



Tero® International, Inc.

Your Elite Training Team



Tero December eZine

Monthly eZine - December 2009

If the security and firewall settings on your computer are making it difficult to view this eZine:

1. [Click here to view Tero's December 2009 eZine.](#)
2. [Click here for links to pdf's of the December 2009 eZine and previous eZines.](#)

Welcome to the Tero International Monthly eZine

As we face the end of the traditional calendar year, reflection is inevitable.

- Did we accomplish everything we had aspired to do?
- What is the state of our business, our families, our health?
- What changes did life present us with this past year?
- How have we handled the challenges, and the opportunities?
- What did we get included in that was a blessing to us?
- What did we miss?
- What will we remember most about this past year?

In Tero's time management class we ask people to look at the record of their spending, and what they have spent their time on in order to understand what they value most. Reflecting on those two things is a reality check. They tell us what we really are all about, not just what we think we are all about.

The end of the traditional calendar year is perfect for this kind of reflection. It is a time full of potential, an opportune time for us to get real with ourselves. In understanding what we have been about, we can begin to plan what we wish to continue to become. This month's eZine is dedicated to your reflection and your potential.

The article illustrates a moment of personal enlightenment and courage in the life of someone facing great challenges.

The professional development activity asks you to find something in this month to commemorate with others in the form of a toast. Recognizing the good around us is a first step in cultivating more of that for us!

The resource section provides you with a link to Tero's most recent IMPACT newsletter. Click on the link for relevant articles about serving customers, improving memory, outsourcing and a word search challenge.

The sidebar is our personal Tero reflection we wish to share with you. We have highlighted the memorable events of our year, and encourage you to do the same, personally and in your businesses.

The inspiration we hope will light the way to seeing potential in every moment going forward.

On behalf of the Tero team, we wish you a reflective and productive year's end! As you celebrate your accomplishments, and chart out your course for what's to come for you, please know our thoughts and best wishes are with you!

[Back to top](#)

In this issue:

- [Welcome to the Tero International Monthly eZine](#)
- [Ask Tero - Questions and Answers from the Training Professionals at Tero](#)
- [Feature Article - The Power of Untapped Potential](#)
- [Professional Development Activity - Toasting](#)
- [Resources](#)
- [What's New at Tero?](#)
- [Public Workshops - Opportunities for Continued Learning and Development](#)
- [Online Resources - Providing Feedback](#)
- [Inspiration - Things to Think About](#)

Events and Workshops

Public Workshops

2010 Workshops

January 12 - 13

[IMPACT: How To Speak Your Way To Success](#)
[Register now](#)

January 14

[Image and Influence](#)
[Register now](#)

January 26

[Image and Influence](#)

[Register now](#)

February 11

[Outclass Your Competition](#)

[Register now](#)

February 15 - 16

[IMPACT: How To Speak Your Way To](#)

[Success](#)

[Register now](#)

March 3 - 4

[Time Management Through Goal Setting](#)

[Register now](#)

March 9 - 10

[IMPACT: How To Speak Your Way To](#)

[Success](#)

[Register now](#)

April 6 - 7

[IMPACT: How To Speak Your Way To](#)

[Success](#)

[Register now](#)

April 13 - 14

[IMPACT: How To Speak Your Way To](#)

[Success](#)

[Register now](#)

April 22

[Outclass Your Competition](#)

[Register now](#)

May 6

[Image and Influence](#)

[Register now](#)

May 11 - 12

[IMPACT: How To Speak Your Way To](#)

[Success](#)

[Register now](#)

May 13

[Image and Influence](#)

[Register now](#)

June 10

[Outclass Your Competition](#)

[Register now](#)

June 15 - 16

[IMPACT: How To Speak Your Way To](#)

[Success](#)

[Register now](#)

July 8

[Outclass Your Competition](#)

[Register now](#)

July 13 - 14

[IMPACT: How To Speak Your Way To](#)

[Success](#)

[Register now](#)

July 15

[Image and Influence](#)

[Register now](#)

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. Thank you for the continued responses we receive each month.

