

# WING WISDOM

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

## From the Director's Chair

By David & Kathy Orr, Leadership Training Division Directors

Greetings to everyone,

We hope everyone is having a great and safe rally season. We certainly had a blast at Wing Ding and enjoyed seeing a lot of you there. The rally was a success and we are certainly looking forward to Wing Ding 31 in Tulsa, Oklahoma. Be sure and make your plans early, and let's plan to have even more fun next year. This year at Wing Ding we had almost 1900 people attend all seminars including Rider Ed, LTD, MED, and Vendor Seminars. While we had about 350 attend LTD seminars exclusively, it seemed that most that attended a seminar enjoyed it. We are already making plans for seminars at next years rally so please let us know if you plan to attend and want to present a seminar. The new curriculum was passed out to the Region Trainers along with the new Personal Training cards. If you need either please contact your Region Trainer and let us know if you need anything else.

We were certainly busy with Wing Ding since we took over the division and now we can begin the work of moving the Leadership Training Division forward. The new attitude and spirit of cooperation was very apparent from our staff meeting with the Region Directors to our staff meeting with Rider Ed and Membership Enhancement. New and exciting plans are in the works with both divisions and we will be keeping you informed in the near future.

The following is an issue that seems to rear its head every few years and is a regular question from new members. Please read and be ready to explain as we do teach about this issue in our seminars.

One of the most prevalent issues we seem to be hearing from the membership is questions about why GWRRA does things the way we do. The officer appointment process seems to be one of the most asked questions we get from the membership.

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**Leadership Training —**

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



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## From the Director's Chair *(Continued)*

In our democratic society and other motorcycle groups, officers are elected by the membership. When new members join, they ask why we appoint officers and an explanation is needed. Hopefully this will help make this issue more understandable.

The goal for GWRRA is to have the best and most qualified person in an officer position. While this can certainly happen with elections, the possibilities for this to become a popularity contest are high. The most vocal and charming person can persuade others they are the best candidate for the position and make themselves electable. However in most cases there are others also interested in the position. When you have a vote, and there is a large percentage of the vote that lost, then you have a divided group. In a lot of instances this often results in a number of people leaving their group and forming another group. This dilutes the strength of both groups and often results in both failing. It also lends itself for the person "running" for office to make promises to members to secure their vote and makes for personality cults in which the person elected feels they have the "right" to do anything they wish with the chapter and its property. Imagine our current presidential election played out in our chapters and how that would affect the association.

When an officer is appointed in GWRRA the appointing officer is expected to put the best person in the position. The appointing officer is held accountable to the membership that they appoint the best individual to the officer position to help the members. When issues and disagreements develop between members and officers, the membership has what is called the Grievance Process by which they can bring their disagreements to the appointing officer and even higher in the association to address this. This means the appointing officer needs to make sure the best individual is put in the position of leadership. The checks and balances in this process lend itself to good choices. The appointed officer is also accountable to the appointing officer for their performance. This removes any favors and debts owed by the officer to those that elected them. If we elected officers, then the membership would expect every issue in the chapter be voted on. With every vote there would be those that disagree and then you could have even those which disagree to vote to remove their leaders. The problems with that would be predictable. Just look at our society today. Can you imagine our local chapters then? In other volunteer groups members have "sued" the leaders over disagreements, and the results are catastrophic.



*"To make a  
difference is not a  
matter of accident,  
a matter of  
casual occurrence  
of the tides.  
People choose to  
make a difference."*

*~ Maya Angelou*

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## From the Director's Chair *(Continued)*

Appointed officers are also expected to assist the membership and, if they do not, they can be replaced. In elections that would not be the case, and if the officer was irresponsible or even criminal, then who would have recourse in the event of theft or any other illegal activity by the elected officer?

In the appointment process this becomes the association's responsibility, and the membership is relieved of having to deal with this. Those officers who are not responsible or do not do what is expected of them can be replaced by the appointing officer, which makes the key word "accountability" work well. This has a positive effect for everyone involved, especially the membership, which deserves the best leaders we can provide. After all, this is the association's responsibility, not the members.

