

WING WISDOM

GOLD WING ROAD RIDERS ASSOCIATION LEADERSHIP TRAINING DIVISION

From the Director's Chair



We have all heard that 7 is a lucky number, and many of us have heard or read that 7 is a mystical number. Well I guess it is a bit of both because when I was free writing to come up with a topic for this month's newsletter article, I started thinking of powerful words of action and they all started with the letter "C". When my mind went a little blank, I set my pen down and walked away for a break. Returning to my notes, I counted the words on the page.

Lo and behold I had exactly 7 "C" words to work with. (Please believe me, I wasn't counting!)

Communication – What better word to start with than the most important skill that every leader needs. We have several seminars in our **curriculum** (2nd "C" word) that deal with this skill. Our curriculum also stresses the importance of the two way communication throughout this organization: each member being able to share information with their district, region and the International Office and vice versa. Every member truly matters!

How can anyone encourage **cooperation** (3rd "C" word) without fully embracing communication and making it an integral part of their day-to-day life? As leaders, this is one of the many ways we lead by example. LTD Trainers and Instructors work with the various divisions of GWRRA to **coordinate** (4th "C" word) activities and training. How can we help even more to coordinate the efforts of the other divisions with the members' wishes, wants and desires?

And life is all about **choices** (5th "C" word). We are called upon to make choices every day, and those choices forge our **character** (6th "C" word). Members tend to watch the choices and character of leaders more closely. The Memorandum of Understanding (MOU) signed by Officers also helps to guide GWRRA leaders in those choices and member focus.

Finally, our organization is at a **crossroads** (7th "C" word) in its development. We have many choices facing us in the weeks and months ahead. What is the best way to keep growing and serving the members? Should we change how we operate? Should LTD get more involved with recruiting and retention? Are there additional benefits and programs that make sense?



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From the Director's Chair (continued)

So what can LTD do to assist in this whole process? Let me challenge each and every one of you to reach out to your counterparts in Membership Enhancement and Rider Education, and offer to coordinate the delivery of more of our curriculum. Communicate to them the seminar choices we have to support their goals and objectives, and explain that you are doing this in the true spirit of cooperation (and not to usurp their authority). I charge you all to help every member understand how important it is that we continue to work together and make informed choices at this crossroad.

If any of you think that a new seminar is needed to help in these efforts, go ahead and write it then share with me so we can add it to the curriculum for everyone else in LTD to use as well. I trust in your character and your abilities to help grow our curriculum to better serve the membership, do you? Let's coordinate our efforts and continue to communicate effectively.

"Make Training Fun".

Best Regards,

CJ & Bo Karcanes



By The Book

By David 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.

Does your chapter have goals? Does your chapter have a plan to accomplish these goals? This month, let us address the need for a Chapter Plan and discuss the financial aspects of the plan.

Before you "tune-out" on this subject, goals and plans do not necessarily need to be big formal, cumbersome things. A simple comprehensive set of goals and a plan that is flexible will serve the chapter just fine. Success in our personal life, business, and chapter life relies on having established goals and a plan for reaching those goals. If we do not have goals and a plan, we are trusting to fortune or good luck to improve or accomplish things in life.

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By The Book *(continued)*

*“It is not
enough to
have a
good mind.
The main
thing is to
use it well.”*

~ Rene Descartes

The Chapter Officers and Staff should ask:

- Where, as a chapter, do we want to be next year?
- What, as a chapter, do we want to accomplish?
- What are our financial, Recruitment, Retention, Rider Education, Couple of the Year program, and communication goals?
- Do we have any special events planned that require funding?
- Does the Chapter Director have a clearly understood prudent, reasonable, and fair fiscal policy?
- Do we have an established plan to accomplish those goals?
- And, most important, has the Chapter Staff communicated these goals clearly to the chapter participants?
- Have the chapter participants “bought into” these goals?
- The chapter should establish goals that have broad support from the participants.

The bedrock of the chapter plan must be financial. Without a sound fiscal plan, the chapter will not have the resources to accomplish its goals. So first, the chapter must set goals and determine how to reach those goals, only then can a financial plan be developed. First, determine how much funding it will take to operate for the next year. Include estimated expenses for all planned activities and expenditures. Then determine your estimated income for the next year. This is where your past financial records are invaluable. What was your historical income from all sources? Is it still a good estimate? Determine if the estimated income and current treasury balance are adequate. Do you have an estimated shortfall? Do you have estimated excess? A shortfall will require a new plan including to how to raise the required funds. Excess will bring a new set of decisions. What constitutes excess funds? The “Book” answer is “moneys in excess of approximately one (1) years operating expense”. This is a guide, not a rule. What do you do with excess funds? A good approach is to return excess funds to the participants by providing “no cost” social activities.



Bottom line: the chapter staff should work together to develop goals and a plan for the next year. An opportune time is at the end of the year when the chapter is required to submit the annual financial report along with the annual chartering fee. This is an excellent opportunity for the chapter staff to plan for the next year.

Take 5 -

By Amy Peterson, Region E Trainer

E-mail has become one of the most common methods of business and personal communication. It's fast, efficient, convenient—and it can be dangerous. Consider these tips for getting the maximum benefit while avoiding the pitfalls of e-mail, whether you're at work or home.

