

WING WISDOM

GOLD WING ROAD RIDERS ASSOCIATION LEADERSHIP TRAINING DIVISION

From the Editor's Keyboard

CJ did send articles for this month's newsletter before he left for vacation. Unfortunately, they were on the computer hard drive that needed replacement unexpectedly a few weeks ago. Rather than delay the newsletter any longer for his return, I'll update you on the events from our division's meeting in Nashville for Wing Ding. Just watch for CJ's words of wisdom in the next issue!

AWARDS:

Excellence In Training Awards:

Region D

Region H

Region E

Region N

Special Award for Curriculum Work:

John Simonick

Director's Training Award:

Amy Peterson



ANNOUNCEMENTS:

- CDs were provided with the 2005 & 2006 updates. (You may still need to reference the 2004 program disk for some information.)
- A new program area called "Chapter Life" was discussed to further incorporate seminar modules for all members.
- An online option to submit Quarterly Reports is in process. The goal is to complete this online form by 4th quarter 2006.
- Trainer Emeritus patches have been created for former Trainers who are still interested in providing training for our division. These rocker patches are to be worn over the large Leadership Training patch.
- There is a renewed focus on the LTD Timeline for Training. There has been a commitment from additional Regional Directors to begin implementing the timelines in their region.

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By The Book—Communication

By Dave Barham, Region H Trainer

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.

Communication - What does it mean and why do we care?

Way back in February of 2006, we published an article emphasizing the importance of effective communication. I thought this might be a good time to continue discussion on this very important topic. Our Officer’s Guide Book encourages the use of effective communications skills throughout our Association.

The other half of effective communication is good listening. It should be automatic, like breathing. After all, we listen all the time. Or do we? The fact is, listening and hearing are not the same thing. Hearing is just the first stage of listening. Listening is a communication process and requires active participation. Like any other skill, listening competency is achieved through learning and practice. Listening is a master skill.

Some ways to practice your listening skills: **Stop Talking** – it may sound obvious but we can’t add to our knowledge or understanding if we are busy talking. **No Multi-Tasking** – In order to become an effective listener, you must learn to manage what goes on in your own mind. Good listening requires the temporary suspension of all unrelated thoughts. Give speakers 100% of your attention along with the time they need to complete their thoughts. If you’re thinking of your response before they are done, you cannot learn all they have to offer. **Listen Actively** – A good listener is not just a silent receptacle, passively receiving the thoughts and feeling of others. To be an effective listener, you must respond with verbal and non-verbal cues, which let the speaker know that you are listening, and understanding. Verbal feedback works best when delivered in the form of brief statements rather than questions. Statements allow you to paraphrase and reflect what you’ve heard. This accomplishes several things. It allows you to be sure that you understood the speaker correctly, affirms the speakers success, and encourages the speaker to elaborate further.

10 Steps to Effective Listening

1. Face the speaker and maintain eye contact.
2. Be attentive yet relaxed.
3. Keep an open mind.
4. Listen to the words and try to picture what the speaker is saying.
5. Don’t interrupt and don’t impose your “solutions.” Wait for the speaker to pause to clarify statements.
6. Ask questions only to ensure understanding of what has been said, avoiding questions that disrupt the speaker’s train of thought.
7. Try to feel what the speaker is feeling.
8. Give the speaker regular feedback.
9. Pay attention to what isn’t said – to feelings, facial expressions, gestures, posture, and other non-verbal



"A life spent making mistakes is not only more honorable, but more useful than a life spent doing nothing."

~ George Bernard Shaw

By The Book *(continued)*

"I think I'll learn more from listening. Anything I would say, I already know." – Anonymous

"I think one lesson I have learned is that there is no substitute for paying attention." – Diane Sawyer

Listening - The Other Half of Communication

Considering all that you know and have heard about acquiring good communication skills, have you taken any steps toward self-improvement in that topic of study? I certainly hope so. Many resources for learning are available within GWRRA. There are some Leadership Training (LTD) classes available that cover several different kinds of communications skills very well. These classes are FREE for the asking. So, take advantage of the opportunity for refining your skills when you can. Ask your District or Region Trainer for additional information and be sure to check the LTD web page on the GWRRA National web site for ongoing class schedules.

Think about the skills of the successful people you have known. Are they good communicators?

Take 5 - A Different Kind of Bank Account

By Amy Peterson, Region E Trainer



According to Author Les Giblin, from 66% to 90% of all failures in the business world are failures in human relations. Learn the underlying principles involved in dealing with people and you won't need gimmicks to succeed. Learn skill in dealing with people with confidence and you will improve your own success and happiness.

Every human being is actually a millionaire in human relations. The tragedy is that too many of us hoard this wealth, or share very little. Worse yet, many don't even realize we possess it.

One of the most universal hungers is the hunger to feel important - to have your personal worth as a human being confirmed by others, to be appreciated, to be noticed, to make a difference in some way. It is within your power to add to the feeling of personal worth for other people. It is within your power to help another person like himself or herself a little better. It is within your power to make other people feel appreciated and accepted.