This is a short explanation but it shows where the election of officers can lead to many issues which are prevalent among other volunteer groups. The appointment process, while not perfect, does keep GWRRA consistent and focused on our main goal, which is "Friends for FUN, Safety and Knowledge."

*"Very few  
natural-born  
leaders turn up  
in the workplace.  
People become  
leaders."*

*~ Milton Cotter*

## New District Trainers

Welcome to the new District Trainers in Mississippi, Bobby and Lori Bryant. We are excited to have you part of the Training Team!

## New Master Instructors

Congratulations to the following new Master Instructors. We appreciate your continued dedication and enthusiasm!

Edward Bahrenburg (Binghamton, New York)  
Jere Pyburn (Monroe, Louisiana)  
Maurine Pyburn (Monroe, Louisiana)  
Brent Comeaux (Lafayette, Louisiana)  
Roxie Comeaux (Lafayette, Louisiana)



## More Time Management Tips

By Amy Peterson, LTD Editor

The key ingredient to successful time management is enthusiasm. If you have passion, you'll be productive. Of course, there are some things that need to be done that hardly anyone has a passion for – like mopping floors or shopping for groceries. When it comes to tasks like these, making them a routine that requires minimal thinking can not only make the task go quicker, but can leave your brain free to make plans for the things you are actually passionate about.

Creating a routine for as many daily, weekly, or monthly tasks as you can, puts them on "auto pilot." Instead of thinking about doing them, you just do them and move on.

Time management can also be enhanced by indentifying things that don't really have to be done. Maybe you should limit the number of times you check your email in a day. The Internet and computers can provide plenty of opportunities to get off task and use time unproductively. It might even help to make a "Do Not Do" list of things you know are proven time consumers in your life, but don't really provide any value.

One of the biggest enemies to good time management is procrastination. It's a huge time waster. Every time you think about a task but don't actually do it, you waste time. Basically, you're "investing" valuable time into accomplishing nothing.

Most people procrastinate because they find the task either unpleasant or overwhelming. It's easy to say: "Just take a deep breath and dive in." Sometimes you need a little bit more to push you into action. You might develop a reward system to encourage you to do those tasks you long to put off. That doesn't mean giving yourself permission to check your emails more often, but you could promise to devote more time to the project or activity that excites you the most, as soon as you accomplish your put-aside task.

Harnessing the enthusiasm you feel for the goals you've set and the tasks you enjoy, plus turning things you don't like to do into routines, allows you to better manage your time. Once you're able to master time management, nothing can hold you back!

## The Art of Listening

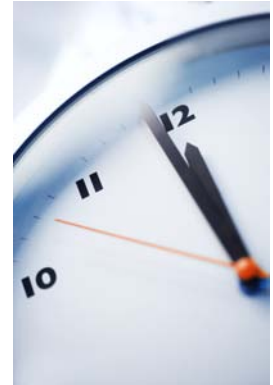
By Amy Peterson, LTD Editor

According to the 907th issue of the *Positive Leadership* newsletter, the effectiveness of your leadership skills will improve dramatically once you learn how to listen. You will receive better feedback, communicate better and solve more problems.

Here are some tips from their Editors:

1. Train yourself to notice the eye color of the person at the start of the conversation. It ensures that you'll make significant eye contact, which leads to more productive conversations.

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*"Leadership is less about what we know and more about what we're willing to discover."*

*~ Diane Branson*

## By The Book

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.



The GWRRA Way is found on pages B-3 and B-4 of the OGB. I hope this helps out members to know what the differences are between a Club and GWRRA.

### HOW GWRRA DIFFERS FROM MOTORCYCLE “CLUBS”

*“GWRRA is not a motorcycle club.”* We’ve all heard it, haven’t we? But just what does it mean?

Simply put, it means that our Association and our chapters don’t function in the same organizational and procedural format that “clubs” do. That is, we don’t elect anyone to any position by running candidates against each other and having the membership vote on them. We don’t choose our officers with popularity contests. We don’t impose our wishes on others. We select, not elect. Clubs usually are local in scope. Chapters are national or international and tied to a single organization.

