He replied, "Most people simply don't think." All of us think on many levels, but what most of us forget to think about is how we think. Self-analysis is what is needed. If we were to recognize the patterns in our own thinking and our own feelings, we would understand so much more about ourselves. We could save ourselves a lot of pain by making more informed life choices.

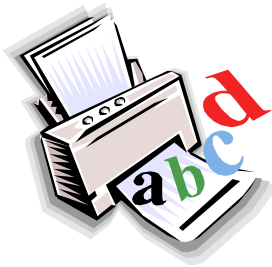
According to author and motivational speaker Jim Cathcart, this self-awareness results in people who:

- are better listeners
- are less self-conscious
- tend to be less judgmental of others
- seldom take on tasks for which they are not suited
- do a better job of assessing risks
- are more willing to admit their mistakes
- recover from disappointments more easily
- are less likely to be absent from work
- tend to produce better quality work
- manage stress more effectively
- experience fewer interpersonal problems

Take some time to understand what makes you who you are. Determine what natural gifts you already possess and what resources you already have access to. Remember: you have the capacity to shape, change, or adapt to your circumstances every day. The more effectively you make those choices, the more appealing your outcomes will be.

Good luck in your endeavors and have a great month!

Amy Peterson
Region E Trainer



New Leadership Training Brochure

There is now an updated brochure available that outlines most of the current LTD programs. It is a tri-fold brochure with printing on both sides of an 8 1/2 x 11 sheet of paper. You can either print it in color or black/white. [Helpful Hint: Double check that the three sections line up once folded before you make a lot of copies. Copiers have been known to play tricks!]

This brochure is in the process of being added to the International Office website (www.gwrra.org) in the Leadership Training area accessible from the Site Map. It can also be sent electronically by writing to amysescape@aol.com.

By The Book – Retirement/Resignation/Removal of a Volunteer

“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.

Following last month’s article on the Appointing Process for Operation Leaders, we will now discuss the GWRRA process for retirement, resignation, or removal of a Volunteer Leader.

RETIREMENT / RESIGNATION

From the Officers Guide Book: “When an officer’s tenure expires, they shall: 1) turn over all materials of that office to the appointing officer or the replacement; 2) turn over all property of that office (copy machines, file cabinets, etc.) paid for with funds generated by that office, to the appointing officer or the replacement; 3) turn over all fund balances generated for the operation of the office along with a full accounting and financial report to the appointing officer or the replacement. The transfer of the office should take place within a mutually agreeable period of time but **MUST NOT** exceed 30 working days.”

The guiding principle is full and complete accountability of all GWRRA property and funds. With the recent implementation of procedures for “Control of Chapter, District and Region Property”, the turnover process is facilitated. If properly documented by the outgoing officer, the transfer of property is well organized and a complete record is available to the outgoing, incoming and appointing officer. These property and materials documents, in addition to the close out treasury report, protect all parties and most importantly, ensure the membership a full and complete accounting.

REMOVAL OF A VOLUNTEER LEADER

From the Officers Guide Book: “A removed Volunteer Leader must adhere to the same requirements as for ‘Retirement / Resignation.’ The Volunteer Leader with direct authority over the removal must provide the reasons for dismissal, steps taken to correct the situation and all supporting documentation. The affected party should also receive a copy of the grievance procedure outlining his/her rights. Copies of all correspondence and documentation must be forwarded to the appropriate Regional Director, and the Executive Director.



Perhaps the most difficult task a GWRRA officer will ever have to undertake is releasing another officer or staff person from their volunteer position. This outline defines the process and procedures for releasing an officer from their position in such a way that negative consequences for the officer, the Members, and GWRRA are minimized or eliminated. Better yet, with enough information, you may well avoid the removal process altogether by helping officers become adept at recognizing and addressing performance-related issues **BEFORE** they become problems.

Two main areas of consideration should always be involved in officer removals. They are: (1) Caring for the individual; (2) Concern for GWRRA and its Members. You must show and feel empathy, concern, and caring. You must be receptive to “ALL” problems, real or perceived, including possible unfairness on the part of either party, honest misunderstandings, lack of education or training, lack of resources, length of service, and the particular situation of the officer in question.

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By The Book *(continued)*

Always remember that officers are people who have volunteered to help the Association progress by serving its Members in leadership positions. They deserve credit and recognition for their successes, and understanding and concern for their feelings and future in GWRRA, regardless of the nature of the action being considered.

SOME CAUSES FOR REMOVAL:

1. Abuse of Member feelings or GWRRA policies.
2. Failure to submit the required financial report at year-end or upon request.
3. Failure to submit the annual chapter Chartering Fee.
4. Misuse of GWRRA funds.
5. Actions unbecoming an officer of GWRRA.
6. Lack of compliance with M.O.U.”

Harry Dollarhide
Region H Trainer



Leadership Training Program Overview

Many people in GWRRA are still trying to figure out what Leadership Training is all about. Here is one way to present that information:

1. Member Orientation: How can I get the most out of GWRRA?
2. Life Skills: Making every day count
3. Knowledge Enhancement: The operations side of GWRRA
4. Horizon : The people side of GWRRA leadership
5. Leadership 2000: Advanced leadership skills
6. LTD Instructor Certification [RED Seminar Presenter Certification]: Quality assurance for presenters
7. Officer-Mentor: Specialized assistance for past officers

Stay tuned to future newsletters where additional “overview” articles written by Trainers throughout the organization will be shared!

*“If we did all
things we are
capable of doing,
we would literally
astound ourselves.”*

- Thomas A. Edison

International LTD Staff Listing

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