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Tero® International, Inc.

Public Workshops

2007

January 25	Image and Influence
February 15-16	IMPACT® – How To Speak Your Way To Success
March 8-9	Team Dynamics
March 1-2	MORE IMPACT® Advanced Presentation Skills
March 28-30	Selecting and Leading Top

Welcome to Tero® International's Monthly eZine

Welcome to the January eZine. With so many advances and changes in technology, it can sometimes feel impossible to keep up. Computers are faster, cell phones are smaller, and ipods are a must have. Is there anyone who knows about all of these things?

Adolescents are leading the way in keeping up with today's ever-changing technology. They live in an electronic dominated generation. Many teens are very familiar with cell phones, instant messaging, and email. Almost 90% of teens in the U.S. today are online. With more access than ever to computers and the internet, they log on more often and do much more online than ever before. It is amazing to see all the different things that are available on the internet and the youth of the nation are the ones keeping up with it.

Communication technology has advanced enormously in the last decade and looks like as if it will continue to grow. However, an ironic problem has developed through this technology driven era. With all of the new ways to communicate, communication is becoming less personal. For example, instead of calling someone to talk to them, teens can simply send a text message. Instead of going to a friend's house, teens can sit at the computer and can talk to all of their friends at once without ever speaking a word using instant messaging.

Although we are thrilled that the youth of America are so adaptive to technological changes, it is still important to remember that eventually they will be working with other people and need to communicate effectively face-to-face and in groups or teams. They must be prepared and confident in these situations.

In pursuit of a solution, Tero began an intensive study about this subject. The result is a

March 28-30	Selecting and Leading Top 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
July 16-20	Outstanding In Life: Life Skills For Young People

In pursuit of a solution, Tero began an intensive study about this subject. The result is a comprehensive development workshop for young people designed to help them build skills in critical areas such as communication, presentation, professional image, business etiquette, dining, team building, conflict resolution, problem solving, decision making, and personal effectiveness.

Like all Tero workshops, this program is highly interactive, informative and surprisingly fun. It is being offered this summer at Tero's Learning Center in Des Moines. Information about this program is found in the What's New At Tero Section of this 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.
August 9-10 (Des Moines)

Time Management Through Goal Setting

A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.
December 13-14 (Des Moines)

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

A 2-day workshop on improving team relations for success.
March 8-9 (Des Moines)

This public workshop offers a perfect opportunity for small work teams (2—6 people) to experience an excellent teambuilding workshop without the need for recruiting enough participants to fill a customized, in-house workshop.

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

Tero® International

Teens, Technology and Communication



87% of U.S. teens use the internet.
This is up from only 73% in 2000.



Only about 66% of American
adults use the internet.

About half the teens that use the
internet say they log on every day.

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)

Outstanding In Life - Life Skills For Young People

A 5-day workshop on personal and interpersonal skills for young people
July 16—20 (Des Moines)

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

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.

Question: What is the right age to start exposing my son or daughter to training designed to help build interpersonal skills?

Tero® says: Although there is little debate among experts about the critical importance of early childhood development and the role early experiences have long-term for us, research reports that the development of interpersonal skills—those intangible human interaction skills—become really important in late childhood and adolescence. It is during this time in their young lives that young people are naturally beginning to discover the complexity of human relationships and wondering how they can successfully navigate these sometimes turbulent waters. It is also at this time in their development that young people begin looking to peer groups for guidance and support. The lessons learned (often picked up on an ad hoc basis) influence whether a person becomes very confident or somewhat shy in their ability to speak to people, including those who are older than them. Parents who take a keen interest in the development of these skills in their children during adolescence will find the investment of time and resources pays big dividends in the future.

Question: How should my child address the adults he/she meets? Should I model using an honorific when introducing my child to an adult?

Tero® says: Thank you for taking the time and attention to teach this to your child. Although in the U.S. today we commonly address each other with first names, children do learn respect when learning how to address adults appropriately, and in the global environment they will grow up in, first name usage is not always acceptable, even between adults. When introducing your child to an adult, use the honorific Dr., Mr., Mrs., or Ms. prior to the name. So for instance, "Mr. Smith, I would like to introduce to you Billy, my son." If the adult then says "Please, call me by my first name, John" the child knows it is appropriate to address the adult on a first name basis.

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

Feature Article—Studying Abroad



84% of teens say they own at least one personal media device. Computer, laptop, cell phone, or personal digital assistant (PDA).



Close to half (45%) of all teens have their own cell phone.

More teens are sending text messages than ever.

Source: pewinternet.org



Feature Article—Studying Abroad by Sirintaraporn (Start) Soratkittiva

Have you always dreamed of traveling to places, meeting different people, and learning a language or two? Studying abroad is a way to gain those experiences. I bet you have heard people in the study abroad field telling you that it will change your life. You will come back a new person. I personally believe these words are true; it definitely impacts your life, both good and bad ways. Some students see it as an opportunity; some see it as a risk. I saw it both ways.