Before you hit send, be sure your message is complete and is going to the right person. Sending a blank or incomplete message can be embarrassing or worse. For e-mails you originate, make the address the last thing you do—that way, the message can't be sent until you're ready. For replies, take care not to hit the “send” button prematurely. And always check to make sure the address is accurate. We may laugh at stories of people who sent messages to the wrong people, but the reality is, such errors can damage your reputation, cost you business and money, and ruin relationships. If you're sending attachments, try to get in the habit of attaching the document first so it isn't forgotten.

Casual is okay, sloppy is not. It's perfectly acceptable to begin an e-mail with “Bill,” instead of “Dear Mr. Smith:”. E-mails don't require the structure of traditional formal written correspondence, but use correct grammar and make sure everything is spelled properly. And proofread, proofread, proofread. It's far too easy to accidentally leave a word out and change the entire meaning of your message. (Spell check doesn't always know what you are trying to say either!) Be concise and to the point. Don't type in all capital letters (that's considered shouting); capitalize where appropriate.

Remember that e-mail is not 100 percent reliable. Spam filters and system failures can cause messages to end up somewhere in cyberspace. If it's important, request a receipt confirmation by either using the tool in your e-mail software or specifically asking the receiver to acknowledge the message.

Be cautious with abbreviations and acronyms. E-mail has spawned a language of its own, but don't use abbreviations and acronyms that your reader might not understand—or worse, might misunderstand. It's always better to spell things out and be clear.

Use humor sparingly or not at all. E-mail is a one-dimensional communication without the benefit of tone or facial expression. Even including a smiley face or other humor indicator may not have the effect you want. It's much safer to just avoid using humor completely.



“Seeking to understand requires consideration; seeking to be understood takes courage. Win-win requires a high degree of both.”

~Stephen Covey

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Take 5 (continued)

E-mail praise but not reprimands. E-mail is a great tool for quick and timely electronic pats on the back, but should never be used for any sort of negative appraisal. Thoughts and emotions can be misinterpreted, and creating even more problems in the process.

Include a subject line appropriate for your message. Focus on one issue per e-mail and make it clear in your subject line so the recipient can find your message quickly and will know what it's about.

Don't let e-mail replace human interaction. E-mail may be efficient, but we still need real face-to-face conversation in many situations. Make e-mail work *for* you, not against you. When it comes to GWRRA, we also need to keep in mind that not all of our members have access to e-mail (and some prefer to check it sparingly outside of work). Make sure your “phone tree” can still keep these members informed.

“There are three types of baseball players—those who make it happen, those who watch it happen, and those who wonder what happened.”

~Tommy Lasorda

Self - Development

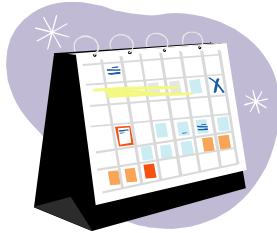
By John Simonick, Texas District Director and LTD Instructor

Have you ever determined something you wanted to improve in, such as controlling your temper, speaking more clearly, listening more effectively? Have you made an effort, but the improvement never materialized, or it temporarily improved but then faded away?

If you are serious about self-improvement, determine one thing that you want to improve. (More than one thing at a time will reduce the possibility of any of them being successfully accomplished.) Write down a 21 day plan for improvement. Consciously PRACTICE this plan for 21 days.

Why 21 days? It takes 21 days to establish a habit. After 21 days, have occasional follow-ups for 6 months. This works well in a “buddy system” where you have external assistance and oversight. After 6 months, a conscious habit becomes second nature, and you will no longer even have to think about the improvement as it will be part of your subconscious behavior.

Training Calendar



As you plan for 2007, please include Editor Amy Peterson on your distribution list at e-mail amysescape@aol.com. Let's work together to share the training opportunities with the members in GWRRA.

The training events forwarded to date are as follows:

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.

11/18-11/19: Horizon Program in Seabrook, TX (Region H). Contact Ron and Magaly Griffis at 361-777-3670 or TxTrainer@gwr-ra-tx.org.

JANUARY 2007

1/20-1/21: Horizon Program in Morrilton, AR (Region H). Contact Larry Penepent at 479-970-0778 or ardistricttrainer@cox.net.

MARCH 2007

3/23-3/25: Horizon Program in Lebanon, TN. (Region N). Contact Ken & Julie Zahn at 865-774-7740 or register online at <http://www.tngwrtraining.org>.

*"Nothing
in life is
to be feared.
It is only
to be
understood."*

~Marie Curie



New National Directors in Canada

Jim Hodge has announced the appointment of Ron and Carol Hodgson as the new National Operations Directors of Canada. They hail from Red Deer, Alberta where they have been in the flooring business for some twenty eight years with over thirty employees. Jim noted that their management skills have been a great influence in their success as officers and leaders of GWRRA of Canada.

They joined GWRRA in 1995 and soon became Directors of Chapter AB-C for two years. In 2000, they moved into the D/D position of Alberta where they formed alliances with other Districts in the region which proved very successful for all concerned. After 2 1/2 years, they moved into the Region J Directors position, where they served with honors.

Please join us in welcoming them to their new position!



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