Question: I messed up on a handshake. Can I redo it?

Tero says: Reflecting on your handshake is great. Most people are unconscious about the interaction due to the adrenaline we have as humans in social situations. Most never think about what someone may receive from them in the interaction. A good handshake begins with eye contact, shoulder to shoulder posture, and then a web to web shake. If you make yourself conscious, slow down, and be present, you will not be as likely to mess up. If you do mess up just finish, continue to give eye contact and attention but do not apologize, draw attention or attempt to do over.

Question: What if my hands are sweating, should I still shake hands?

Tero says: Yes. Remember that anti perspirants work on hands and foreheads, too. The actual hand connection is not what the handshake is about. The greeting is effective when we are consciously present and paying attention to the other person. Don't sweat having sweaty palms!

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

[Back to top](#)

Feature Article - The Power of Untapped Potential

"What lies behind us and what lies before us are small matters when compared to what lies within us."

Ralph Waldo Emerson

Have you ever had one of those life-changing experiences that made you realize there is a world of untapped potential out there? What about the wealth of untapped potential within yourself?

Helen Keller, renowned author and teacher recounts her moment of enlightenment.

The most important day in all my life is the one on which my teacher, Anne Mansfield Sullivan, came to me. I am filled with wonder when I consider the immeasurable contrasts between the two lives, which it connects. It was a day in March, shortly before I turned seven.

On the afternoon of that day, I stood on the porch, dumb and expectant. I guessed from my mother's constant activity that something was about to happen, so I went to the door and waited on the steps. I did not know what the future held of marvel or surprise for me. I had been angry and bitter for weeks.

I felt approaching footsteps. I stretched out my hand thinking that it was my mother. Someone took it and held me close in her arms.

[Click here for the full article](#)

[Back to top](#)

Professional Development Activity - Toasting

August 10 - 11

[IMPACT: How To Speak Your Way To Success](#)
[Register now](#)

August 19

[Image and Influence](#)
[Register now](#)

August 25 - 26

[Time Management Through Goal Setting](#)
[Register now](#)

September 14 - 15

[IMPACT: How To Speak Your Way To Success](#)
[Register now](#)

September 16

[Outclass Your Competition](#)
[Register now](#)

September 22 - 23

[MORE IMPACT: Advanced Presentation Techniques](#)
[Register now](#)

October 12 - 13

[IMPACT: How To Speak Your Way To Success](#)
[Register now](#)

October 14

[Image and Influence](#)
[Register now](#)

October 19 - 20

[IMPACT: How To Speak Your Way To Success](#)
[Register now](#)

November 9 - 10

[IMPACT: How To Speak Your Way To Success](#)
[Register now](#)

November 16 - 17

[Beyond Compromise: A Better Way To Negotiate](#)
[Register now](#)

December 1 - 2

[Selecting Top Performers](#)
[Register now](#)

December 7 - 8

[IMPACT: How To Speak Your Way To Success](#)
[Register now](#)

Tero 2009
Reflections



The toast, which combines both public speaking and etiquette - probably two of the things most feared by the general population, is also the way we elevate a dinner to an occasion. It is a lost art, and the host that masters the art of the toast will never be forgotten. Here are a few guidelines on how to make a great toast.

There are two traditional toasts given by the host.

- A welcome toast (before eating).
- A toast to the guest of honor (dessert course).

The Host Rises to Toast the Guest of Honor, or the Group Begin, Be brief, Be seated. Do not ad lib, try to be funny, or run long.

A toast is a very special honor to the person receiving it.

The Guest of Honor Rises to Return the Toast

One never drinks a toast to oneself. If you are the one toasted, use eye contact to show appreciation with all who are honoring you, and then reciprocate!

