



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

August 2006

Tero® International's Monthly E-zine



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Tero® International, Inc.

Public Workshops

September 6	Outclass Your Competition
September 8	Executive Retreat
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™—A Better Way To Negotiate
November 28—29	Time Management Through Goal Setting

Welcome to Tero® International's Monthly eZine

Welcome to the August eZine. This month's eZine covers a diverse array of topics ranging from learner-friendly eating habits to presentation skills to women's professional attire, and much more!

It's hard to believe the summer months are coming to an end. With the end of summer comes the start of the school year for the kids. It's also a perfect opportunity for you to define your goals and consider registering for an upcoming Tero® workshop. Avoid the end of summer blues by gaining new skills during the fall months.

Want to improve the impression you make on others? Consider registering for Outclass Your Competition, Image and Influence or IMPACT® How To Speak Your Way To Success.

Interested in improving your conflict resolution and negotiation skills? Tero's® Beyond Compromise workshop may be for you.

Hoping to get more organized and work toward some of your larger goals? The Time Management Through Goal Setting might be a perfect fit for you.

To help determine your most pressing development goals, consider consulting our award-winning **Tero® Cards**. **Tero® Cards** are an easy-to-use, fun, forced-sort card deck that contain 45 competency cards that help identify the "mission critical" competencies that are essential to your success. They provide a framework for formulating a development plan to close the gap that exists between where the individual, department or organization needs to be and where it currently is. Before the frustration of professional training gets the best of

November 28—29	Time Management Through Goal Setting
December 5-6	IMPACT® – How To Speak Your Way To Success
December 6	Outclass Your Competition

Tero® International's Learner-friendly Habits

To ensure a successful learning experience, Tero® understands that workshop participants need food.

Food plays a couple of different and important roles in learning.

Ideal learner-friendly food is healthy food that keeps your hunger satisfied (so you're not busily occupied with thoughts of your next meal) and keeps you energized throughout the day!

To meet this need, Tero® provides abundant and healthy snack and meal options for workshop participants.

But what about the comfort foods that we've come to expect in meetings and training sessions. The donuts and muffins that we know probably aren't learner-friendly, but we love them.

Comfort food, while not the healthiest for your body or brain, can be learner-healthy (in moderation) as it can aid in helping participants feel at ease in an uncomfortable learning situation.

Tero® has researched a number of snack and meal options that are sure to leave you feeling motivated, satisfied, and eager to learn new ideas.

close the gap that exists between where the individual, department or organization needs to be and where it currently is. Before the frustration of professional training gets the best of you, indulge in a **Tero® Card** reading and let the cards decide your fate!

[Click here](#) to request your own complimentary set of **Tero® Cards**. Type "requesting Tero Cards" in the body of the email and include your name and mailing address.

Another Way to Access the eZine

We understand that each computer has different security and firewall settings. To ensure you are able to view the eZine in its proper format, we are offering you another method to access it. Just click the link below to view the August eZine.

[Click here](#) to view Tero's® August 2006 eZine

The link to the August 2006 eZine is valid for approximately one month when this eZine will be replaced with a new one.

Thank you to our readers who made us aware of the difficulties some of you are encountering with viewing the eZine in its complete format.

Tero® International Public Workshops

Outclass Your Competition

A 5-hour Business Etiquette and Dining Tutorial workshop
September 7, December 6

Executive Retreat

An exclusive Business Etiquette and Dining Tutorial formal evening workshop
September 8

Image and Influence: Polishing Your Professional Look

A half-day workshop on the messages your visual appearance communicates
October 12

IMPACT® How To Speak Your Way To Success

A 2-day workshop on speaking confidently and persuasively
October 12—13, December 5—6

Beyond Compromise™ A Better Way To Negotiate

A 2-day workshop on negotiation and conflict resolution skills
October 26—27

Time Management Through Goal Setting

A 2-day workshop on setting goals, balancing priorities and managing time
November 28—29

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

Sign up for IMPACT® today—everyone else is doing it!

