



December 2006

Tero® International's Monthly eZine



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Tero® International, Inc.

2007 Public Workshops

January 25	Image and Influence
February 15-16	IMPACT® – How To Speak Your Way To Success
February 22-23	Team Dynamics
March 1-2	MORE IMPACT® Advanced Presentation Skills
March 28-30	Selecting and Leading Top Performers

Welcome to Tero® International's Monthly eZine

Welcome to the December eZine. With the holiday season upon us, our lives seem to become even busier. We still have to do our normal routines and regular jobs, but along with the stress and time commitments that those bring, we also have to think about shopping, decorating, parties to go to, and people to visit. With all of these things going on, the holiday season is gone before we know it. Read the sidebar in this month's eZine for tips on handling holiday stress.

The new year is right around the corner it is time to make another new year's resolution. Make this year's resolution an attainable one. Think about your professional career and professional development from Tero®. With social activities merging with business functions, it is an important time of year to ensure that you and those in your organization promote a professional image. Tero's® *Image and Influence: Polishing Your Professional Look* workshop can help convey the visual message that you want and help you best present yourself to others. Formal dinners and parties are sometimes avoided because of a lack of knowledge of how to handle them. *Outclass Your Competition* is a business etiquette and dining tutorial that will help you (and your spouse/guest) feel comfortable and confident in these forums.

We invite you to evaluate your goals and see which Tero® workshops might help you make sure that your new year's resolutions become a reality this year.

If the security and firewall settings on your computer are making it difficult to view this eZine in its complete format, click below to view the December eZine. This link is valid for approximately one month when this eZine will be replaced with a new one.

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

Tero® International Public Workshops

Outclass Your Competition

A 5-hour Business Etiquette and Dining Tutorial workshop.
May 3 (Cedar Rapids), May 17 (Omaha)

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.
January 25 (Des Moines), April 3 (Des Moines), May 3 (Cedar Rapids), May 17 (Omaha)

IMPACT® - How To Speak Your Way To Success

A 2-day workshop on speaking confidently and persuasively.
February 15-16 (Des Moines), April 10-11 (Des Moines), May 15-16 (Omaha), June 21-22 (Des Moines)

Beyond Compromise™ A Better Way To Negotiate

A 2-day workshop on how to move negotiations to win/win outcomes.
October 26-27 (Des Moines)

Time Management Through Goal Setting

A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.
November 28-29 (Des Moines)

Team Dynamics: The Art of Bringing Out The Best In Others

A 2-day workshop on improving team relations for success.
February 22-23 (Des Moines)

MORE IMPACT®: Advanced Presentation Skills

A 2-day workshop for **IMPACT®** graduates to take their presentation skills to the next level
March 1-2 (Des Moines)

Selecting and Leading Top Performers

A 3-day workshop on recruiting, interviewing and leading top performers
March 28-30 (Des Moines)

Sales and Service: Building Customer Relationships

A 2-day workshop on interacting more effectively with customers
May 3-4 (Des Moines)

WorldClass: How To Succeed In the International Arena

A 1-day workshop on cross-cultural preparedness training
June 14 (Cedar Rapids), June 15 (Des Moines)

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

	Performers
April 3	Image and Influence
April 10-11	IMPACT® – How To Speak Your Way To Success
May 3	Outclass Your Competition
May 3	Image and Influence
May 3-4	Sales and Service: Building Customer Relationships
May 15-16	IMPACT® – How To Speak Your Way To Success
May 17	Outclass Your Competition
May 17	Image and Influence
June 14	World Class
June 15	World Class
June 21-22	IMPACT® – How To Speak Your Way To Success

Did you know that during this holiday season:

Over 20 billion letters, packages and cards are expected to be delivered by the U.S. Postal Service between Thanksgiving and Christmas.



U.S. consumers spent a total of \$438.6 billion during the 2005 holiday season.

Across the United States, there are a total of 48,695 malls and shopping centers.



(Courtesy of US Census Bureau)

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.

