

OCTOBER 2015



INSIGHT

ADDRESSING THE NEEDS OF OUR
VOLUNTEER OFFICERS WORLD WIDE.

focus

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EXACTLY WHAT IS MY JOB?

What is expected from me? Is there a written guideline for me to follow? Have you ever been asked that question? Have you, yourself, ever asked those same questions? Guess what, we now have the answer to those questions and many more posted on our GWRRA main Website under Officer Connection (Officer Resources).

Now, for perhaps the first time ever, every officer in our Association has an official answer to their questions regarding their position in GWRRA.

In the Officer Resource Section, you can find a complete Position Description for all Officers at all levels in Operations, Rider Education, Training and Membership Enhancement. The new University position descriptions are also included in this section.

This one very important tool will help make ever Officer's job much easier, more effective and finally, understood by all. There are no secrets here. Every single position in GWRRA at all levels is covered, even mine.

With this newly gained knowledge, your task of mentoring, coaching, delegating, evaluating, planning, organiz-

ing, creating, appointing, reviewing and communicating just got a whole lot easier, faster and more FUN.

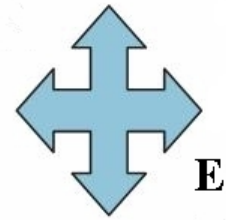
As a great leader in your position, we look forward to developing more tools that will continue to support you in this important role. We are anxious to hear from you on how you can utilize these position descriptions to make your job easier and more FUN!

On another note, please remember we look forward to “Fall” as a seasonal change and not something that we want to have happen with our motorcycles. Our riding skills are all considered “perishable!” Don’t “spoil” your ride by not practicing those skills often.

Ray and Sandi Garris



Deputy Directors



*A continuous guide for the
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Wing Ding 37 is now in the history books and it was one of the best ever. The Huntsville, AL area worked overtime to make us feel welcome and the venue (the Von Braun Center) couldn't have been better. Attendance was over 9,000. Nan and I stayed at the Marriott at the Space and Rocket Center and the accommodations there were great. For Nan and I, it was a fantastic Wing Ding (we've attended 21 of them) and we are looking forward to Wing Ding 38 in Billings, MT in 2016.

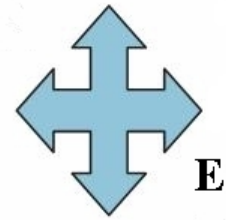
We'd like to sincerely THANK all the wonderful volunteers who worked so hard at our areas of responsibility. Region A had Ticket Sales/Poker Run while Region N had On-Site Registration. We were also asked to provide assistance at Goody Sales. We had more than ample volunteers from each of our 10 Districts comprising the two Regions (A & N) so that both Ticket Sales/Poker Run and On-Site Registration had all of their daily responsibilities covered without having to ask for assistance from other Regions. We also were able to provide several workers to the Goody Sales on Saturday and Sunday when they really needed the help. We can't thank all of you enough for what you did to help make Wing Ding 37 a big success! A special Thank You to our able Regional Directors, Jim and Sue Jackson (Region A) and Glenda and Alan Keough (Region N) for organizing their individual areas of responsibility. We'd also like to mention that the Tennessee District provided 6 additional volunteers to work at the Amazing Team Challenge/Drill Team Site setting up the range and moving cones.

On August 31st, the day before the International Operations Meeting at Wing Ding 37, we appointed a new Region N Director, Glenda and Alan Keough of Collierville, TN. Glenda and Alan were previously serving as Assistant District Directors in western Tennessee for District Directors Gary and Patti Hamilton. Nan and I together with Anita and JR (the new President of GWRRA) completed the in-person interviews with all the candidates on the 31st and made the appointment that evening. Our thanks to all who submitted resumes and who participated in the process.

Glenda and Alan had to hit the ground running right from their appointment, first with the OPS meeting, then overseeing the Region N duties at Wing Ding, putting a Region staff together (a work in progress) plus dealing with numerous other issues. They are off to a good start and we welcome their appointment as Region N Directors.

