



# Tero® International, Inc.

## Your Elite Training Team

Monthly eZine - January 2009

### Events and Workshops

#### 2009 Public Workshops

February 11 - 12

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

[Register now](#)

February 17

[Image and Influence](#)

[Register now](#)

February 18 - 19

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

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February 20

[Outclass Your Competition](#)

[Register now](#)

March 10

[Image and Influence](#)

[Register now](#)

March 19 - 20

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

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April 20

[Image and Influence](#)

[Register now](#)

April 21 - 22

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

[Register now](#)

April 23

[Outclass Your Competition](#)

[Register now](#)

May 6 - 7

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

[Register now](#)

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

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

### Welcome to the Tero International Monthly eZine

Ethics is described as the major branch of philosophy encompassing proper conduct and good living. In business we think of ethics as our ability to do business in a way that is good for all concerned, morally sound, and which demonstrates our core values. Why does this become such a challenge?

You cannot open a newspaper without reading a story of an individual or an organization that breaches what most would hold as commonly understood ethical business practices. It's often times hard to believe the stories we read - real life incidences that are stranger than fiction! Yet breaches occur, and it seems perhaps most begin quietly, in small unexamined self motivated actions that eventually compound to outrageous examples of bad behavior, practices and consequences.

This month's eZine provides keys to examine our organizational practices and ourselves to determine if we truly are demonstrating ethics. A business life well lived is one in which we can, at the end of the day, be proud of. Reflecting periodically can ensure we aren't slipping into any practice that could ultimately rob us of a business life well lived.

May 12

[World Class: Managing Diverse Business](#)[Communication](#)[Register now](#)

May 13 - 14

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

June 18 - 19

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

July 22 - 23

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

August 18

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

August 19 - 20

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

September 16 - 17

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

September 23 - 24

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

October 20 - 21

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

October 22

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

November 12 - 13

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

December 9 - 10

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

## 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 recently witnessed a fellow employee misusing company property. The employee is not my direct report, so I have no legal responsibility to address this, but I feel I have a moral obligation to do so. What should I do?

**Tero says:** The first thing you can consider doing is to approach your colleague, and ask in a genuine and unthreatening way if he or she is aware that what they did was a violation of use. Starting here, you will find out if they even knew that what they did violated policy, and the likelihood of this kind of thing happening again. Going forward from there, you will have to decide if this is a situation that threatened safety, legality, or profit. If it is, you are best to describe what you observed to someone with authority to address it. Many organizations have Human Resources Departments and the trained professionals there can provide guidance and clarity related to the organization's Code of Conduct and next steps. Your sole responsibility is to describe, not evaluate. Taking it to someone with authority to address it allows you the opportunity to simply describe, and not get involved in any evaluation of the breach or the colleague.

**Question:** I trust my employees to treat the company's property and time with respect but every so often I find out someone has used company time and resources to search for a new job or has exaggerated an expense report. Why do people do this?

**Tero says:** The same people who confidently articulate high moral values frequently rationalize their own bad behavior. For better or worse, this double-standard seems to be a part of our human nature. Setting aside blatant breaches of trust, who among us hasn't slipped up by speeding to our destination while telling our children to obey the law or justified keeping extra change because the clerk was impolite. As a manager, you have the ongoing challenge of keeping ethics in conscious thought among those entrusted to your care. Keep a dialogue going about what behavior is appropriate and what is not. Devote time in staff meetings to this important topic. Don't wait to uncover an infraction. Ethical behavior can be a part of every agenda in the same way safety takes first place on the agenda in companies involved in dangerous work. Even in the smallest organization, a Code of Conduct is a valuable document to think about, ink and include in a handbook. It will establish and communicate standards of ethical behavior and serve to hold you and others accountable. In it, describe expectations around using company computers, supplies and property. Specific guidance on topics like personal use of company postage, time off policies, sick days, confidential information, discretionary spending, personal use of company equipment and so on should be included.

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

## Feature Article - Keys to Demonstrating Ethics - Even in Times of Conflict

Adapted from Beyond Compromise: A Better Way to Negotiate Training Manual, Tero International, Inc.

It would be nice if we could give you the magic formula to maintain ethics when faced with conflict. The bad news is that we don't have a magic formula. Conflict jeopardizes our best efforts to maintain an ethical approach. It is often too easy to rationalize responses when in an adversarial situation that in another light may seem to compromise demonstrating ethics. The good news is that we can offer you some tips - not fail-safe, guaranteed-to-work-every-time tips - but tips that will help keep you on the right track.

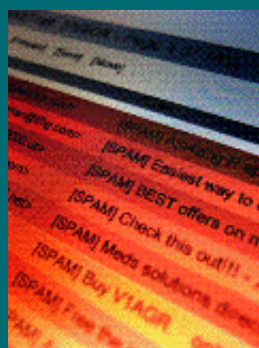


Recent surveys have found that a majority of employers monitor their employees, often due to concern over litigation and the increasing role that electronic evidence plays in lawsuits and government agency investigations.

A 2005 survey by the American Management Association found that three-fourths of employers monitor their employees' web site visits in order to prevent inappropriate surfing. And 65% use software to block connections to web sites deemed off limits for employees. About a third track keystrokes and time spent at the keyboard. Just over half of employers review and retain electronic mail messages.

Over 80% of employers disclose their monitoring practices to employees. And most employers have established policies governing Internet use, including email use (84%) and personal Internet use (81%).

For additional findings from the AMAs 2005 survey, visit [www.amanet.org](http://www.amanet.org).



