

WING WISDOM

GOLD WING ROAD RIDERS ASSOCIATION
LEADERSHIP TRAINING DIVISION

From the Director's Chair

By David & Kathy Orr, Leadership Training Division Directors

Greetings!

We are excited and moving forward on the new ideas and concepts on the Leadership Training Division and how it works in our association. We have received many suggestions and comments about the direction we are taking, and the overwhelming consensus is very positive! Please keep us up to date on your ideas and let us know what has worked for you to improve and move forward with Leadership Training in your area. We also want to hear what you disagree on and your suggestions for improvement. We encourage an ongoing dialogue between you and us and also between Regions. If we keep the members in mind in all we do, then we will move forward in a positive and energetic way. It is an exciting time in GWRRA!

As most of you know, we are privileged to have Ed and Ann Nahl join us as Assistant Directors of Leadership Training, and we look forward to their help and experience to assist us and the membership. Ed and Ann will be updating the instructor roster so that all of us will have a current list of instructors available. They will also be keeping up with all training events across the association. Going forward, please send all training events in all Regions and Districts to Ed and Ann so that they can help keep the website and newsletter up to date with the most current and upcoming events. Again, welcome aboard Ed and Ann!

This month we want to get back to basics and where better to start than one of the basic elements of a successful association – information about our association is communicated from the leaders all the way to the chapter members. Likewise, ideas and concerns of chapter members are communicated back up the chain to the appropriate officer and further up as necessary. We need to do better in this area.

Most will agree the main complaint we hear over and over is that, as an organization, we lack good **communication**. The main cause of disagreement and problems centers around inadequate, incomplete, or nonexistent communication at all levels.



Leadership Training —

A Service To The Officer,
A Benefit For The Members



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From the Director's Chair *(Continued)*

While the art of communication is something we teach in Leadership Training, sometimes we miss the idea of the **importance** of communication from the standpoint that the information flow is the lifeblood of this organization. It is what connects the members. The idea of communication is something we all as leaders need to continually be aware of and be open for ways to improve. Ideas, plans, goals, news, and other areas important to the membership are of little consequence if these are not communicated effectively or if the members never receive the information. Time and time again, as leaders, we ask if something has been communicated, and often we find it has not been passed on. Do you as a Region Trainer forward the LTD newsletter to your Region Staff and District Trainers? Do your District Trainers forward the newsletter to your District Staff and Instructors in your District? If not, you need to ask yourself why. We are finding officers and members who feel alone, underutilized, and unappreciated. One of the main reasons for this is they receive little if any information from their District, Region, or the GWRRA office.

We know that information is coming from us at the division level, yet there are clearly breakdowns in communication across the association. All of us have examples from each level and all divisions of GWRRA. Each level offers newsletters and other information on a regular basis and yet many members never see this. We must ask why a Region, District, or Chapter officer would not forward to everyone information such as newsletters, rallies, news, or any other information that is not of a personal nature. The more the membership sees and reads about happenings on every level, the more confident they are in a strong and growing organization. Instead many of our members know little of the rest of the association except through "Wing World."

It is time to make this a priority for all of the leadership of GWRRA. An informed and knowledgeable membership will grow and experience all they desire when we commit to **communicate** in an effective and consistent manner. Again this must be carried through at all levels. We also want to know how many of you actually read this newsletter, and how far it reaches to the members. We ask that if you if you read this article, drop us a quick email and let us know by putting the following words in the subject line, "Motorcycles are everywhere and so are our members!" Let's see if this information is getting out to the Chapter, District, and Region officers as well as the membership. Will you commit to practicing better communication skills? Let's find out!



*"I never
learn anything
by talking.
I only learn
things when I
ask questions."*

~ Lou Holtz

Introducing the Assistant LTD Directors

By David & Kathy Orr, Leadership Training Division Directors

We are very pleased to announce the appointment of **Ed & Ann Nahl, Assistant Directors for the Leadership Training Division of GWRRA**. They live in Norman, Oklahoma and will be a tremendous asset for all our members and especially for members and leadership residing in the Regions west of the Mississippi.