December brings many questions about appropriate giving and gifting. This year, Tero® was consulted by the Canadian Broadcasting Corporation (CBC) and the Des Moines Register for advice on these important topics. Here are some excerpts from an article that appeared in the Des Moines Register and Juice.

Question: If someone in the office buys a gift for you and you want have nothing—or something small—in return, what do you do?

Tero® says: Be aware of your office gift giving policy. If you receive a gift and it's appropriate, thank the person and formally send a thank-you note. If the relationship is such that you should have reciprocated, come up with a gift, or you might remember that person at another time.

Question: If you are hosting a party and want to invite some people but not the whole office, how should you do it?

Tero® says: It's best to approach it on a personal level by mailing invites or calling people outside of work. If you're going to do e-vites, don't send them to people's work e-mail addresses.

Question: Should you send a thank-you card or e-mail if you receive a gift or bonus?

Tero® says: Definitely. Any gift needs to be appreciated. The first level is a sincere verbal thank-you. Follow up with a written note so the person will know it meant something to you.

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

Feature Article—What Are You Waiting For? by Julie Stillman

I believe there are lessons and teachable moments all around us waiting for our discovery. One such lesson was delivered to me two states away in Ohio where my grandmother Margaret lived. The distance between us was inconvenient, but when our family did visit we made the most of our time together.

Family gatherings for celebrations took place in Grandma's living room. The room was pleasant, formal and untouched . . . untouched for 45 years. I know this is true because I found a picture of me as a small child and the entire room looked exactly as it did the day I was looking at the picture as an adult.

The same Asian artwork, the same gold threaded couch and the same lamps sitting on the end tables with matching lampshades. Ah, the lampshades.

[Click here](#) for the full article

Time Management Strategies for Holiday Relief

1. Make a list. Divide a sheet of paper in half. On one side, write down all the things you have to do to prepare for the holidays, such as shopping for gifts. On the other half, write down the things that you would like to do, such as baking cookies.
2. Pick and choose holiday activities. Make your list manageable by having more things you want to do than things you have to do.
3. Get help. Save yourself lots of stress by hiring out or delegating to other family members tasks such as wrapping gifts or cleaning the house. Utilize store offers to gift wrap the item for you or have a cleaning service come to your home.
4. Shop online. Save yourself time driving from store to store looking for the perfect gift. Shop online and have it delivered to you.
5. Call the stores ahead. Before you drive from store to store, save yourself more time by calling the stores to see if they have the item that you need.
6. Avoid rushing in a holiday frenzy. Combine your trips to be more efficient. When you go to the grocery store, get some shopping done. Why go out twice?
7. Turn chores into events. Make holiday hassles fun by inviting others to help or by making it special or different than usual.
8. Slow down. Not all the decorations and shopping need to be done in one day. Spread out your time and energy to keep you from becoming stressed and frustrated.
9. Build time to relax and enjoy the holiday. Take the time to just simply drive around

Professional Development Activity

In order to make basic decisions about our lives; it's helpful to have a planning model. A goal setting planning wheel will help you to visualize the balance between life's major areas. Each wedge represents a different area and the completed chart graphically represents your whole life.

Design a planning wheel like the one found in the sidebar of this month's eZine. Label each section of the wheel to represent each category that makes up your life. Your labels might include: Personal, Career, Family, Self-Development, Social, Health, Financial, Spiritual and Community.

One by one make a general, intuitive assessment of each category. How do you feel right now about each part of your life? What is your level of satisfaction in each area? Shade in each section of the wheel based on your relative satisfaction with that particular area.

No shading: completely unsatisfied
Partial shading: somewhat satisfied
Mostly shaded: satisfied
Completely shaded: completely satisfied

Is there a substantial dent in the shape of your wheel? Is your wheel fairly round? Is your wheel very small? What is the general "shape" of your life? How balanced is your wheel?

As you plan for the new year, plan for more balanced living. Set goals around areas that are important to you.

What's New at Tero®?

Join Tero® in congratulating Jennifer and Aaron Chittenden on the birth of their new baby girl. Alexandria Kate Chittenden joins brother Dante in the Chittenden family. Alexandria was born the morning of December 8, 2006 and weighed in at 6 pounds 5 ounces.