Due to an overwhelming amount of registrations for the IMPACT® How To Speak Your Way To Success workshop on October 12—13, we have added another IMPACT® workshop to run concurrently with the one originally scheduled.

you feeling motivated, satisfied, and eager to learn new ideas.

During your next Tero® workshop or a visit to our facility, you can enjoy some of our learner-friendly eating habits!



Tero® will help you to start your day right with a learner-friendly breakfast! In addition to rolls, muffins, granola, and yogurt, we offer bagels and cream cheese. Tero® believes that a great balance of protein, fiber, and carbohydrates will give you the energy boost you need!



Wash down your favorite breakfast with vitamin C-packed, orange juice. It's not only refreshing but helps to fight against colds and the flu by building up the immune system.



To Success workshop on October 12—13, we have added another IMPACT® workshop to run concurrently with the one originally scheduled.

We will have two classes going on simultaneously so register today for IMPACT® on October 12—13.

Ask Tero®

This section contains questions asked of the training professionals at Tero®. Do you have a question for Tero®? Let us know! If there is a topic or question you would like to see addressed in a future eZine, please make suggestions so we can give you the resources you need to become a better professional. Thank you for the continued responses we receive each month.

[Click here](#) to ask your question.

Question: Can you suggest any good books on public speaking?

Tero® says: The research for our presentation skills workshops comes from a large variety of publications, research studies and some of our own original research. One of our favorite books on the subject of communication is *NLP at Work* by Sue Knight. NLP (Neuro-linguistic Programming) is the science concerning verbal and non-verbal communication. There are many books on this subject and several interesting articles that can be accessed by doing a search for NLP from your favorite internet search engine.

Question: Should I always introduce myself to an audience where most of the people know me? Last week I was in my home town doing a presentation where over 95% of the people knew me. Should I have done an introduction?

Tero® says: Every speaker deserves a thoughtful and helpful introduction. If you are not being introduced by someone else, you'll want to prepare a self introduction. The goal of a speaker introduction goes beyond simply letting the audience members know who you are. Even if everyone in the audience knows you, a brief introduction to establish your credibility on the subject is always appropriate. Your introduction should grab the audience's attention, make the audience aware of the importance of the upcoming talk and answer the question—why you? The best introductions are personal and two-way. Avoid lengthy titles and long bios (especially if they already know you). Tell the audience about your expertise and background. Say something about the audience (a sincere compliment is always useful) to connect with them.

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

Feature Article—Women's Wear Daily by Julie Blaser and Becky Rupiper-Greene

You start the day by deciding whether to get up right away or hit the snooze button. You decide whether to hit the gym or sleep in longer. You decide whether to walk the dog or just let the dog loose in the backyard. You decide whether to scramble eggs or have oatmeal for breakfast. You decide if you will brush your teeth or cut it short with a stick of gum. And the inevitable decision...you decide what to wear. How many times have you stood in front of your closet in the morning, asking yourself that very question? What you decide to put on in the morning may be more important to your career than you realize.



80% of U.S. Americans drink coffee, and more than half of the population drink it every day according to the National Coffee Association of U.S.A. (Forbes). 100% of Tero's® staff drink coffee and you can plan on being served fine blends of Starbucks' coffee during a training session!

Also, it may be time to take coffee off the list of life's guilty pleasures. New studies indicate that moderate coffee drinkers can not only enjoy their morning jolt of caffeine, but they may also get significant health benefits in the process.

Moderate coffee drinking may lower the risk of colon cancer by 25%, gallstones by 45%, cirrhosis of the liver by 80%, and Parkinson's disease by 50% to as much as 80%. And both regular and decaffeinated coffee contain significant amounts of antioxidants.

Source: coffeereview.com



For those of you that are not coffee drinkers, enjoy a cup of Tazo tea! Research has shown that all teas contain naturally occurring flavonoids with strong antioxidants.