Ann was in business for 20 years selling horse trailers, living quarters, and travel trailers. Much of her personal success was due to her philosophy of always keeping the customer's wants and needs in mind and realizing there is more to a successful business than simply selling a product. Her priority is to provide the service and information that assures the customer's goals are achieved. After leaving the trailer business, she spent 26 years as a world class trainer in competitive horsemanship and showmanship. She has had many students compete for world titles. In this line of work, her primary purpose was not to be a horse trainer, but to be a coach and mentor who helps students learn how to set personal goals that are important to them. Knowing how to set goals for yourself as an individual, executing a plan, and achieving that goal, is a skill that carries over to all parts of life. These same tenants are applicable to GWRRA and to our members' and our leaders' overall experience.

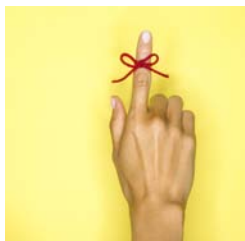
Ed worked many years as an Instructor and Training Supervisor for the U.S. Postal Service. While with the Postal Service, he also completed their Advanced Leadership Program. He also worked as a Manager and as Curriculum Development Specialist at the National Center for Employee Development. Ed has been a member of GWRRA since 1988. He is a Senior Instructor and has served in many GWRRA Leadership roles: Area Representative, Assistant Region Director, Region Trainer, and Region Director. He currently serves as Region Treasurer in Region H. He is also a Master Tour Rider #2533. Ed's background and experience will be a great resource for our leaders at all levels of the association.

Please join us in welcoming Ed and Ann to the Leadership Training team. You can reach them at enahl@cox.net or at home at 405-321-6467.



“Leadership is a state of mind and a way of life, not something that one turns on or off.”

~ Steve Adams



REMINDER: 3rd Quarter Reports Due Next Month

10/05/08 — District Trainers submit reports to Region Trainers

10/10/08 — Region Trainers submit reports to LTD Director

Calming Cubicle Chaos

By Amy Peterson, Editor

Just about everyone feels some job stress at times (unless you're lucky enough to be retired). This stress doesn't always come from the work itself. In fact, a survey commissioned by Hormel Foods found that 51% of people say their co-workers are the biggest source of their stress.



Whether it's dealing with gossip, favoritism or real-life personal dramas, there's a lot to make us wish for long, leisurely motorcycle rides to escape from the madness for a while. So what can we do to lessen work stress and make the most of our busy day? Workplace humor expert Scott Christopher, co-author of "The Levity Effect: Why It Pays to Lighten Up," has some tips to help you lighten up and stay sane.

Attitude of Gratitude. It's not always easy to see the best in people, especially in some of the more quirky co-workers. The right attitude makes a big difference in your work relationships, so focus on the positive. Start the day off by thanking someone who deserves it, either in person or via email. Your day will start off better, and so will theirs.

Constructive Chatter. Commit to avoiding negative conversations at least one day a week. That day, say only positive things to people. You may agree with someone's laundry list of gripes or accusations, but staying out of that negative conversation will make your day—and the office environment—much better.

Mini-Mental Vacation. Decorate your workspace with pictures of loved ones and memories of good times. When your boss is yelling, or a co-worker is being negative, use the pictures as a tangible reminder of what's really important.

Eat Healthy. It's difficult to be positive and productive when you're out of fuel. When you can't get away for a relaxing lunch, find ways to make your quick lunch more satisfying. Put work aside and indulge in a favorite book or magazine while you eat. Listen to some favorite music while you talk a short walk in the fresh air.

It's possible to create a healthy work environment despite the craziness that goes on around you. Making positive choices, eating right and taking short breaks can make your day calmer, even when it's total chaos for those around you.

"Next to physical survival, the greatest need of a human being is psychological survival—to be understood, to be affirmed, to be validated, to be appreciated."

