

# WING WISDOM

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

## From the Director's Chair

By David & Kathy Orr, Leadership Training Division Directors

As we approach our annual get together at Wing Ding in Greenville, SC, it will be the first time many of us will meet. We are looking forward to meeting you and discussing our vision for Leadership Training in GWRRA. We have some ideas about improvements and updates that we believe will be beneficial to the membership and to the training staff. We definitely want to hear your ideas also. The Leadership Training Division belongs to all of us and we want to encourage all of you to have a sense of ownership and pride in what we do for the members.

To be current and relevant, the programs and curriculum are in an ongoing state of revision, and we need everyone to be involved in this process. We look forward to working together with you on this, and we desire a mutual dialogue that keeps the members at the forefront of all of our decisions. It is amazing how much can be accomplished when no one is concerned with who gets the credit!

In reference to Wing Ding, we will announce some new information about the entire division and some changes that are already in effect. The certification process will become more streamlined. Job descriptions for District Trainers, Region Trainers, and Instructors will be better explained with expectations for each position. The newer curriculum, a work in progress, will be available on CD, and the Personal Training Cards reflecting the newer curriculum will also be available. For those not attending Wing Ding, the changes will be explained in more detail in next month's newsletter. If you need the new Personal Training Record, please let us know and we will get them to you as soon as we can after Wing Ding.

We are moving full speed ahead in our new positions, and we are planning to visit some District and Region rallies this summer. We hope to meet most of our trainers as soon as we can. If you need anything from us, please let us know. We are here for the members and we truly believe that "Together Everyone Accomplishes More."

Thanks to each of you for your time and dedication to the Leadership Training program. We sincerely appreciate all you do.



Leadership Training —

**A Service To The Officer,  
A Benefit For The Members**



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## Wing Ding Volunteer Update

Based on information from Dave Hamilton earlier this month, we could still use some volunteers to help with the Information Table at Wing Ding. It is a great opportunity to promote Leadership Training programs and meet new friends. There were 3 slots open for Saturday July 5th, and some times open Thursday and Friday as well. Please ask your Trainers and Instructors if they could spare a couple hours to help.

Dave can be reached at [mgmwinger@aol.com](mailto:mgmwinger@aol.com) to discuss which remaining time will work into your schedule.



## Leadership Training Division Meeting at Wing Ding

Just a reminder that Trainers and Instructors are invited to the Leadership Training Division Meeting being held on **July 4th** from **10:00AM to 12:00 noon**. Come to learn about our division's plan for continuing improvement, receive some recognition and share ideas/discussion with other Instructors throughout the association.

*"When you get right down to the root of the meaning of the word "succeed," you find it simply means follow through."*

*~ F. W. Nichol*



Our favorite sign of riding season!

## When You Talk, Do People Listen?

By Amy Peterson, Newsletter Editor

Clear and concise communications can be difficult at times. The more important the message, the harder it is for some people to convey feelings, position, or needs to another person or audience effectively.

Here are some suggestions that may help:

- Establish a friendly atmosphere. Approaching a conversation with aggression or putting the other person on the defensive is a sure way to doom genuine communication.
- Try to phrase what you have to say in a positive manner. If there is a problem that needs to be addressed, offer a solution instead of a complaint.
- Look the other person in the eyes and keep them engaged in the conversation through active listening.
- Don't invade the other person's "personal space." This automatically causes discomfort, resulting in less openness to your communication.
- Try to be as concise as possible. Stick to the point, without a lot of background or your audience's mind may wander to other things.
- Instead of focusing on "me" or "you," try to emphasize "we" as much as possible. This helps avoid adversarial positions.
- Use open ended questions to understand the other person. It will show you care as long as your message doesn't seem like badgering.
- Build on points of agreement to strengthen the communication bond.
- Keep your voice at a pleasant tone. Raising your voice will only increase your audience's resistance to your message.
- If you don't feel like your message is being heard, ask the other person to tell you what they heard.

Remember, communication is a two way street, so make sure you are listening to the other person and not prejudging the conversation. The more you listen, the more you may find yourself understood.



*All humanity  
is divided  
into three classes:  
those who are  
immovable,  
those who are movable  
and those who move!*

*~ Benjamin Franklin*

## By The Book - Be A Part of the TEAM

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.gwrro.org](http://www.gwrro.org). Click on the Info Exchange tab then click on Officers Guidebook.*



*This article is a reprint of the May 2005 article written by Harry Dollarhide.*

One of the essential keys to the success of GWRRA is **TEAMWORK**. Since GWRRA is so large, complex and diverse, no single person can accomplish it all. We must all focus our special skills and talents on a portion of the task at hand. This piece-by-piece, component-by-component approach requires a significant amount of dependency. Being a **TEAM** player allows us to take these pieces and mold them into an effective organization.

