

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 the Leadership Training Staff and welcome to those of you reading our newsletter not currently involved in our division. We are taking a break from our series on leadership skills for active and prospective leaders to talk about last year and the directions the division will take for 2009. While 2008 was a good year for us, we feel as if we are now getting to know more of you and getting a good grasp of how leadership training is working throughout GWRRA.

Last year was a year of change. We are proud of the staff from all levels of the association who helped us to make the transition to Director, and learn how we can better respond to you and the membership. Coming into the position in mid year was a challenge, and we could not have been as successful as we were without all of your help. A very large thank you from both of us and our gratitude for your help!

We do need from each of you Region Trainers, District Trainers, and Instructors help with staffing our information booth and presenting seminars for Wing Ding this year. We have had some response, but we do need more. If you are going to attend Wing Ding and willing to help, please let us know by the end of February. The deadline is to make the schedule available for printing in *Wing World*. Please contact us with questions and let us know if you have a favorite seminar you would like to present. We need your help to make this Wing Ding one of the best EVER!

In 2008 we are proud to announce, with your help, the following:

- * 35 New Certified Instructors appointed
- * 22 New Senior Instructors appointed
- * 9 New Master Instructors appointed
- * 8 New District Trainers appointed
- * 3 New Region Trainers appointed
- * 21 Horizon Programs presented
- * 23,554 total training hours presented (A new record...well done!)

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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 2009 we have challenges which are new to many of us, and the economic events of the last few months have given us new things to consider. Training expenses will continue to be a concern, and the current economic conditions will add to this. We are working closely with Rider Education and Membership Enhancement to encourage more joint training events which are currently working well in some regions. We are also continuing to encourage the concept of cluster training and, with more Certified Instructors, making the training available closer to the chapter level. Please work with your Educators and Member Enhancement Coordinators at the Region and District levels to pool your resources and expenses.

We are working to develop online, web-based LTD Seminars made for those members who do not have the availability to attend in person due to distance, health, or costs. A Leadership Training database similar to Rider Education is under development, and is planned to be available in 2009. Close development and cooperation between LTD and the other divisions is needed to incorporate training to the membership on a variety of skills within and outside the association. Online computer training is now available to the membership through an outside training agency at a greatly reduced cost to the membership. This is but a few of the new elements we are currently working on, and we will be talking of more in future issues.

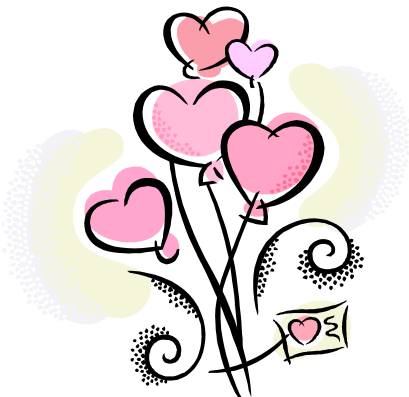
As we move forward in 2009, we will continue our goals of improving GWRRA to benefit the membership as well as promoting the ideals of "Friends for FUN, SAFETY, and KNOWLEDGE." We still want and need your input and assistance. Let us know how we can help YOU to make your GWRRA experience the best it can be.

*"Don't bunt.
Aim out
of the
ballpark."*

~ David Ogilvy

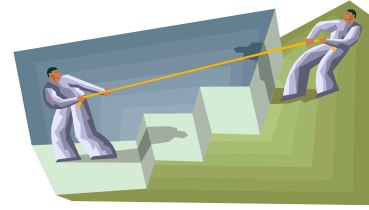
Monthly Memory Tip

This month's tip is to **focus your attention**. Attention is one of the major components of memory. In order for information to move from short-term memory into long-term memory, you need to actively attend to this information. Try to study in a place free of distractions such as television, music and other diversions. If you are trying to remember names and details about a conversation, active listening will help you learn more about the person to accomplish this.



Resolving Conflict

By Ed and Ann Nahl, Assistant LTD Directors



Welcome back to our continuing series on conflict. This month we will conclude the section on the reasons conflicts continue when they could have been resolved.

Fires will eventually go out unless you continue to stoke them, poke them, and continue to provide fuel. Conflicts can be stirred and continue to smolder or burst into flame in many ways. Being too critical can be interpreted as a put down. Trying to be a pacifist can be seen as weak, giving the other person the upper hand. Rationalizing the situation and applying logic will be seen as cold and emotionless when the other person is heavily and emotionally involved. Withdrawing, or running away verbally or physically, does nothing but prolong the conflict.