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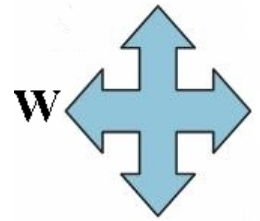
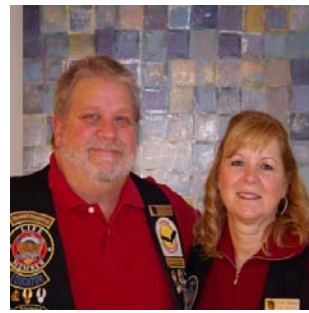
The next Region rally is the Virginia District rally in Roanoke, October 1st-3rd. This is known as Rally in the Valley. Virginia District Directors, Dennis and Kristen Weston (who will receive their Senior District Director appointment) are your hosts for this event, along with their able staff. Come on out and enjoy this great event; you'll have a good time while supporting the Virginia District's hard work.

After the Virginia District rally, the next event is in Region A where the Region rally will be held in Eufaula, AL, October 29th-31st. Jim and Sue Jackson are the hosts for this one. These folks always put on a fantastic rally, so if your schedule permits, come join us at the Lakepoint Lodge in October. As of now they have some 11 vendors signed up.

Bob & Nan



Deputy Directors



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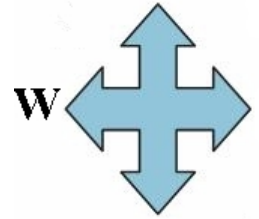
The Wing Ding Experience

As I sort of rode towards home after Wing Ding 37 in Huntsville, AL, I started to think about my Wing Ding experience. Was it like everyone else's experience? Was it different? In many ways it was like most members' experience, and in some ways quite different. I'd like to share some of my observations and experiences of Wing Ding with you.

In many ways, the anticipation of a life experience is as important as the event itself. We had been planning and thinking about Wing Ding for many months and this created quite a bit of excitement for both my wife and I. We have attended 8 previous Wing Ding's so we had a pretty good idea of what to expect. We have also been involved in teaching both Leadership Training and Rider Education seminars and Rider Courses at past Wing Ding's. This one was going to be a bit different. In our new role as Deputy Directors, we had many more responsibilities and duties. We would need to be there earlier, spend time with more people and sometimes get out of our comfort zone. I was certainly thinking about all of these things as I rode east, further than I had ridden before on our Gold Wing. I was excited to be on a long motorcycle ride, excited to be going to Wing Ding, but maybe a little worried about the unknown, both on the ride and at Wing Ding itself.

As we got within several weeks of leaving, the communication with Team GWRRA intensified as we committed to more responsibility to help make the members' experience the best it could be. I volunteered to help out at the first 4 shifts of the Customer Service Booth. I did this with my eyes wide open knowing it was going to be the most busy, intense place at Wing Ding during this time. I also guessed correctly that most people were coming to see us for help and they may not always be happy. That's okay; our job was to listen, correct any problems that we were able and if we were not able to fix it, then we would listen, take notes and look at any changes that may help those situations. Our mission was to do our best to solve problems and make their Wing Ding experience as positive as it could be. Lynn spent a lot of time helping out in the door prize booth as well as the GWRRA Goodie booth.

We arrived in Huntsville, AL and immediately started to work. Our first evening in town was spent in a hotel practicing and rehearsing for some skits that would show our leadership the roll out of the new GWRRA University, co-appointing and other changes in GWRRA. We had a great time and yes, we



anticipated the next day.

We did perform all of the skits and I believe that they helped get the message across much better than hearing it in an email, or lecture. The day went very quickly because we were all having fun!

Probably the most exciting part of Wing Ding is watching all of the people come in excited, all talking, meeting new friends, hugging old ones and generally having a great time. We were able to watch this happen right in front of us while working at the Customer Service booth. It was contagious; the energy in that room was amazing! We also attended seminars, we purchased things in the vendor area, we ate great food, we sat and talked to wonderful people, listened to some great music and danced, we watched some really talented folks ride in skill events, and on drill teams. We even got to ride a bit in Alabama. I found it hard to sleep at night because I was anticipating the next day! I didn't want to see this end. Well, of course it did and then I was where we started this article, thinking about my Wing Ding experience. You can see that my experience was different than most members', but in many ways the same. In many ways, it was an enhanced experience because we did volunteer and work at Wing Ding.