We don’t have long and heated debates, make motions, second motions, call for votes or go into long, detailed reports in our chapter meetings. We don’t need uniforms, people giving us rules to obey, or exorbitant fees or dues. We try not to do any “heavy-breathing.” In other words, a GWRRA chapter meeting is not presided over by a “president” and conducted according to Roberts’ Rules of Order or the parliamentary procedure process. That is the format that many “clubs” use in their meetings.

We don’t say that we are *better* than clubs, we are just different. Some people like the club format of operation. This is all well and good. Those folks should be encouraged to attend and participate where they are the most comfortable. We think when they “try it” (our format!), “they’ll like it.”

The GWRRA chapter format of operation is more flexible than a club format. A GWRRA chapter is not a “club,” either in its organizational structure or its operational format. It is **PART** of something bigger than itself. Sometimes, less-informed chapter participants will try to lead the chapter into the “club” format of operation. It’s the responsibility of GWRRA officers to work together to retain the non-political, non-club environment in the chapter. If this becomes a problem, other members of the Operations Team will be able to assist you.

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## By The Book *(Continued)*

A CLUB usually consists of:

1. Self-governing and regulated body of local individuals
2. Monthly dues
3. Political officers and events, campaigns, voting, etc.
4. Popularity contests decide outcomes
5. Individual's qualifications may not be important in holding office
6. Attempts to maintain control and build "empires"
7. Many personality conflicts
8. "Bosses" and the potential for power struggles
9. Majority rules - 49% disagreement 100% of the time
10. Funding and disbursement disagreements
11. Seldom clear "directions" and goals"
12. Non-educational
13. Everything must be VOTED upon

A GWRRA CHAPTER usually consists of:

1. Officers selected and appointed based upon qualifications and desire
2. Continuing officer development and training
3. Regular Operations seminars and meetings to establish new concepts
4. Officers are volunteer "employees"
5. Members wants and needs are the only guiding forces
6. Meetings with purposes - dissemination of valuable information, fun, education
7. Common purposes - no popularity contests
8. Decisions based upon member response and input from staff and committees
9. Limited financial goals and maximum stability - all officers have corporate liability insurance
10. Members participate as they choose
11. Members are WELCOMED by all chapters
12. No additional dues or fees at the chapter, state or regional level
13. Full time Rider Education Division with trained professionals and rewarding programs

## Training Calendar



Please send the details of your upcoming events to Editor Amy Peterson at amysescape@aol.com at your earliest convenience. This information is also published on our division's web 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).

*"Tell me,  
I'll forget.  
Show me,  
I may remember.  
Involve me,  
I'll understand."*

*~ Confucious*

## Wing Ding 2008 Recognition

By David & Kathy Orr, Leadership Training Division Directors

**Special Recognition** was give to Dave Aikens as Curriculum Coordinator. We also thank him for all his hard work in setting up the seminars at Wing Ding ...and boy did he work hard! Dave has stepped down from this position, and we will not replace him as we will handle this ourselves going forward.

### Excellence in Training:

Southeast Region A

South Central Region H

Great Lakes Region D

Big Sky Region I

Appalachian Region N

**Most Improved:** Great Northwest Region J

**Trainer of the Year 2007:** Larry & Barb Fowell (Great Northwest Region J)

**Directors Award:** Dave & Ellen Hamilton (Southeast Region A)





## **The Art of Listening** *(Continued)*

2. Ask questions instead of making statements. By asking questions you'll start a dialogue, and you never know what you might learn. Example: Don't say, "Joan, don't forget that the training report needs to be in on Monday morning." Rather say, "How is the training report coming along, Joan?"
3. Learn to "lubricate" the conversations. Phrases such as "Yes, I see" and "I understand" do two things: A) They show that you're listening, and encourage the other person to keep talking; and B) They keep your attention focused.
4. Don't blurt out questions as soon as the other person is finished speaking. It looks as if you were formulating your reply rather than listening. Before you ask a question, paraphrase the person's words. Example: "So what you're saying is..." Then, ask your question: "Well, let me ask you this..." This format cuts down on miscommunication.
5. Save smiles for humorous remarks. Smiling can send a friendly message, but people also often mistake it for mental absence or a sign that you're not taking them seriously. Don't smile the whole time.

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