



Tero® International, Inc.  
 Experts in the design and facilitation of interpersonal skills training programs

April 2006

## Tero® International's Monthly E-zine



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### Tero® International, Inc.

#### Public Workshops

April 12 – 13	IMPACT® – How To Speak Your Way To Success
April 27	Outclass Your Competition
May 17 – 18	Time Management Through Goal Setting
June 6 – 7	IMPACT® – How To Speak Your Way To Success
June 8	Image and Influence—Polishing Your Professional Look
June 15	Image and Influence – Polishing Your Professional Look
June 22	Outclass Your Competition
June 23	Tero®'s Executive Retreat
July 12-13	IMPACT® – How To Speak Your Way To Success

### Welcome to Tero® International's Monthly E-zine

Everyone at Tero® would like to express great appreciation for the excellent participation, feedback and questions we have received from our e-zine readers. Please continue to contact us with suggestions, comments and questions we can use to create a helpful resource for your professional needs and pique your personal interests.

Survival from tornadoes and downpours seems to be key during the month of April, but other activities during this month can be disastrous if the right skills are not applied. Religious observances, award ceremonies, business dinners and colleague appreciation days are important events that must be approached with careful consideration and etiquette. This month's e-zine focuses on the knowledge any businessperson should know when building and maintaining important relationships.

This issue includes more information relevant to Tero® graduates and future participants. Check out our online course evaluations and upcoming events.

### Tero® International Public Workshops

#### **IMPACT® - How To Speak Your Way To Success**

A 2-day workshop on speaking confidently and persuasively.  
*April 12-13, June 6-7, July 12-13, October 12-13*

#### **Outclass Your Competition**

A 5-hour Business Etiquette and Dining Tutorial workshop  
*April 27, June 22, September 7*

July 12-13	IMPACT® – How To Speak Your Way To Success
July 19-20	Time Management Through Goal Setting
September 7	Outclass Your Competition
October 12	Image and Influence – Polishing Your Professional Look
October 12-13	IMPACT® – How To Speak Your Way To Success
October 26-27	Beyond Compromise

April 27, June 22, September 7

**Time Management Through Goal Setting**

A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.  
*May 17-18, July 19-20*

**Image and Influence: Polishing Your Professional Look**

A 1/2-day workshop on polishing the message your appearance sends and discovering the best way to present yourself.  
*June 4, June 15, October 12*

**Tero's® Executive Retreat**

An exclusive Business Etiquette and Dining Tutorial evening workshop  
*June 23*

**Beyond Compromise™ A Better Way To Negotiate**

A 2-day workshop on how to move negotiations to win/win outcomes.  
*October 26-27*

[Click here](#) to register for a public workshop

**Tero® International's Learning Center**



Healthy, live plants are a feature of the Tero Learning Center. Scientists at NASA found plants make for a better learning and thinking environment for astronauts. Certain plants remove pollutants from the air, increase the negative ionization and charge it with oxygen. According to the Federal Clean Air Council, plants raise oxygen levels and increase productivity by 10 percent. A single plant can often affect 100 square feet of space. Among some of the best plants for enhanced learning are: philodendrons, peace lilies, and bamboo palms.

Participants arrive to music selected to enhance the learning environment. White noise and nature sounds are also used. Music is a powerful signal carrier. It activates emotions and long term memory and fully engages the brain's most receptive states. Benefits of

**Ask Tero®**

This section contains questions asked of the training professionals at Tero®. Do you have a question for Tero®? [Click here](#) to ask your question.

**Question:** Now that summer is approaching, is it okay to wear sandals and no hosiery to work?

**Tero® says:** Our professional image should not take a vacation during the warm weather months. Sandals convey a message that you are ready for social or leisure activities rather than for business. The most professional shoes for men and women have closed toes and closed heels. For a more relaxed look, women may opt for a sling back shoe. If you work in a very casual industry in which sandals are permitted, use the guideline that there should be more shoe than foot showing. It is also imperative that exposed feet be impeccably cared for. The bottom line is this: don't allow your feet to defeat your career goals.

Bare legs are not considered professional in most business environments. Many companies find that the ultra relaxed statement made by bare legs often crosses over to work attitudes. Especially for women, the more skin that you show, whether it is the legs, arms, or midriff, the less respect that you are shown. Hosiery will always communicate a more professional tone.

**Question:** I was always taught to walk on the outside of the sidewalk when I escorted a woman. A new European acquaintance informed me that I should always place the woman on my right, regardless of who is on the inside or outside. I can't find this information in any etiquette books. Who is correct?

**Tero® says:** You both are. The American custom (social etiquette) places the man on the outside of the sidewalk. In European countries men always walk to the left of the woman, which puts them on the inside as often as on the outside. U.S. business etiquette stresses no gender difference, yet if with a European woman client, a U.S. business man should allow for

activates emotions and long term memory and fully engages the brain's most receptive states. Benefits of music in learning include: relaxation, stress reduction, creativity through brain wave activation, stimulated imagination and thinking, motor skills, speaking and vocabulary, and reduced disciplinary problems.