~ Stephen R. Covey

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. Click on the Info Exchange tab then click on Officers Guidebook.



Not Just For Officers! Leadership Training Seminars Are For Members

I am going to depart from the usual By The Book format and cover a subject that needs emphasizing. In 2003 Harry Dollarhide, former Region H Trainer, conducted a Horizon Program. Thirty-seven attendees were present for the seminar with a wide range of GWRRA background and experience. Participants ranged from District Directors to members who would soon assume officer positions. One theme of discussion that surfaced several times was “Who should take this course,” “Who is the target audience for LTD training,” or “Do you have to be an officer to take LTD courses.” This is an article written then to answer that question, and it is still relevant today.

One of the past and also a current misconception of leadership training is that “it is only for the Officers.” NOT TRUE! Leadership training is for everyone in GWRRA.

Leadership training is NOT just for officers. GWRRA has tried to dispel this myth for several years, however it remains a “truth” in many members’ minds. And face it, if you go back several years in GWRRA history it was “Officer Training.” Even then it was misunderstood. Leadership training has always been aimed at present and future officers. “Future officers” means “members.” How can we expose members to training that is designed to enhance volunteer leaders skills if we wait until they are already officers? **The target audience is current officers and all members who would consider becoming volunteer officers.**

The Leadership Training Staff at the District, Region and Division level are all working very hard at making information available to the Members to prepare new Officers and Staff before they assume their new positions. The right time for this training could be any time throughout the year.

The LTD curriculum reflects training that focuses on leadership skills while understanding that knowledge is an enabler of those skills. While some of the training deals specifically with skills needed in a GWRRA leadership position, other training deals with Life Skills that will enhance the member’s life both within and outside of GWRRA. LTD training is intended to help members realize their full potential and to provide the best possible learning experience. New training ideas are constantly being considered such as: Chapter training vignettes, training videos, Chapter Director “Quick Start” training, Web-based training, training record cards, and more training collaboration with the Operations, Rider Education, and Member Enhancement Divisions.

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Training Calendar



Please send the details of your upcoming events to Assistant Directors Ed and Ann Nahl at enahl@cox.net. This information is also published on our division's web site, so let's work together to spread the word!

September 2008

9/27-9/28: Horizon Program in Jackson, MS (Region A). Contact Bobby and Lori Bryant at rbigdog4@aol.com or 601-919-9020

November 2008

11/01: Intermediate Leadership Skills and other seminars in Buckley, WA (Region I). Contact Bill Ellis at bellis@olympen.com or 360-683-6209.

11/??: Horizon Program is being planned in Lancaster, PA (Region B). Contact John and Bonnie McClun at mcclun@dejazzd.com or 717-733-1870.

11/22-11/23: Horizon Program in Morrilton, AR (Region H). Contact Larry Penepent at ardistricttrainer@suddenlink.net or 479-790-778

*"A leader
is the servant
who removes
the obstacles
that prevent
people from
doing their jobs."*

~ Max DePree

By The Book *(Continued)*

We want all members to know how much fun we are having in our seminars and training events so spread the word the next time you have fun at a seminar or training event.

There are currently eight LTD training programs:

- ◆ Member Orientation Program
- ◆ Life Skills Program
- ◆ Chapter Life Program (new)
- ◆ Horizon Program
- ◆ Chapter Leadership Skills Program (formerly Knowledge Enhancement)
- ◆ Intermediate Leadership Skills Program
- ◆ Advanced Leadership Skills Program
- ◆ Instructor Development and Certification Program



Discuss upcoming training needs with your District Trainer.

Seven Principles of Good Communication

John P. Kotter suggests the following principles of communication is his book entitled *Leading Change*:

1. Keep it simple
2. Use metaphors and analogy
3. Use many different forums to spread the word
4. Repeat, repeat, repeat
5. Lead by example
6. Explicitly address inconsistencies
7. Listen and be listened to



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