Source: Adapted from Outclass Your Competition manual, Tero International, 2008

[Back to top](#)

Resources

New Tero IMPACT Newsletter Edition

[Click here](#) to access Issue 32 of the Tero International IMPACT Newsletter. Inside you'll find useful articles about customer satisfaction and outsourcing, tips for helping improve your memory, some inspiration and a fun word search.

[Back to top](#)

What's New at Tero

Tero in the News

Deborah Rinner, Tero's Director of Corporate Etiquette and International Protocol, weighs in with helpful tips for business professionals navigating office parties and events during the holiday season. [Click here](#) to read the December 8 article Cover Story: The Office Party Rulebook by Joe Lawler in Des Moines Juice, published by The Des Moines Register.

Internship Opportunities Available

Each year, Tero hires two college students for summer internships. The search for 2010 interns is now open. Tero will be hiring one undergraduate and one graduate student. All areas of interest and studies are welcome to apply as the tasks carried out by Tero interns vary. For more information about the internships or to apply, email rcrosbie@tero.com.

[Click here](#) to read about previous Tero interns.

Tero supports Music in the Metro

Thanks to technological advances, Tero found itself with a large inventory of VHS video cameras and supplies. Tero sought to find a good home where this not so

Tero Article *Learning the Soft Skills of Leadership* Top Pick

Emerald, publisher of the UK Journal, Industrial and Commercial Training, issues statistics of downloads of their articles. Among the top 20 downloaded articles in both 2007 and 2008 was the article *Learning the Soft Skills of Leadership* by Rowena Crosbie.

Miss Iowa Places 3rd in Miss America Pageant!

Tero is honored to work with Miss Iowa each year in preparation for the Miss America pageant. In 2009 we were proud to congratulate Olivia Myers on receiving Second Runner-Up and earning a \$20,000 scholarship. We congratulate Anne Michael Langguth on her hard work and preparation for the Miss America competition in January 2010.

Tero Summer Scholarships

Tero International was pleased to award 12 summer scholarships (valued at \$5,380) to high school and college students (ages 16 - 19). Tero Student Scholars enjoy a rare opportunity to participate in prestigious training programs designed to build critical personal and interpersonal skills.

Tero Interns

Tero's Internship Program provides students with experience in a variety of aspects of our growing business and is evidence of Tero's commitment to education. This year we welcomed Jean Kaul of Truman State University in Kirksville, Missouri and Ashley Feldman of Central College in Pella, Iowa to the Tero Team.

state-of-the-art technology could benefit others. Tero thanks Rick Galbreath for facilitating the donation of these supplies to Music in the Metro (part of the Boys and Girls Club of Central Iowa). For information about Music in the Metro, visit www.musicinthemetro.com



Ann Block from Tero International and Rick Galbreath from Music in the Metro



Students working the camera.



Tero donates supplies and equipment to Music in the Metro

[Back to top](#)

Public Workshops

Outclass Your Competition

A 5-hour Business Etiquette and Dining Tutorial workshop.
February 11, 2010 (Des Moines)
April 22, 2010 (Des Moines), June 10, 2010 (Omaha)
July 8, 2010 (Des Moines), September 16, 2010 (Des Moines)

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 14, 2010 (Des Moines)
January 26, 2010 (Omaha), May 6, 2010 (Omaha)
May 13, 2010 (Des Moines), July 15, 2010 (Des Moines)
August 19, 2010 (Omaha), October 14, 2010 (Des Moines)

IMPACT - How To Speak Your Way To Success

A 2-day workshop on speaking confidently and persuasively.
January 12-13, 2010 (Des Moines), February 15-16, 2010 (Des Moines)
March 9-10, 2010 (Des Moines), April 6-7, 2010 (Des Moines)
April 13-14, 2010 (Omaha), May 11-12, 2010 (Des Moines)
June 15-16, 2010 (Des Moines), July 13-14, 2010 (Des Moines)
August 10-11, 2010 (Des Moines), September 14-15, 2010 (Des Moines)
October 12-13, 2010 (Des Moines), October 19-20, 2010 (Omaha)
November 9-10, 2010 (Des Moines), December 7-8, 2010 (Des Moines)

MORE IMPACT - Advanced Presentation Techniques

A 2-day advanced presentation skills workshop for IMPACT grads only.
September 22-23, 2010 (Des Moines)

Time Management Through Goal Setting

A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.
March 3-4, 2010 (Des Moines), August 25-26, 2010 (Des Moines)

Happy Anniversary Tero

In 2009, Tero celebrated 16 years of bringing timely, relevant training programs to business professionals.

