

WING WISDOM

**GOLD WING ROAD RIDERS ASSOCIATION
LEADERSHIP TRAINING DIVISION**

From the Director's Chair

Are you a "Change Agent?" No, that isn't a trick question, but it is a question that I ask at the beginning of every "Managing Change" seminar that I give. I then proceed to define a "Change Agent" as someone who not only embraces change but more importantly, as someone who explains and promotes the change being implemented.

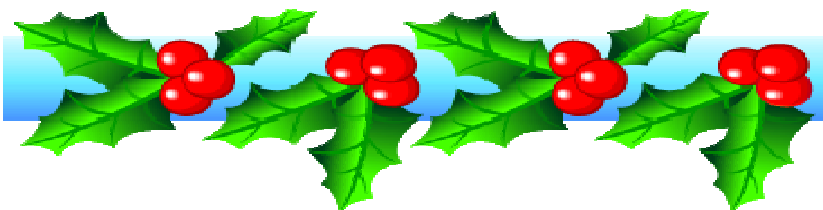
I learned a very long time ago that either you embrace change or it will embrace you (or should I say strangle you). As we teach in our curriculum, change is inevitable. In fact, it is normal and natural. All things change and evolve. Whenever humans are involved, it tends to happen more frequently. Why? Because as humans we make mistakes and they require corrections, which are a form of change. Also, as humans we always strive to improve things and that definitely means change. So, as you can see, change will always be with us.

And that brings me to the point of this message. Since we teach about change and how to deal with or manage it, we sure ought to be "Change Agents" ourselves. What do you suppose is the most important tool a Change Agent must carry in his/her tool-kit? My vote goes for "a positive attitude" in size XXL. Sure, you'll need knowledge and patience, but since it is still human nature to resist change, the most valuable tool to have is a very positive attitude.

We are in the most positive season of the year right now so please allow me to suggest that every one of us in LTD sit down and write a list of at least five positive things we want to accomplish in 2008. They can be things in your personal, business or GWRRA life - anything you want. Go ahead, do it right now and I'll wait...

OK, are you back yet? ... No? That's all right. Take a few more minutes...

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From the Director's Chair *(continued)*

There, now that we're all together again, I have one more assignment for you. I would like you to pick two of the things on your list and develop a plan to accomplish them. Now that is going to take quite a bit more time so I won't ask you to do it right now, but how about working on it over the next 7-10 days? The purpose of this exercise is to get us to transfer the positive feelings we all have during the holiday season into our daily lives. Don't hold back, jump into this with both feet and see if it doesn't make you a more effective Trainer/Instructor as well as a happier person in general.

Many of you are working on your goals and schedules for training this year as well. Don't forget that Life Skills and Member Orientation seminars are part of the "Timeline for Training" that are typically delivered during the rally/riding season. Yes, we do deliver LTD seminars at rallies too. I can't understand why any Trainer, current or former would think otherwise, but mistakes do happen. I hope that each Region & District Trainer will read this and continue to coordinate with their corresponding operations director to deliver staff-related training outside of the rally season and member-related training during the rally season. Send your seminar information to Editor Amy Peterson once you establish the details.

Bo & I would like to take this opportunity to wish each and everyone one of you the happiest of holidays and a very joyful New Year. We also want to thank you all for the hard work, dedication and spirit of fun that you have put forth this year. You truly are a great team and we feel so proud to be working with you. What you have accomplished this past year is nothing short of amazing, and we just can't thank you enough. There is a spirit and energy in each region that we never saw before, and the results of that are beginning to show. There are fewer "Position Open" notes in our LTD Directory than ever, and more requests for training from individual members as well as from entire chapters. To quote Larry & Barb Fowell, our new Region J Trainers, "LTD is on a roll so look out world, here we come".

May the richest blessings of the season fall gently upon you, and may love, peace and happiness live in your homes.

CJ & Bo Karcanes

Directors - Leadership Training Division



Training is *FUND*amental!



*"Character
is the
real foundation
of all
worthwhile
success."*

*~ John Hays
Hammond*

Conversation Skills

By Amy Peterson, Newsletter Editor

The art of being a good conversationalist consists not so much in thinking up a lot of clever things to say, or heroic experiences you can relate, but in opening up to the other person and getting them to talk. If you can stimulate other people to talk (and keep talking), nothing will work better to get that person to warm up to you and be more receptive to your ideas when you are talking.

Making a “u-turn” may not be the thing to do in traffic, but it is a must in conversation. YOU is a magic word if you use it correctly. Most of us tend to turn the conversation around to I and me. That simple change can stall a conversation. Remember, human beings are innately interested in themselves, so learn to resist the temptation.

Keep the conversation steered to the other person’s interests by asking questions: Why? How? Where? How? If you meet someone that owns a motorcycle, you wouldn’t say “Let me tell you about my motorcycle.” Instead, you can ask “What kind of motorcycle do you have? What color is it? How long have you been riding? Where are your favorite destinations? With whom do you typically ride?” Talk about yourself only when you are invited to do so by the other person.

Another secret of being a good conversationalist, and making people want to talk to you, is to be positive and enthusiastic. Nobody likes to be around a “gloomy” person for very long. Try to keep your troubles to yourself rather than airing them in public. Enlist the confidence of a spouse or good friend, or write your frustrations on paper, when you need to in order to maintain your cheery disposition.

One of the highest compliments you can pay another person is to listen to them. Through your patient listening, you tend to increase the other person’s self-esteem just by paying attention. Your simple action says that they are worth something. Remember, people like being paid attention to.