I have been taught to play my life safe for my entire life. In my childhood, I was never away from home more than a month. I had traveled to other countries on several occasions but never traveled alone and studied. Everything, however, changed when a close friend of my family brought up an idea of sending me to the United States for a master degree. He said that it would enhance my experience and education. More importantly, it would give me an opportunity to learn about myself. After a long discussion with my family, I was allowed to study abroad. We saw it as an opportunity and a risk because it could be good or bad. However, it would be undoubtedly a once-in-the-life-time challenge, so it was worth to give it a try.

[Click here](#) for the full article

Professional Development Activity

Do you think that you know more about technology than the majority of teens in the nation? Test yourself here!

1. What is a stored question about information in a database?
A. Record B. Field C. Report D. Query E. Sort
2. What do we call a network whose elements may be separated by some distance? It usually involves two or more small networks and dedicated high-speed telephone lines.
A. URL B. LAN C. WAN D. Server E. World Wide Web
3. What is the term to ask the computer to put information in order numerically or alphabetically?
A. Crop B. Report C. Record D. Organize E. Sort
4. What is an expression that tells how the numbers in a determined set of cells are to be calculated?
A. Formula B. Field C. Data D. Query E. Report
5. What is the main circuit board in the computer?
A. Daughterboard B. Sisterboard C. Motherboard D. Fatherboard
6. What is the unit used for measuring a computer's memory or disk capacity that is equal to approximately one billion bytes or 1,024 megabytes?
A. Megabyte B. Kilobyte C. Byte D. Hexabyte E. Gigabyte
7. What is the name for an address and a method of locating a specific piece of information on the Internet?
A. E-Mail address B. URL C. Online D. WAN E. Login
8. What are the storage memory chips that are able to maintain their contents if the power is disrupted?
A. Windows B. ROM (Read Only Memory) C. Temporary Memory D. RAM
9. What is the spider-like interconnection of millions of pieces of information located on computers around the world?
A. LAN B. WAN C. WWW D. Online E. E-Mail



Most teens have social fears like being embarrassed or rejected, or the fear of failing.

Public speaking is the highest rated fear among all age groups.

Research has shown that a strength in interpersonal communication is strongly associated with physical and mental health, socially desirable behavior, educational attainment, and an individual's job prospects.

Research has also shown that we need to promote the growth of interpersonal skills now more than ever.



computers around the world?

A. LAN B. WAN C. WWW D. Online E. E-Mail

10. What is the name for a match between the words or phrases being searched and the items found in an electronic database?

A. Bug B. Hit C. Bit D. Default E. Boot

Answers: 1)D 2)D 3)E 4)A 5)C 6)E 7)B 8)B 9)C 10)B

Source: <http://www.manassas.k12.va.us/round/Technology/quizes.htm>

What's New at Tero?

During the week of July 16—20, Tero is pleased to offer a fun, educational week of learning and activities for young people. Drawing on curriculum from its Outstanding in Life: Life Skills For Young People Series, this week-long program is designed to teach interpersonal and life skills to help young people gain confidence and prepare them for the future.

Highly recommended for young people wishing to build critical personal and interpersonal skills, it is especially appropriate for incoming high school seniors, recent high school graduates and college freshmen who are thinking about the challenges of the future.

Due to the intensive nature of this training, class size is limited. This week-long program is being offered Monday thru Friday, July 16 – 20, 2007. Registration is \$995 per person and includes expert instruction by Tero-certified trainers, one-on-one coaching, confidential personality indicator report, resource materials, and a helpful manual for use after the training. Breakfast, lunch and afternoon refreshments are also provided each day. The workshop begins promptly at 9:00 a.m. each day and concludes around 5:00 p.m. All sessions are held at Tero's Learning Center, 1840 NW 118th Street, Suite 107, Des Moines, Iowa.

[Click here](#) for information about this training. [Click here](#) to register on-line

For more information or to register, contact Jennifer Chittenden at (515) 221-2318 ext. 203 or by e-mail, jchittenden@tero.com.

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

"The children now love luxury. They have bad manners, contempt for authority, they show disrespect for their elders...They no longer rise when elders enter the room. They contradict their parents, chatter before company, gobble up dainties at the table, cross their legs, and are tyrants over their teachers."
~Socrates 500 A.D.

People have complained about the next generation since the time of Socrates. Even with all



Because of an increase in video gaming, TV watching, and computer online time in this technological generation, we have seen a decrease in conversations within busy families.

Source: bteducation.org

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People have complained about the next generation since the time of Socrates. Even with all the changes in technology and the way we communicate, some things will forever remain the same.

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