Tero Movies

At a special Red Carpet Event, Tero premiered professional video clips. Seven videos featuring Tero, members of the Tero Team in keynote speech excerpts, the Tero Learning Center, and information about Tero's Research and Development make up the video library. Special thanks to the professionals at RDG MultiMedia for the expert production of these high-quality video segments.

Women of Influence

Tero's President, Rowena Crosbie, was among ten women honored in 2009 as a Women of Influence by the Des Moines Business Record in 2009.

Best Of

Tero International was Voted Best Sales and Executive Training Company in 2009 by readers of the Des Moines Business Record.

Fresh Look and Easy-to-Navigate Updated Website

Based upon the feedback of clients and the introduction of new handheld technologies, Tero updated its website in 2009 with a new look, new links, and a more user-friendly and expedient front page to get you the information you want now.

Additional Public Workshops Offered

Because of the increasing popularity of Tero public

Selecting Top Performers: Recruiting and Interviewing

A 2-day workshop on hiring top performers.
December 1-2, 2010 (Des Moines)

Beyond Compromise: A Better Way To Negotiate

A 2-day workshop on hiring top performers.
November 16-17, 2010 (Des Moines)

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

[Back to top](#)

Online Resources

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

[Click here](#) 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 the Tero website at www.tero.com to give us your feedback.

[Back to top](#)

Inspiration - Things to Think About "By three methods we may learn wisdom: first, by reflection, which is noblest; second, by imitation, which is easiest; and third, by experience, which is the most bitter."

- Confucius quotes (China's most famous teacher, philosopher, and political theorist, 551-479 BC)

The western calendar year ends this month, and begins anew January 1. Can you find a bit of time, secluded from the daily demands and distractions to reflect on you? Your year? Where it took you? Can you take the time it takes to reflect to become wise?

Wisdom has been defined as the knowledge needed to live a good life. Experience and imitation may seem to make us be wise or look wise. However, experience and imitation we have not reflected on may make us prone to repeat things in life we do not need to, or would rather not, or find us spending time trying to be something inauthentic to our unique self. There is only one you. Reflecting on who you are, what has come your way this past year, and what you want aligns you to your purpose and greatest potential. Take the time to reflect. Take time to be wise. Establish your own nobility.

[Back to top](#)

.....

The Tero International Monthly eZine is written for the graduates and friends of Tero training programs. It is published by Tero International, Inc., 1840 NW 118th Street, Suite 107, Des Moines, Iowa 50325. Copyright 2009, Tero International, Inc. All rights reserved.

To contribute your ideas for future eZines, [Click here](#).

If you received this newsletter from a friend and want a complimentary subscription of your own, [Click here](#). Type Subscribe to eZine in the body of the email and send your message.



Tero International, Inc.

1840 NW 118th Street, Suite 107, Des Moines, Iowa 50325
phone 515-221-2318 fax 515-221-2369

P. O. Box 241143, Omaha, Nebraska 68124-1143

workshops, Tero introduced a number of additional workshops to the master calendar in Des Moines and Omaha.

Feature Article in Midlands Business Journal

Becky Rupiper-Greene, Senior Training and Image Consultant for Tero International, talks about how companies are building their competitive advantage through building the interpersonal skills of their employees.

Des Moines Juice Article

Deborah Rinner, Director of Corporate Etiquette and International Protocol, weighs in with advice for business professionals seeking to further their positive image while attending company events during the holiday season.

Phone 402-334-6819

website www.tero.com
email training@tero.com