So, how do you put out the fire? Just like firefighters do every day, you must confront the problem face to face. There is no doubt it is difficult to accomplish, but it can be very rewarding. When you and the other person agree to discuss the issues face to face the act brings several benefits to the table. You are respecting the other person's opinion, you are being honest, you are agreeing to being equal in the discussion, you are exposing your vulnerabilities, and last but not least it is difficult. However, with time and practice you will be able to face conflicts and with time the other person will see that your intentions are to find the best possible solution and come to respect you for your efforts.

Another problem that arises in conflict resolution is the way people approach the conversation. When one party in conflict establishes a position, they are basically saying that they are issuing an ultimatum. They will only be happy if they get their way. Usually there are underlying issues at work and, if you can determine what their interests are, you can find the real cause of the conflict and begin to work on it. An effective tool is a series of questions to ensure you really understand their point. To accomplish this you will have to be an active listener, absorbing what they are saying, and restating it to be sure you understand even the smallest nuances of their words. Once they see that you are genuinely interested in a solution, both of you can use problem solving to reach a solution.

Can selfishness be a part of conflict? Of course it can. With children it exhibits itself in one word - MINE. With adults it is a sense of entitlement – they owe me. In either case at its most obvious there is no doubt that the person is being selfish. However, selfishness can vary in degree and intensity and as such can be very subtle and manipulative. When you are working to resolve a conflict beware of the selfishness trap and work to achieve a win-win solution in stead of a win – lose solution. When both parties win they can walk away with their head held high that is a good outcome. If one party wins and the other loses then someone feels good and someone feels defeated.

One course that has never been offered in school is Common Sense yet we are constantly being encouraged to use it. Do we resort to common sense when we are in conflict? Probably not. If we are not using common sense what do we use? We have all heard the quote, “The mind is a terrible thing to waste.” We think that in conflict situations it is more like, “The mind is a terrible thing...” You can fill in the blank if you think back to the last time you were involved in a conflict. Most people tend to think through a situation before facing it, and that is where the trouble begins.

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Resolving Conflict *(Continued)*

When given time to think about a situation we tend to think the worst instead of the best. Thinking the worst can affect our behavior. We can start to panic (avoidance), we can get upset (bullying), our emotions may be in turmoil (passive-aggressive), and we can become stressed (avoidance or giving in).

Next month we'll tie together the first four articles, and see how we can apply the various tools and activities to effectively resolve conflicts. A great resource for this series of articles has been Tim Ursiny's book *The Coward's Guide to Conflict: Empowering Solutions for Those Who Would Rather Run Than Fight*.

Tips to Fall Asleep Easily

Exerpts from PsychologyToday.com's *Sleep Guide*

- Have a bedtime ritual. This sends a cue to your body that it is time to settle down and fall asleep. A ritual does not have to be a long process and can be as simple as brushing your teeth and reading for 15 minutes.
- Keep a regular sleeping pattern. This allows your body's biological clock to take care of your ability to fall asleep and insures that you will be alert during the appropriate times of the day. One way to set your biological clock is to sit in the direct sun for 15 minutes right after you wake up in the morning. This prompts your body to tune in to the time of day.
- Have a light snack before bed. This will let you sleep soundly though the night without waking up from hunger pangs. Be careful though, eating a heavy meal before going to bed will make it difficult to fall asleep.
- Unwind earlier in the evening. Take the time early in the evening to relax your body and mind. Falling asleep can be almost impossible if your mind is racing-working through problems, weighing decisions and reviewing the day past or upcoming. A calm, clear mind is necessary for a relaxed body.
- Take a warm bath before going to bed. Warm baths raise your body's temperature. After the bath your body cools off and this cooling is what makes you sleepy.

**"Let your
advance
worrying
become
advance
thinking
and
planning."**

**~ Winston
Churchill**





By The Book

By Dale Wingrove

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." Please feel free to reprint these articles in Region, District and Chapter newsletters.

This month's article is written about a recent training event in Region H. Perhaps it may help other regions!

WHAT IS IN IT FOR ME?

Everyone asks the question "What Is in It for Me." In the Leadership training program we have an answer, and it can be life changing!

GWRRA is a member-focused organization. As volunteer leaders we need the leadership skills that our LTD program provides. From Advanced Leadership all the way to Chapter Life, we have a program for everyone. In Region H we have some very enthusiastic District Trainers that are taking the bull by the horns and providing the training needed to take care of our members needs on every level.

On February 7th and 8th the new Region H staff and representatives from all five of its Districts attended an Advanced Leadership Program. To say the least we had a lot of fun, got to visit with old friends and make some new ones. More important for staff's at this level we learned Leadership skills necessary to insure that we are taking care of our members to the best of our ability. There are seminars that help the leaders take care of themselves such as Time Management and Stress Management. Every Region and District Staff Member should take the Advanced Leadership Program to ensure the health of their staff and the well being of our members at the Chapter level. Don't just wear the rocker, get out and make a difference.