How can you make a deposit in someone else's human relations account today?

New Region I Trainer

Mike & Lynn Briggs have been appointed the new Region I Trainers replacing Ann Fox. Mike has served as a District Trainer for Washington and had also served as the Region Trainer once before. He brings a wealth of training experience to the position and will be a wonderful addition to our team.

Please join us in welcoming them back to LTD!

Special Interest Groups

June Agee, International Member Enhancement Division Director, recently announced that Special Interest Groups (SIGs) have been incorporated into the Member Enhancement Division. The current SIGs noted on the GWRRA website include the following:

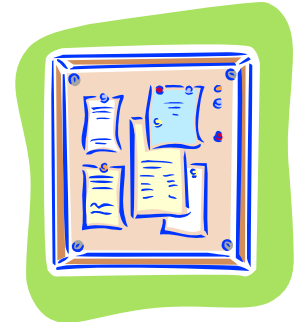
- Camping
- Classic Wings
- Cyber Wings
- Lady Riders
- RV
- Trike

If members have questions about any of these SIGs, links can be found by clicking on the "Benefits" tab in the upper right corner of the home page at www.gwrri.org or contact your local Member Enhancement Coordinator.

Officer's Guide Book File

Please delete the Officer Guide Book (OGB) Update file from the Update CDs provided since Wing Ding. The file was actually a "work in progress" file and not ready for distribution.

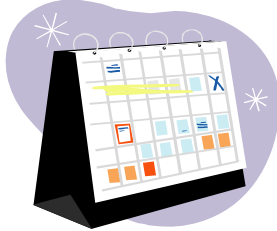
There should be an update available in a couple months. It will most likely be distributed via the GWRRA Web Page with a broadcast e-mail to announce it.



*"Live out
your
imagination,
not your
history."*

~ Stephen Covey

Training Calendar



Here is the list of training being forwarded for posting on the GWRRA website. Keep in mind that some members will cross district and region borders as we continue to work toward bringing training to the members. So keep sending your upcoming training opportunities to amysescape@aol.com!

AUGUST 2006

8/25-8/26: Blue Grass Blast in Bowling Green, KY (Region N). “How to Have Fun at a Rally,” “How to Show or Judge a Bike,” and “Financial Reporting and the IRS” will be presented. Contact Bob & Sandy Renner at bsrn@verizon.net.

SEPTEMBER 2006

9/1-9/2: Region E Rally in Des Moines, IA (Region E). “Managing Change” and “Forum for Chapter Staff” will be presented. Contact Amy Peterson at 763-427-1831 or amysescape@aol.com.

9/30-10/1: Knowledge Enhancement Program, Lebanon, TN (Region N). Contact Ken & Julie Zahn at 865-774-7740 or Ken.Zahn@smokymtnit.com.

OCTOBER 2006

10/5-10/8: Rally in the Valley, Salem, VA (Region N). “How to Show or Judge a Bike,” “Financial Reporting and the IRS,” “Managing Change,” and “Time Management” will be presented. Contact Bob & Sandy Renner at bsrn@verizon.net.

10/21: Knowledge Enhancement Program in Springfield, MO (Region E). Contact Tom and Beverly Richardson at 314-606-4498 or hawk252@centurytel.net.

10/21-10/22: Horizon Program in North Mankato, MN (Region E). Contact Jerry & Ann Rigney at 507-449-2682 or jerry1@iw.net.

NOVEMBER 2006

11/10-11/12: Fun Shop in Vernon, CT (Region B). Keynote Speaker Fred Rau, variety of seminars, Seminar Presenter and Instructor Certification Courses to be presented. Contact Ed & Dottie Bahrenburg at wingin-it@stny.rr.net.

11/11: Knowledge Enhancement Program in [location TBD], MO (Region E). Contact Tom and Beverly Richardson at 314-606-4498 or hawk252@centurytel.net.

“If you don’t like something, change it. If you can’t change it, change your attitude. Don’t complain.”

~ Maya Angelou

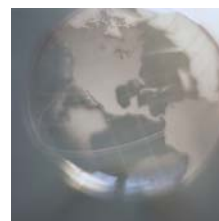
Our International Association

One of the many member benefits of our association is getting to know other motorcycle enthusiasts throughout the country and the world. The more events you attend, the more people you meet and the more friends you make. Those of you at Wing Ding in Nashville this year had the opportunity to meet members from the following countries:

Australia		Holland	
	Belgium		New Zealand
Canada		South Korea	
	England		United States

[There were also engineers from Honda Corporation in Japan attending Wing Ding!]

As any association or organization grows from a state or region to encompass a nation and then expands to membership worldwide, there are always changes that occur. The Gold Wing Road Riders Association is no different. Last year members saw changes from "National" Directors to "International" Directors in most of the divisions. The familiar operational headquarters in Arizona (also affectionately known as the "Home" Office) has changed over the years from being the "National" Office to the "International" Office. There will even be a European Wing Ding in late summer 2007. How many other motorcycle associations do you know of where members can literally make friends worldwide?!



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