Jennifer is Client Relations Coordinator for Tero. Her energy, passion and commitment to excellence are very apparent in everything she does.

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.

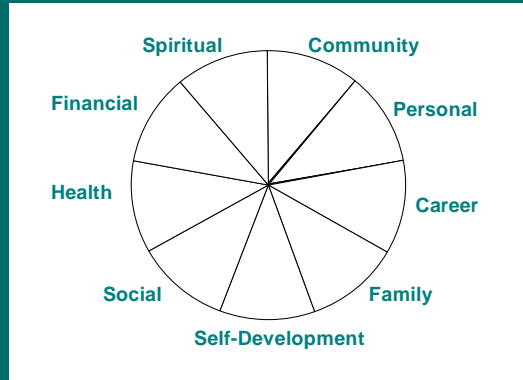
[Click here](#) to provide us with your feedback

Inspiration—Things to Think About

It's just a small, white envelope stuck among many other gifts. No name, no identification, no inscription. It had been among the other gifts of the holidays for the past 10 years or so.

It all began because my husband Mike hated the holiday season because of the commercial aspects of it, overspending, the frantic running around for last minute gifts, and gifts given in

9. Build time to relax and enjoy the holiday. Take the time to just simply drive around and see the beautiful holiday lights, attend a holiday concert or show, or just stay at home and relax with loved ones.
10. Plan ahead for the next holiday season. Holiday supplies and decorations are sold at large discounts the week after the holidays. Save yourself time and money next year by purchasing these supplies early.
11. Make a planning wheel like the one below to discover how much balance or imbalance you have in your life. See the Professional Development Activity in this eZine for tips on how to complete your planning wheel. Set goals for the new year to help move you to more balanced living.



**The holiday season is about joy,
not about stress.
Don't let it burden you down.
Slow down, relax, and
enjoy the holidays!**



It all because my husband Mike hated the holiday season because of the commercial aspects of it, overspending, the frantic running around for last minute gifts, and gifts given in depression because you couldn't find anything else.

Knowing he felt this way, I decided one year to bypass the usual shirts, sweaters, ties and so forth. I reached for something special just for Mike. The inspiration came in an unusual way. Our son, Kevin, who was 12 that year was wrestling at the junior level at the school he attended, and shortly before the holiday season, there was a non-league match against a team sponsored by an inner-city church.

These youngsters, dressed in sneakers so ragged that shoestrings seemed to be the only thing holding them together, presented a sharp contrast to our boys in the spiffy blue and gold uniforms and sparkling new shoes. As the match began I was alarmed to see that the other team was wrestling without headgear. It was obviously a luxury the ragtag team could not afford. We ended up beating them in every weight class. Mike, seated beside me, shook his head sadly, "I wish one of them could have won," he said. "They have a lot of potential, but losing like this could take the heart right out of them." Mike loved kids, all kids, and he knew them, having coached little league football, baseball, and lacrosse.

That's when the idea of his present came. That afternoon, I went to the local sporting goods store and bought an assortment of wrestling headgear and shoes and sent them anonymously to the inner-city church. Amongst all the other presents, I placed a white envelope, the note inside telling Mike what I had done and that this was his gift from me. His smile was the brightest thing about the holidays each year. I followed the tradition each holiday season after that by giving to others for a gift to Mike. It became the highlight of the holidays and the kids would be so excited standing around their dad to see what the white envelope had to say. But the story does not end there.

You see we lost Mike last year due to dreaded cancer. When the holidays rolled around, I was still so wrapped in grief that I barely got any decorations up. But I found myself placing another envelope amongst the presents, and in the morning, it was joined by three more.

Each of our children, unbeknownst to others, had placed an envelope on the tree for their dad. The tradition has grown and someday will expand even further with our grandchildren standing around with wide-eyed anticipation as their fathers read the envelope. Mike's spirit, like the holiday spirit, will always be with us.


(Source: University at Buffalo, The State University of New York)

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(Adapted from About.com)
<http://sbinfocanada.about.com/od/timemanagement/a/holidaystress.htm>

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