So here are my takeaways from Wing Ding:

No matter if it's Wing Ding, a Region Convention, and District Convention, a chapter event or an impromptu ride, remember that the anticipation is a large part of the experience, relish it, enjoy it, and remember it, because the event itself moves along pretty quickly! Then afterward, reflect on the memories. If you are planning one of these events think about the anticipation that goes along with the event. Help your members anticipate the event.

Get involved. I shared many of the same experiences any other officer or member would have had but I enhanced those by volunteering and immersing myself in the event. Try to step out of your comfort zone, help out in ways you may never have tried before, you might find out you have hidden talents.

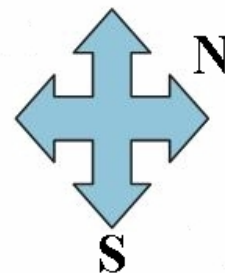
Most of all remember and relish the time you share with friends new and old. It's all about relationships.

Mike & Lynn

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By the Book

**By: Jack Wagner
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“By the Book” articles are intended to help familiarize GWRRA Volunteer Leaders and Members with the policies, procedures, and information contained in the GWRRA Officer’s Handbook (OHB). A copy of the Officer’s Handbook can be found at the following Internet website: www.gwrro.org/oconnect/officerhandbook.html

Please feel free to reprint these articles in Region, District, or Chapter newsletters

A Survey, or Just a Vote in Disguise

We’ve all heard that we shouldn’t vote in GWRRA. Section D, page 9 of the Officer Handbook discusses the topic of voting in detail and says surveys should be taken in lieu of voting. But what’s the difference between a ‘vote’ and a ‘survey’? Voting, by definition, is the process of approval or disapproval of a particular proposal. A survey is defined as a process that involves questioning people to obtain information or opinions to be analyzed. Hmm, sounds kinda like the same thing – so what’s the difference. Oh, I forgot to include a key word in each of the definitions. Voting is defined as a formal process, while a survey is an informal process.

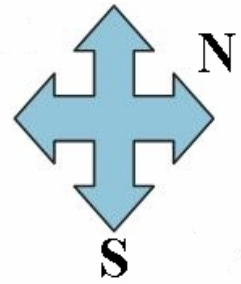
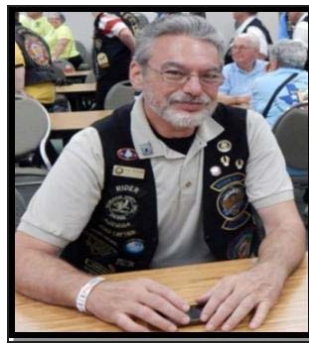
Most times, voting as we do it, involves posing a question and asking for a show of hands. That sounds fairly informal – so is that a survey and not a vote, therefore okay? Lets think about that. Our type of voting is usually done in a group setting and everyone is allowed one vote - a “this or this” question. The outcome usually involves going with the majority and members thinking they either “won” or “lost” - and no one likes to loose. There can also be peer pressure in the form of being seen voting the same as a friend or risk friction in the friendship.

A properly done survey would involve talking to members informally, one-on-one, then taking all of the discussions into account and making a decision. No group setting peer pressure; no ‘visible’ winners and losers. The best part is that by having these discussions, an additional alternative may become appar-

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ent which would make everyone happier. Or you may find it really doesn't matter as long as riding and food are involved.

Does this sound like a lot of work on the part of the director vs. just posing a question to the group and asking for a show of hands? It shouldn't be. These discussions should occur between the members and any of the core team. Then in the planning, or business meeting, the core team provides input to the director resulting in the director making an informed decision. In many cases, the core team should be getting to know the members well enough to know what they would like without having a topic specific discussion. And the members should be pro-actively talking to their core team to offer up suggestions and comments.

For more information regarding GWRRA Voting, see Section D, page 9 of the Officer's Handbook which discusses the topic of voting in detail.

The more you know, the better it gets!