So as you converse with people throughout the holidays, relax and give these tips a try. You never know...it may just help you remember their name and make a new friend in the process! Season’s greetings and best wishes for the new year too!

4th Quarter Reports Due for 2007

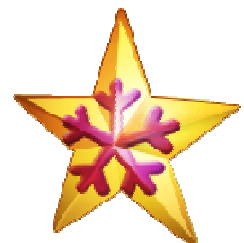
It’s that time of year already. Whether any training was conducted or not, we still need a report from each district covering the October 1, 2007—December 31, 2007 time frame. Thank you in advance for your help!

District Trainers: Please forward your report to your Region Trainer by January 5th
Region Trainers: Please forward your report to CJ Karcanes by January 10th.



*“The fragrance
always remains
in the hand
that gives
the rose.”*

~Heda Bejar



By The Book - Choosing Your Staff

By Dale Wingrove, 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 (OGB). Any quotes or references to topics contained in our OGB should not be taken "out of context." A copy of the Officers Guidebook can be found at www.gwrra.org and click on the Info Exchange tab then click on Officers Guidebook.



This month's article comes at the time of year when new staffs are being formed. Choosing a staff can be one of the most challenging actions an officer takes. It can also make or break their success so choose wisely. The following segment can be found on page D-5 & D-6 of the *Officers Guidebook*. Merry Christmas & Happy Holidays!

CHOOSING YOUR STAFF

O.K., your KICK-OFF meeting is behind you. You have a list of names, phone numbers and addresses of all who attended (See page **I-13**). Those Members are your chapter "participants" (if they choose to continue participation in your chapter). You will need to evaluate each participant now, looking for potential Staff Members. This staff will help the chapter grow with your guidance, counsel, and direction.

Remember, the Assistant Chapter Director appointment will be recommended by you but approved by your District Director. However, you, as the Chapter Director can appoint as many Members to serve as Staff as you can persuade. This process should not be rushed. Look for those you feel have special skills and talents that will really make the chapter operate smoothly. It is easier to leave a position open than to appoint someone who won't perform and will have to be released later.

The Chapter Treasurer cannot be a family member of the Chapter Director or Assistant Chapter Director. Outside of this, you are unrestricted in your choice of chapter staff. You should set their tenure, or term of service, at whatever time period seems right to you for the best operation of the chapter. You might consider making their first term for 90 days. If their performance suits you, you can ask them to serve a second term of whatever length of time you both agree on. You will probably make some good appointments, and some not-so-good. A 90-day period will show up "not so good" ones and allow you to make some "adjustments" without stepping on any toes. This can be a tricky piece of business, so get help from your District Director.

You will need to set a time and place for your staff meetings. This is where your chapter "business" is taken care of, leaving your regular monthly meeting free for its purpose of informing, socializing, entertaining and fun. Although a Staff Meeting is a meeting that you and your staff are prepared for, a written agenda should be followed. It should be as "informal" as possible, avoiding the club format of "business meetings." You are a group of friends with the responsibility of discussing and making plans for your Chapter Family. The text and content of the meeting should always be well planned, but the atmosphere should be relaxed and informal.

Can any Member attend a chapter staff meeting? Yes, but it should be diplomatically discouraged. This is a meeting that you, as the Chapter Director, have called in order to have business time with your Staff Members. You have asked special people to meet with you for a specific purpose. It is not meant to be an "open" meeting as the monthly chapter meeting is. If a Member still wishes to participate in the meeting, they may want to consider accepting a Staff position.

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Training Calendar

Please send the details of your upcoming events to Editor Amy Peterson at amyscape@aol.com. This information is also published on our division's site, so let us help you spread the word!

January 2008

1/26: Horizon Program in location TBD, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

February 2008

2/2: Instructor Development & Certification Program in Maysville, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

2/16: Horizon Program in location TBD, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

2/23: Knowledge Enhancement Program in Maysville, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

March 2008

3/8: Intermediate Leadership Skills Program in location TBD, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

August 2008

8/9: Advanced Leadership Skills Program in location TBD, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

8/23: Instructor Development & Certification Program in location TBD, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.



“Business is dependent upon action. It cannot go forward by hesitation.”

~ Harry Hopf





By the Book *(continued)*

Even though we don't have "secret" meetings in GWRRA, there are some meetings where officers have the right to call together specific people with specific responsibilities for specific purposes. Staff meetings at all levels fall into this category. It's not necessary to "advertise" the time and place of such meetings except to those who are directly involved. Potential Staff Members may be invited by you or your Staff Members, of course. Meet as often as you need for smooth chapter operations, but don't meet just for the sake of meeting. Also, a staff meeting should never be allowed to turn into a "bull session" or everyone's time is wasted and you could wind up meeting only with yourself at the next "Staff" Meeting.

When the Chapter Director resigns or is released by the District Director, all the chapter staff technically "dissolves." Staff only hold their appointments as long as the Chapter Director holds theirs. When a new Chapter Director is appointed, they may appoint a new Staff. To ensure a smooth transition, the previous Staff Members should agree to function with the new Chapter Directors for the period of time it takes to re-staff. If previous Staff Members want to hold the same positions, then the new Chapter Director must confirm this and agree to a new term of service. It is suggested that an Assistant Chapter Director who does not want to step into the Chapter Director position at the end of the Chapter Director's tenure, be appointed as a Coordinator. This premise is very important to the overall succession process and should be followed without fail.

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