You may still be asking "What Is in It for Me." In the Leadership Training Division we can make our everyday lives better outside of our hobby. We learn skills we can take home or to work that will improve our well-being and skills to be leaders outside of GWRRA. After all GWRRA is a hobby, and anything we can do to make our real life easier means more time that we can spend riding our motorcycles. Look me up at Wing Ding and ask me what LTD and some great mentors have done for my life.

I need to thank the instructors who helped with the Advanced Leadership Program in Marshall TX. Thank you Harry Dollarhide (Region H Director) and Ed Nahl (Assistant LTD Director) for getting everything set up in my absence and presenting seminars. Thanks to Jack Wagner (OK District Trainer), Brent Comaux (LA District Director), Larry Penepent (AR District Trainer) and Lynn Heene (TX District Trainer). You all did a great job, and we all learned a great deal! As always, we need to thank Geraldine Mauthe from the Marshall Convention and Visitors Bureau for all the help.

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!

February 2009

2/7: Chapter Leadership Skills in Bessemer, AL (Region A). Contact Frank and Linda Teasley at 205-424-4717 or teaswing@bham.rr.com.

2/7: Advanced Leadership Skills in Marshall, TX (Region H). Contact Dave Wingrove at dwinrow@att.net.

2/7-2/8: Horizon Program in Pooler, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

2/21: Intermediate Leadership Skills in Bessemer, AL (Region A). Contact Frank and Linda Teasley at 205-424-4717 or teaswing@bham.rr.com.

2/21: Chapter Life Program in Morrilton, AR (Region H) Contact Larry Penepent at 479-970-0778 or ardistricttrainer@suddenlink.net.

2/21: LTD Extravaganza [Horizon Program Overview, Stress Management, Managing Change, Flyers for Fun and Profit, Chapter Structure & Organization, Motivating & Managing Volunteers, FUNdraising and People Based Leadership Skills modules in Vernon, CT. (Region B). Contact Skip and Sam McQueeney at 860-688-0416 or skipnsam@comcast.net.

2/21: Instructor Certification Course in Ormond Beach, FL (Region A). Contact Dough and Sandy Gray at fla-trainer@cfl.rr.com.

2/21: Chapter Leadership Skills Program in Jackson, MS (Region A). Contact Bobby and Lori Bryant at rbigdog4@aol.com.

2/21-2/22: Horizon Program in Statesville, NC (Region N). Contact John Williams at 828-687-9868 or wiliams4822@bellsouth.net.

2/21-2/22: Horizon Program in Goldsboro, NC (Region N). Contact John Williams at 828-687-9868 or wiliams4822@bellsouth.net.

2/21-2/22: Horizon Program in Fort Worth, TX (Region H). Contact Lynn Heene at 512-694-3064 or lynnheene@yahoo.com.

2/28: Advanced Leadership Skills in Bessemer, AL (Region A). Contact Frank and Linda Teasley at 205-424-4717 or teaswing@bham.rr.com.

2/28: Chapter Skills Program in Dawsonville, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

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Training Calendar *(Continued)*



February 2009 *(continued)*

2/28-3/1: Horizon Program in Norwich, NY (Region B). Contact Ed and Dottie Bahrenburg at wingin-it@stny.rr.com or 607-648-4351.

2/28-3/01: Horizon Program in Lebanon, TN (Region N). Contact Tony and Toni Ann Boquet at 615-599-8266 or trikers2@comcast.net.

March 2009

3/7: Chapter Skills Program in Perry, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

3/12-3/14: Member Orientation Program in Kissimmee, FL (Region A). Contact Doug and Sandy Gray at flatrainer@cfl.rr.com.

3/14: Intermediate Leadership Skills in Morganton, NC (Region N). Contact John Williams at 828-687-9868 or williams4822@bellsouth.net.

3/28: Intermediate Leadership Skills in Kernersville, NC (Region N). Contact John Williams at 828-687-9868 or williams4822@bellsouth.net.

3/28: Intermediate Leadership Skills in Goldsboro, NC (Region N). Contact John Williams at 828-687-9868 or williams4822@bellsouth.net.

May 2009

5/1-5/2: Horizon Program in Sebring, FL (Region A). Contact Doug and Sandy Gray at flatrainer@cfl.rr.com.

June 2009

6/11-6/13: Planning a Chapter Event, Helpful Information for New Members, and Remembering Names in Hiaassee, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

August 2009

8/1: Intermediate Skills Program in Dawsonville, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

8/15: Intermediate Skills Program in Perry, GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

8/29: Advanced Skills Program in [TBD], GA (Region A). Contact Dave Aikens at aikensdl@cox.net.

Spring Forward

For those areas observing Daylight Savings Time, mark your calendars and remember to set your clocks 1 hour ahead for:

Sunday, March 8th, 2009.



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