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Tero® International, Inc.

Public Workshops

September 7	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™
November 28-29	Time Management Through Goal Setting
December 5-6	IMPACT® – How To Speak

Welcome to Tero® International's Monthly E-zine

Let us know! If there is a topic or question you would like to see addressed in future issues, please make suggestions to us so we can give you the resources you need to become a better professional. Thank you for the continued responses we receive each month.

They say actions speak louder than words. Maybe that's why we watch fireworks to celebrate our nation's Independence Day instead of reading the Declaration of Independence. Whether it's personal relationships or business meetings, how you act and present yourself will tell the other person more than the words you choose. This month, recognize the nonverbal messages you are sending so you can better control other's perceptions of you. Make an IMPACT® on others.

This issue includes more information relevant to Tero® graduates and future participants. Check out our online course evaluations and upcoming events.

Tero® International Public Workshops

Outclass Your Competition

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

Executive Retreat

An all exclusive Business Etiquette and Dining Tutorial evening workshop.
September 8

December 5-6	IMPACT® – How To Speak Your Way To Success
December 6	Outclass Your Competition

Tero® International's Natural Environment



Want to remain focused and get more done throughout your day? Need to rid yourself of tension and feel more relaxed?

Then Tero® suggests adding more plants to your work environment!

“The humble pot plant is known to boost productivity and helps to reduce workplace stress,” according to a recent study from Washington State University.

Researchers involved in the study found that individuals working in an office that contained plants were 12% more efficient than individuals performing the same tasks in a room that was completely foliage-free.

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.

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 how to move negotiations to win/win outcomes.

October 26-27

Time Management Through Goal Setting

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

November 28-29

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

Question: How important are formalities regarding titles in Germany?

Tero® says: In Germany, greater formality applies. In addressing a business contact, one risks giving offense by omitting even one in a string of titles connoting a special status. For instance, while “Mr. Dr. Strauss” may sound ridiculous to us, “Herr Doctor Strauss” is not only correct, but required.

Question: How do I end a conversation with someone without seeming rude?

Tero® says: Two words that work to get us in or out of any conversation are “excuse me”. Henry Kissinger was famous for using this technique, as well as ending with a handshake which always makes people feel important. By saying “Excuse me, I need to leave now to (fill in the blank), but it has been so great talking with you”, and following with an ending handshake we dignify the conversation and signify it’s importance to us, as well as our need to move on.

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

Feature Article — Building Rapport by Rowena Crosbie

Rapport is a feeling of comfort, trust and understanding you can have with someone else. Rapport makes it easier for us to be assertive, influential, accommodating, persuasive and relaxed with someone. Because rapport happens as a result of the way we interact with someone, we do not have to wait for it to happen naturally. By using the right behaviors and avoiding others, we can make it happen more quickly.



Tero® definitely understands the value of plant life in their facility! Not only is each office enhanced with a variety of foliage, but the Learning Center, hallways, and break room are filled with colorful plants.



Bamboo plants are a perfect addition for any desk! They not only have important cultural significance, but bamboo plants are among the best plants for enhanced learning. A few others that potentially enhance learning are philodendrons and peace lilies.

avoiding others, we can make it happen more quickly.

Have you ever been in a discussion with someone and felt that you were really on the same wavelength? What caused that feeling?

Have you ever been in discussion with someone and suddenly felt that rapport was gone? Why was that?

Have you ever tried hard to get along with someone to no avail? What happened?

Do you know anyone who seems able to get along quickly with a wide variety of people. How does he or she do that?

There are two key behaviors that can assist you in building and maintaining rapport. They are matching and reflecting.

[Click here](#) for the full article

Professional Development Activity — Making Connections

We are all so vain that we love to have our names remembered by those who have met us but once. We exaggerate the talents and virtues of those who can do this, and we are ready to repay their powers with lifelong devotion. The ability to associate in the mind names and faces is a tremendous asset to a politician, and it will prolong the pastorate of any clergyman. - William Lyons Phelps

Doesn't it make you feel important when someone remembers your name after just one brief meeting? Dale Carnegie reminds us to "remember that a person's name is to him or her the sweetest and most important sound in any language". While most people would agree that remembering names is an important skill, few of us are very good at it.

Here's six steps from Bob Burg, Author of Endless Referrals, to help you make name/face connections effectively.