Jack Wagner



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Get MAD When You Are Wet

Riding in the rain is certainly not as much fun as riding on a nice sunny day. But have you noticed that, when roads are wet, many of our riders become very tentative in cornering, most working very hard at not leaning their Wings. To be sure, wet surfaces yield less traction, but not as much as you might think. This was demonstrated to the Rider Education TEAM during Wing Ding 37 when Dunlop Tires hosted a visit to their proving grounds.

During the Huntsville, Alabama facility tour, a Dunlop test rider boarded a 2012 GL 1800 and took it for several “road speed” laps around Dunlop’s test circuit. The surprise was that the track was awash with a heavy layer of water on the curve in front of the spectators. The rider never slowed and rode through at almost peg-scraping lean angles demonstrating the efficiency of motorcycle tires to grip the road in these conditions. This, of course, was a good pitch for Dunlop tires. But it clearly demonstrated the advantage of any motorcycle tire having a tread pattern that continues partway up the stiff sidewall securing the adhesive friction in a lean necessary to keep the shiny side up.

So, while gentle braking and maneuvering is prudent, traction is not the main concern for us in wet weather riding. “OK, Bob. So what is,” you may ask.

Other users of the road, i.e. motorists -- they have enough trouble seeing us in perfect conditions, but add rain covered windshields, road spray, low light, and poor traction management, and our problems increase exponentially. Our Motorist Awareness Division presentations urge motorists to give motorcycles more space, as much as five seconds in low visibility conditions. And we, as the leadership of GWRRA, can help MAD get that message across by talking with...well, just about anybody. Download the MAD brochure from the GWRRA website and keep a copy handy. Then think about the times you have been asked by non-riders, “what do you do when it rains?” Instead of talking about rain gear, how about talking about what they can do to help us stay safe? If you do that, no one will think you are all wet.

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Membership Enhancement Program

A continuous guide for the Membership Enhancement Program



Let the **FUN** Times ROLL!

WOW – Was Wing Ding **FUN** this year or WHAT? You know, last month we talked about Membership Enhancement being more **FUN** than a number of things...and Wing Ding certainly bore that out on so many levels! We've heard more than one person state unequivocally that Wing Ding 37 was the best they'd ever attended – and we have to echo that statement. It was more **FUN** than...well, you get the idea!



If you weren't at the Krazy Hat and Mascot Contest, you really missed out on some incredible **FUN**! Some folks really went ALL OUT and the creativity was quite impressive. We were all amazed at the turnout, and really delighted at how much **FUN** was generated at this impromptu event. But there was even more—talent shows, trivia contests, and all kinds of great things going on at the Goodie Booth stage. And let's not forget the Couple of the Year selection process and the Welcome Party and the most incredible entertainment and the vendors and poker runs and...and...and...well, you get the idea. There was never a dull moment! And we can all look forward to more of that kind of **FUN** in Billings next September!

Speaking of Billings, have you registered yet? There is only a little bit of time left to get in on the preregistration packages. Go to www.wing-ding.org to see what's available. We hear that the hotels are already being booked like hotcakes. Why? Because everyone had so much **FUN** in Huntsville that they can't wait for the next round!



One thing that we are stressing in Membership Enhancement is that we want to bring that kind of **FUN** into everything that we do in GWRRA – not only at Wing Ding, but in our Region, District,

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and Chapter events. In our Membership Enhancement Forum we outlined ways to bring **FUN** into our events, and we received some great feedback from the attendees.

So now, the question becomes “How do we inject all of this **FUN** into our events?” Remember that change might take time – in your Chapter gatherings, just look for something that you can do to create laughter. And then remember the old adage...if at first you don’t succeed, try, try again! The bandwagon will get more and more crowded as more of your members jump on...they won’t be able to help themselves because **FUN IS CONTAGIOUS!!!**



At the District and Region levels, it becomes a little bit easier to create **FUN**. We see it everywhere – rallies that have a theme are typically wildly successful. And if they incorporate Chapter/District challenges or other contests, well, the **FUN** just multiplies!

And when you see another Chapter/District/Region doing something that created **FUN** for you, don’t hesitate to bring it to your own event! Imitation is the sincerest form of flattery!

First and foremost, have **FUN** yourself. Like we said before, it’s contagious! When your fellow GWRRA members see you having **FUN**, they can’t help but join in!

BRING ON THE FUN!!!

John & Barb