Antioxidants play a role in reducing the risk of cancer, heart disease, and stroke. Tea has proven to boost the immune system, helping to

the morning may be more important to your career than you realize!

Employees in today's atmosphere are judged and perceived by their clothes, personal grooming, and overall appearance. Dr. Albert Mehrabian, a professor at the University of California, has done comprehensive research on communication and found that 55% of the impact we make during face to face communications is a result of non-verbal factors, such as our appearance and body language. Paying attention to the messages we are sending is critical to personal success and there is even more to be aware of if you are a female.

[Click here](#) for the full article

Professional Development Activity

Communication skills are important in any profession and are an area of professional development that should be continually enhanced. During the next month, we encourage you to become conscious of the following critical non-verbal communication skills. Observe others and look for opportunities to implement these skills into your daily communications.

Eye Contact—During every personal contact (meetings, informal discussions, presentations, family functions, etc.) monitor your eye contact. Speak to people's eyes (avoid staring and avoid looking at other parts of the other person's anatomy). Do not talk to objects such as a table top, your meal, your feet, etc. When listening to someone, maintain 100% eye contact to communicate that you value the person and are interested in their message.

Body Language—Research reports that people look for and trust symmetry. When communicating, be aware of the non-verbal messages your body language may be sending. Stand up straight with your weight equally distributed on your legs and feet. Avoid leaning to one side, shifting your weight, or pacing. Communicate openness by ensuring that your hands and arms are open. Rest your arms and hands at your sides when you are not gesturing. Avoid folding your arms in front of your body or clasping your hands together. Above all, remember the secret to polite and friendly communications—look for opportunities to smile.

Who's New at Tero®?

Our What's New at Tero® section is a Who's New section this month.

Tero® is pleased to welcome Debra Jones to the Tero® team as Production Assistant. Deb's positive attitude, ambition and organizational skills are key assets she brings to Tero®. In her role, Deb is responsible for managing many important behind-the-scenes administrative functions that help ensure both the business of Tero® and Tero® workshops run smoothly. Her responsibilities include production of the high quality materials and resources that workshop participants rely on and enjoy during and following their Tero® workshop experience.

What You Can Do Online—Provide Your Feedback

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

Click below to fill out an evaluation of how your Tero® acquired knowledge has impacted your everyday work and life. This opportunity is available in each eZine or you can visit Tero's® website at www.tero.com to give us your feedback.

cancer, heart disease, and stroke. Tea has proven to boost the immune system, helping to fight viruses and infection-causing bacteria.

Source: healthbenefitsofdrinkingtea.com



To maintain your energy flow throughout the afternoon—especially during that period of the day where energy naturally lags, Tero® believes not only in frequent breaks, but also snacks! Trail Mix is one of Tero's® favorites!

Research indicates that moderate sugar intake 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 and granola), learning is benefited.



"An apple a day keeps the doctor away!" Another great snack that is high fiber and will keep you feeling full throughout the afternoon.

Stop by Tero® for a cup of coffee or a snack on us!

Tero's® website at 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 workshop? No problem. Simply leave those fields blank or take your best guess.

Inspiration—Things to Think About

When faced with a potential conflict, many of us approach the interactive defensively. Anticipating a negative outcome, we frequently approach the interaction disagreeably.

If we can exercise self-control and consider the wisdom found in the following advice offered by Woodrow Wilson, maybe a win/win solution is only a conversation away.

*If you come to me with your fists doubled,
I think I can promise you that mine will double as fast as yours;
but if you come to me and say,
"Let us sit down and take counsel together,
and, if we differ from one another,
understand why it is that we differ from one another,
just what the points at issue are",
we will presently find that we are not so far apart after all,
that the points on which we differ are few
and the points on which we agree are many,
and that if we only have the patience and the candor
and the desire to get together, we will get together.*

Woodrow Wilson

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cup of coffee or a snack on us!

We'd be happy to share our
learner-friendly eating habits
with you!

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