At the division level of GWRRA the **TEAM** is Rider Education, Leadership Training, Member Enhancement, and Operations Divisions. The Division Directors along with the Executive Director guide the **TEAM**. They strive to increase the membership base by creating an atmosphere that provides fun, promotes safety, heightens knowledge, and offers a full range of desirable services and benefits for the members.

At the chapter level the **TEAM** consists of the staff and members that work together for the success of the chapter. At this level the **TEAM** includes the officers: Chapter Director, Assistant Chapter Director(s), and Rider Educator, as well as other staff positions that are also essential elements of the **TEAM**. The Chapter Director guides this **TEAM**.

The Chapter Director’s effectiveness is multiplied many times by the **TEAM** approach. The ability to manage large tasks is increased, and the chapter operation is streamlined and simplified. (Read Delegation.) Further, the **TEAM** takes advantage of knowledge and expertise that may be available within the chapter. Everyone shares the vision, is on the same page, and communicates. The additional benefit of this approach is that the chapter participants feel an integral part of the chapter. As **TEAM** members they are vested in the chapter, not just bystanders.

GWRRA in Region H has a rich history of **TEAM** effort. That team effort is continuing in today with new initiatives and enhancements being added (it seems like) every month.

We are all part of the GWRRA **TEAM** whether officer or member. While GWRRA core values serve us well, it is applying these core values through a **TEAM** effort that brings the biggest success. Working together, we will continue to ensure we remain the world’s greatest Gold Wing Association.

**Together Everyone Accomplishes More**



## Training Calendar

Now is the time to start scheduling your training for the fall and winter months so members can plan accordingly. Please send the details of your upcoming events to Editor Amy Peterson at [amysescape@aol.com](mailto:amysescape@aol.com) at your earliest convenience. This information is also published on our division's site, so let us help you spread the word!

### August 2008

- **8/2-8/3:** Horizon Program in Bessemer, AL (Region A). Contact Frank and Linda Teasley at [teaswing@bellsouth.net](mailto:teaswing@bellsouth.net).
- **8/9:** Advanced Leadership Skills Program in location TBD, GA (Region A). Contact Dave Aikens at [aikensdl@cox.net](mailto:aikensdl@cox.net).
- **8/16:** Advanced Leadership Skills Program in Bessemer, AL (Region A). Contact Frank and Linda Teasley at [teaswing@bellsouth.net](mailto:teaswing@bellsouth.net).
- **8/23:** Instructor Development & Certification Program in location TBD, GA (Region A). Contact Dave Aikens at [aikensdl@cox.net](mailto:aikensdl@cox.net).

## Introducing Training to the Members

By Bill and Nancy James, Nebraska District Trainers

*[Editor's Note: Here is an interesting approach from new District Trainers. The programs and courses from their original article were not included in the interest of space.]*

As the new District Trainers, Nancy and I want to serve you by providing the training you want on your time frame. Think of this as a **learning buffet** – you determine what you want, you decide how many in the party and, best of all it's **FREE!**

The classes listed below are approximately 45 minutes each. You can decide when to have the training: before a meeting, as part of a ride, on a weekend or an evening. If there are 2 - 5 of you, we can use handouts. More than 6, we can use handouts along with the computer/projector presentation. **Bottom line:** you decide and then just coordinate a time and place with us for the training. We want to make this as easy as possible for you.

New or existing members can learn about GWRRA and Chapter structure, learn about Chapter finances or just how to pack your bike for a trip. Want to learn more about computers? How about learning more about using Microsoft Excel or Word? I even have an Excel self-training guide for each participant. Classes like this cost \$50-\$100 and you can get them for FREE!

So step up to the buffet and tell us what you want, how many want it, when and where and we will do everything we can to accommodate you. Just give us a little advance warning to coordinate schedules. Our job and desire is to give you the training you want.



## 2nd Quarter Training Reports Due

Normally we ask that District Trainers provide reports by the 5th of month, so Region Trainers can have reports to our Division Directors by the 10th. With Wing Ding quickly approaching, we are hoping you can help us out so we have training numbers available to share at our Division Meeting.

Your 2nd Quarter training report should cover activities from April 1, 2008—June 30, 2008.

**District Trainers:** Please forward a report to the Region Trainer by **6/25/08**

**Region Trainers:** Please forward a report to David and Kathy Orr by **6/30/08**

If you haven't submitted information from 1st Quarter 2008, please forward it before the end of the month so we can add it in to the totals too. Thanks for your help. It's exciting to see the training activities happening throughout this association!

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