## Computer Monitoring

Employers can use computer software that

### Tip one: Remember, people in conflicts get emotional.

Possibly the one thing that separates a conflict from a negotiation is that the people involved in the conflict have allowed their negative emotions to translate into negative assumptions and escalate. People are going to be emotional. Just because they're at work and they're supposed to behave as professionals doesn't mean that they left their emotions at the door. Get used to the idea. Emotions might be messy, but they are reality.

### Tip two: Conflict, when it is done right, is actually an important and inevitable part of community development and innovation.

[Click here for the full article](#)

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### Professional Development Activity - Check Your Ethics

Harvard Graduate School Professor of Cognition and Education, Howard Gardner, believes there are practices business leaders can engage in to take a "check" on the ethics of their efforts. Gardner states we should ask ourselves "What kind of a person, worker, and citizen do I want to be?" After examining the answer to that question, Gardner promotes doing the following four activities periodically to stay on the right track.

For this month's development activity, try at least two of Gardner's suggestions. What did you learn about your work? What did you discover about you?

In order to stay on the right track, Gardner advises business leaders to:

1. Believe staying on the right track is essential for the good of the organization, especially during difficult times.
2. Take the time to step back and reflect about the nature of your work.
3. Undergo "positive periodic inoculations", being forced to rethink what you're doing.
4. Use consultants, which should include a trusted advisor within the organization, the council of someone completely outside the organization (an old friend), and a genuine independent board.

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### Resources

For insight into how people perceive their own ethics, check out Tero's article from a previous eZine: *Presumed Innocent, The Pitfalls of a Trusting Nature.*

[Click here for the full article](#)

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### What's New at Tero

#### 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. Tero coaching is provided around presentation skills and interviewing skills. We congratulate Olivia Myers on

enables them to see what is on the screen or stored in the employees' computer terminals and hard disks. Employers can monitor Internet usage such as web surfing and electronic mail. Since the employer owns the computer network and the terminals, he or she is free to use them to monitor employees.



## Electronic Mail and Voice Mail

If an electronic mail (email) system is used at a company, the employer owns it and is allowed to review its contents. Messages sent within the company as well as those that are sent from your terminal to another company or from another company to you can be subject to monitoring by your employer. This includes web based email accounts such as Yahoo and Hotmail as well as instant messages. The same holds true for voice mail systems. In general, employees should not assume that these activities are not being monitored and are private.

Electronic and voice mail systems retain messages in memory even after they have been deleted. Although it appears they are erased, they are often permanently "backed up" on magnetic tape, along with other important data from the computer system.

Usually, when an employer states a policy regarding any issue in the workplace, including privacy issues, that policy is legally binding. Policies can be communicated in various ways: through employee handbooks, via memos, and in union contracts. If you are not already aware of your employer's workplace privacy policies, it is a good idea to become informed.

receiving Second Runner-Up and earning a \$20,000 scholarship January 24th. For more information on Miss Iowa, visit: <http://www.missiowa.com>

## Summer Internship Opportunities Available

Each summer, Tero hires two college students for summer internships. The search for this year's lucky 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](mailto:rcrosbie@tero.com).

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

Emerald, publisher of the UK Journal, Industrial and Commercial Training, has started issuing 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. The article was originally published in 2005. To download your own copy, [click here](#).

## Tero welcomes Jessica Walker to the Tero Team

When not working on the Crosbie Farm, Jessica Walker lends a hand at the busy Tero office. You can find Jess producing Tero's high quality participant manuals, updating the graduate database or preparing the Learning Center for guests. Jess lives in Earlham, Iowa.

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## Public Workshops

### [Outclass Your Competition](#)

*A 5-hour Business Etiquette and Dining Tutorial workshop.*

February 20, 2009 (Des Moines), April 23, 2009 (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.*

February, 17, 2009 (Des Moines)

March 10, 2009 (Omaha), April 20, 2009 (Des Moines)

August 18, 2009 (Des Moines), October 22, 2009 (Des Moines)

### [IMPACT - How To Speak Your Way To Success](#)

*A 2-day workshop on speaking confidently and persuasively.*

February 11-12, 2009 (Omaha)

February 18-19, 2009 (Des Moines), March 19-20, 2009 (Des Moines)

April 21-22, 2009 (Des Moines), May 13-14, 2009 (Des Moines)

June 18-19, 2009 (Des Moines), August 19-20, 2009 (Des Moines)

September 16-17, 2009 (Des Moines), October 20-21, 2009 (Des Moines)

November 12-13, 2009 (Des Moines), December 9-10, 2009 (Des Moines)

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

*A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.*

July 22-23, 2009 (Des Moines)

### [Selecting Top Performers: Recruiting and Interviewing](#)

*A 2-day workshop on hiring top performers.*

September 23-24, 2009 (Des Moines)

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

*A 2-day workshop on collaborating to achieve win/win solutions.*

May 6-7, 2009 (Des Moines)

### [World Class: Managing Diverse Business Communications](#)

*A 1-day workshop for internationals working in the U.S.*

May 12, 2009 (Des Moines)



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

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### 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](http://www.tero.com) to give us your feedback.

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### Inspiration - Things to Think About

#### A Humanist Code of Ethics:

Do no harm to the earth, she is your mother.  
Being is more important than having.  
Never promote yourself at another's expense.  
Hold life sacred; treat it with reverence.  
Allow each person the dignity of his or her labor.  
Open your home to the wayfarer.  
Be ready to receive your deepest dreams;  
sometimes they are the speech of unblighted conscience.  
Always make restitutions to the ones you have harmed.  
Never think less of yourself than you are.  
Never think that you are more than another.

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