1. Observe the person's outstanding facial feature
2. Exaggerate the person's outstanding facial feature.
3. Observe the person's name.
4. Repeat the person's name (to ensure you heard it correctly)
5. Form a mental picture of what the name suggests, or a sound-alike (a similar sound or word that takes something you cannot picture and turns it into something you can picture).
6. Form a ridiculous association between the mental picture suggested by the name and the outstanding facial feature.

Naturally, like any new skill, this technique takes time to master. The next time you are bored at a cocktail party, practice concentrating on making name/face connections. Don't overwhelm yourself, on occasions when you are introduced to several people at once, just



Tero® has a number of philodendrons decorated throughout the office. Dr. Wolverton at NASA suggested that philodendrons are one of the most effective plants for removing formaldehyde, benzene and carbon monoxide.

Philodendrons are also among the best choice for office-friendly plants because they do not require direct sunlight and are very easy to care for—even for those who are green-thumb challenged.



In Tero's® library, you will find a Croton, a

at a cocktail party, practice concentrating on making name/face connections. Don't overwhelm yourself, on occasions when you are introduced to several people at once, just concentrate on making one name/face connection and work on the others later.

The more you practice, the better you get and others will appreciate you for it!

Tips for Presenting Cross-Culturally

Does culture influence how we should present?

It does. Tero® IMPACT® grads know that people remember best what they hear first and last. The opening of a talk is important, for the presenter has eight seconds to make an initial impression on the audience.

Since this is the case, what considerations should one follow if presenting cross culturally to make sure that the opening of the presentation meets the expectations of the general audience? Culturally, it can vary in what audiences look for and esteem. What will "set the stage" appropriately to form a good impression with diverse audiences?

In the U.S.A. participants often times look favorably on openings that are brief, allowing them to get right into the task of what the presentation is all about. Europeans, however, generally look for credentials to be established in the opening before the subject is delved into. Asians may look for the presenter to establish their expertise before getting down to business. Latin Americans may look to identify with the presenter and be looking for personal connections with the topic.

How we begin a presentation influences how we are perceived. Figuring out what our audience may be wanting to hear will influence our credibility and the chance that our message will be well received.

Online Resources

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

Whether you are a recent graduate, a long-time veteran of a Tero® workshop or a graduate of multiple Tero® workshops, we would like to hear from you.

Click below to fill out an evaluation of how your Tero®-acquired knowledge has impacted your everyday work and life. This opportunity will be available on each e-zine or you can visit Tero's® web site 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 training? No problem. Simply leave those fields blank or take your best guess.

What's New at Tero®?

Now you can earn air miles while you learn. Did you know that you can charge your Tero® workshop registration to your credit card? Beginning in June, Tero® began accepting Visa and MasterCard for payment of workshop registrations and coaching services.

To take advantage of this new client benefit, call Jennifer Chittenden at 515-221-2318 (ext. 203). Jennifer will take the pertinent information over the phone.

In Tero's® library, you will find a Croton, a colorful addition to any office. Interior plants apart from looking good have been proven to have significant health and wellbeing benefits. The plants clean the air and the very presence of plants increases positive feelings and reduces feelings of anxiety, anger, and sadness.



Stop by Tero® and check out the vast array of plants in our office. We would be happy to offer suggestions on the plants that are not only easy to care for, but also, offer great health and psychological benefits!

For a tour of Tero's® Learning Center, contact:

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1840 NW 118th Street, Suite 107
Des Moines, Iowa 50325
515-221-2318 (ext. 203)
jchittenden@tero.com

Or visit us online at:

www.tero.com

To take advantage of this new client benefit, call Jennifer Chittenden at 515-221-2318 (ext. 203). Jennifer will take the pertinent information over the phone.

Inspiration

“Every action done in a company, ought to be done with some sign of respect to those that are present.”

George Washington

At Tero we have a team member, Carlos, who often “acknowledges” things with us. We always smile when we hear him say he wants to acknowledge something with us, and sometimes fail to realize that our team member is essentially building our team in the process of doing so.

Dr. P.M. Forni in his book, *Choosing Civility*, talks about acknowledgement. He states “acknowledge others existence, their importance to you, their feelings, and the things they do for you. Acknowledgement comes in many forms: remembering someone’s name, paying a thoughtful compliment, summarizing what was just said for a newcomer in the conversation, holding a door open to let someone through, welcoming, thanking, and just plain saying hello.”

Our team member, Carlos, in very simple and frequent ways tells us in “acknowledging” with us that what we are and what we do matters. A small thing, really, yet a large gift when it is done so consistently that we anticipate it from him, and we feel better having heard it.

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