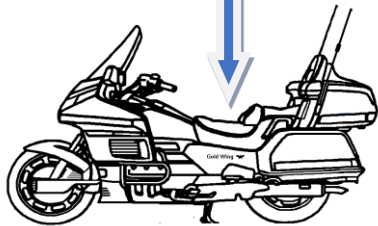


## From the Director's Chair



September, 2019

### **Toward More Fun and Better Communication!**

In last month's newsletter we indicated that it was the first in a series of articles that examine an entire ride from start to finish. While we still intend to follow this sequence of topics, we are interrupting the series this month to talk about a different topic which we feel is also very important; that of how each of us communicates our opinion, provides feedback and communicates within the Chapter.

As your Chapter Directors, it is our personal commitment, as well as our primary responsibility to serve all Members and do our best to meet everyone's needs. Since Member needs are incredibly diverse, however, it is not always possible to meet every Member's needs all the time. In those cases, you have our commitment to doing our best to meet the needs of the majority and to arrive at decisions that have the support of the greatest number of Chapter members.

Remember, however, that we can't meet your needs – or even consider them -- if you haven't expressed them to us or we don't know what they are. As we move into the end of year planning phase of Chapter operations, expressing your opinion and providing feedback about what has worked and what has not is essential, but it is also needed on a regular basis, because we make operational decisions—both large and small – on an almost daily to keep everything running smoothly.

The GWRRA Officer Handbook states that “GWRRA's goal is that problems are solved at the level from where they come” so please know that our goal is always to be available to Members to discuss their needs and ideas.

### **How Feedback Differs from Whining**

While feedback is essential and welcomed, it is helpful to recognize the differences between useful feedback and general “whining.”

- Feedback is only useful if it is given to individuals who are in a position to address or resolve a problem.
- Feedback is **mainly** focused on building strengths instead of highlighting weaknesses. If your feedback is always focused on what is not working it is going to frustrate both parties involved in the situation.
- Feedback is based on a larger vision. A shared sense of the organization's ultimate goals and vision should fuel the feedback, not a drive for personal gain or power over others.

- Feedback is honest and conversational. Remember that backhanded comments or passive-aggressive behavior undermine both the feedback process and overall communication in the organization.

As we wind down the 2019 riding season and prepare for another great year of fun, safety and knowledge, lets all focus on providing effective feedback and sharing our individual ideas for improving communication and developing the Chapter and the organization as a whole.

Bruce and Joanne Carlson  
Chapter N

### **September Events:**

**8/27 to 8/31/2019** – Wing Ding – Nashville, Tennessee

**9/7 to 9/8/2019** – Overnight (or marathon) ride to Bayfield, Wisconsin.

**9/12/2019** – Dinner Social – Boca Chica – 11 Cesar Chavez Street, St. Paul, Minnesota 55107

**9/14/2019** – Monthly Breakfast – Cherokee Sirloin Room, 4625 Nicols Road, Eagan, Minnesota 55122

**9/22/2019** – Wisconsin Ride with Stops at Hager City and Elsworth Creamery

## **District Rider Education Newsletter – August, 2019**

The MN & ND rally is now a fond memory. Thank you to Bob and Renae Hicks, our District Directors. They did a fabulous job and I know that the rally was a great success!! I've heard many positive comments about the rally this year and the fact that many of our members are really looking forward to next year in Worthington.

Congratulations are in order!! While at the Wisconsin District Rally in June, Bob Hicks became certified as a Trike Course Instructor, along with our Wisconsin friends Bruce Gephard and Jerry Hempe. Great job to the three of them!!

A huge thank you to Bob Hicks for having confidence in Scott and I and agreeing to let us use his Trike to become certified as Trike Course Instructors on July 21<sup>st</sup>. Minnesota now has three GWRRA Rider Course Instructors certified to instruct both two-wheel and three-wheel classes. Woo Hoo!!!

I also need to extend a THANK YOU to Dan Davis from Illinois for giving his time to come and certify the Instructors from both Minnesota AND Wisconsin. Without Dan, his flexible schedule and his understanding wife, this wouldn't have been accomplished. Dan Davis and Kris Andre (both from Illinois) are the very reason that I decided I wanted to do this for our Members. As former District Directors and now District Educator, Scott and I have been involved with several Trike Rider Courses instructed by Dan and Kris over the years. They both encouraged Scott and me to consider the position. Well, we took the plunge and Bob Hicks was right there with us!

One more thank you. Thank you to the members that put their faith in Bob, Scott and me and attended our class. You also made this possible and I hope you took at least one thing away from the class with you.

At this point, it's late in the season and I'm not sure we can do another TRC until next year. A minimum of six trikes are a must in order to hold the course. It's not our intent to make money, just cover the costs associated with the classes.

Till next time, keep the rubber down and the shiny side up!

Joy Mattson