To ensure nearby interstate noise is not distracting, training rooms were intentionally located on the opposite side of the building with a view of the heavily treed grounds. To minimize noises inherent in any business environment, internal walls to the training rooms are equipped with sound barriers.



A diffuser and wide selection of essential oils that contribute to encouraging a variety of learning states are on hand for facilitators to use to enhance the learning environment. Olfaction (the neuroscience of smell) drives the human basics such as anxiety, fear, hunger, depression and sexuality. Smell is known to affect vital brain functions, learning, memory and emotional states. Certain floral odors increase the ability to learn, create and think. Studies show that problem solving increases by up to 30% when learners are exposed to a flowery scent. Other aromas that trigger optimal learning states include peppermint, lemon and cinnamon.

Frequent breaks are a standard Tero® practice. Ten minute breaks are provided approximately every hour

which puts them on the inside as often as on the outside. U.S. business etiquette stresses no gender difference, yet if with a European woman client, a U.S. business man should allow for gender difference.

**Question:** What gift should not be given in Japan?

**Tero® says:** The clock, as it is a symbol of death.

[Click here](#) to ask Tero® a question

**Feature Article — Be a Gift-Giving Guru**  
by Deborah Rinner

The French have a phrase that refers to gifting, “Il faut bien presenter les choses” which translates to “things should be well presented.” A gift is a statement and the more thought we put into selection and presentation, the more our gift will communicate. What are some considerations to reflect on when giving a gift so that we present well?

[Click here](#) for the full article

**Professional Development Activity — Business Toasts: How to Give and Receive**

Owen Edwards said “the measure of all manners is how much they simplify and clarify life by eliminating confusion, indecision, distraction and awkwardness.”

Nothing illustrates this more than the art of the business toast. Have you given a toast lately? The person toasting at a business dinner creates an atmosphere of generosity which makes each guest feel important and included. Proper toasting elevates even a simple occasion to a memorable one. [Click here for Tero®'s Ten Toasting Tips.](#)

When did toasting originate? Many trace it back to the time of the Greeks. Its roots do not reflect the generosity and savviness it represents today. The Greeks were known to settle their business disputes by dropping a little poison in the punch. Offering a toast to good health while raising glasses obliged all diners to sip at the same time so there was less risk of poisoning. Clinking glasses, which people still do today, (see **Tero®'s Ten Toasting Tips**) acted as a poisoning deterrent as well. If glasses clinked, a bit of my drink might land into yours, so we best omit the poison!

The term “toast” traces back to the time of the Romans, who dipped dry toast into their wine to absorb impurities. As you can see, the custom of drinking to ones health began long ago and was more than just sentiment.

The toasting challenge? The next time you are hosting a dinner, give a toast. Toast the occasion or your guest of honor. If it is going to be awhile before a suitable business occasion occurs, practice at home. Graduation dinners, holidays etc. are all perfect practice times. Make good eye contact, be sincere, and deliver a brief toast. Then sit back and observe how special you have made someone feel about themselves, their organization and the occasion. You will be remembered for it!

[Click here](#) to request information about a professional image workshop or a class with further etiquette training. *Image and Influence—Polishing Your Professional Look* and *Outclass Your Competition* are offered as both public workshops and private coaching sessions.

Frequent breaks are a standard Tero® practice. Ten minute breaks are provided approximately every hour during the workshops. Brain researchers have found that the brain operates on 90-110 minute cycles of attention. Trying to gain someone's attention at the bottom of this cycle is not only difficult, it may be counterproductive. Researchers have found that taking breaks several times a day actually increases productivity. Breaks also allow time for assimilation and processing of learning.



Participants in Tero® workshops facilitated in the Learning Center can enjoy healthy learning-friendly meals and refreshments. In addition to the usual training fare of coffee, tea, sodas, and rolls, Tero® provides a selection of healthy snacks and water throughout training sessions to enhance learning and retention. Carbohydrates (breads, cereals, pastas) may impair learning by slowing down the brain. Sugar is not good or bad, it is both. It's all a matter of what is eaten with the sugar. When eaten with a carbohydrate (donuts or danish), it impairs learning. When eaten with a protein (trail mix, yogurt, granola), learning is benefited.



Critical to learning is the presence of some stress. While the learning environment at Tero® is created for comfort and optimum learning, the curriculum is designed to address the need for stress in learning. Tero® invests hundreds of hours in the research.

## Keynote Addresses

Events, conferences, conventions or seminars are perfect settings for keynote speakers to motivate or educate an audience. Because Tero® International trains professionals to make effective presentations, listeners will be fascinated while gaining new insight and information that can assist them in their professional and personal lives.

Keynote topics include, but are not limited to:

The Importance of Image  
Handling Change: How We Sabotage Ourselves and How To Avoid It  
Networking for Results  
Mentoring in the New Millennium  
Dining Tutorial  
Get the Most out of Your Time and Your Life  
Business Etiquette  
The Messages Body Language Sends  
Leadership  
International Protocol

[Click here](#) for more information about Tero® Keynotes or to schedule a speaker

## Online Resources

Are you a graduate of a Tero® Training Class? Your feedback is important to us.

Whether you are a recent graduate, a long-time veteran of a Tero® workshop or a graduate of multiple Tero® workshops, we would like to hear from you.

Click below to fill out an evaluation of how your Tero®-acquired knowledge has impacted your everyday work and life. This opportunity will be available on each e-zine or you can visit Tero's® web site at [www.tero.com](http://www.tero.com) to give us your feedback.

[Click here](#) to provide us with your feedback.

Don't remember the name(s) of your Tero trainers or the dates you participated in the training? No problem. Simply leave those fields blank or take your best guess.

## What's New at Tero®?

**O!** On May 19, Tero®'s Deborah Rinner and Becky Rupiper-Greene will speak to Omaha's chapter of Executive Women International at their annual spring conference.

Deborah Rinner's "Outclass Your Competition" presentation will include information about business etiquette and tips for professional dining behavior.

*Often times, employees see the difference between someone's career that is taking off and equally skilled employees who can't seem to get the same breaks. More often than not, that star employee has a good grasp of Business Etiquette: knowledge of the proper form, rules, manner, or customs required in specific situations. EWI participants will highlight their*

designed to address the need for stress in learning. Tero® invests hundreds of hours in the research, design and development of its programs in pursuit of achieving the delicate balance of simulating the stresses found in the real world, while also providing a safe and enriching learning environment in which participants can experiment with the new skills they will be required to use in the real world.



Tero's large training room awaits the arrival of a group of individuals who will participate in Tero's Team Dynamics. This workshop is designed to help people bring out the best in themselves and others by learning and applying the insights from the Myers-Briggs Type Indicator (MBTI).



This breakfast service is both elegant and healthy for the workshop participants that will enjoy it as part of their Tero training experience.



*star employee has a good grasp of Business Etiquette: knowledge of the proper form, rules, manners, or customs required in specific situations. EWI registrants will heighten their "business intelligence" by learning the skills needed to thrive, not just survive, in any business environment.*

Becky Rupiper-Greene will present "Style Strategies for Your Professional Image".

*Employees in today's atmosphere are judged and perceived by their clothes, personal grooming and overall appearance. Those who attend this presentation will learn what messages employees are sending about themselves and their company, and how to avoid common mistakes that sabotage their visual impact. Becky will help professionals differentiate between suitable and unsuitable working attire and provide tips on how to construct a professional wardrobe on a budget.*

For additional information about this Executive Women International conference, contact: Cathy Bodammer, Ph. 402-636-3208 or email [mbodammer@oppd.com](mailto:mbodammer@oppd.com). Or, visit [www.ewi-omaha.org](http://www.ewi-omaha.org).

### Inspiration

Think before you speak! When meeting new people or trying to better understand others, we must form questions thoughtfully and carefully before opening our mouths. Even educated and experienced professionals ask questions that expose the fact that there was not much thought put into them in the first place! Below are some questions asked by real lawyers to witnesses in actual trials.

- Q. Now, doctor, isn't it true that when a person dies in his sleep, he doesn't know about it until the morning?
- Q. The youngest son, the 20-year old, how old is he?
- Q. Were you present when your picture was taken?
- Q. Were you alone or by yourself?
- Q. Was it you or your younger brother who was killed in the war?
- Q. Did he kill you?
- Q. How far apart were the vehicles the time of the collision?
- Q. You were there until the time you left, is that true?

- Q. She had three children, right?
- A. Yes.
- Q. How many were boys?
- A. None.
- Q. Where there any girls?

- Q. You said that the stairs went down to the basement?
- A. Yes.
- Q. And these stairs, did they go up also?

- Q. How was your first marriage terminated?
- A. By death.
- Q. And by whose death was it terminated?

- Q. Can you describe the individual?
- A. He was about medium height and had a beard.
- Q. Was this a male or a female?

- Q. Is your appearance here this morning pursuant to a deposition notice that I sent to your attorney?
- A. No, this is how I dress when I go to work.

- Q. Doctor, how many autopsies have you performed on dead people?
- A. All of my autopsies are performed on dead people.

- Q. All of your responses must be oral. OK? What school did you go to?



Tero's investment in linens, china, flatware, and crystal means that Tero clients can enjoy a catered formal dining tutorial—for groups up to 48 participants—on-site in Tero's Learning Center.



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Q. All of your responses must be oral. OK? What school did you go to?  
A. Oral  
Q. Do you recall the time that you examined the body?  
A. The autopsy started around 8:30 p.m.  
Q. And Mr. Dennington was dead at the time?  
A. No, he was sitting on the table wondering why I was going an autopsy.

Q. Mr. Slatery, you went on a rather elaborate honeymoon, didn't you?  
A. I went to Europe, sit.  
Q. And you took your new wife?

Q. Do the date of conception was August 8th?  
A. Yes.  
Q. And what were you doing at the time?

Q. Are you qualified to give a urine sample?  
A. I have been since early childhood.

Q. You were shot in the fracas?  
A. No, I was shot midway between the fracas and the navel.

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