



June 2006

Tero® International, Inc.
Experts in the design and facilitation of interpersonal skills training programs

Tero® International's Monthly E-zine



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Tero® International, Inc.

Public Workshops

July 12-13	IMPACT® – How To Speak Your Way To Success
September 7	Outclass Your Competition— Business Etiquette and Dining Tutorial
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™ - A Better Way To Negotiate
December 5-6	IMPACT® – How To Speak Your Way To Success

Welcome to Tero® International's Monthly E-zine

Is this resource a helpful tool for you? Tero's® commitment is to meet your needs with a customized newsletter that provides updated and researched information. Therefore, please continue to send your questions, suggestions and responses to each month's issue. Thank you for all the helpful feedback so far.

As June heats up, don't let your messages cool down. Each method of communication is important to the audiences with whom you work. From e-mails to bowties and memos to skirts, others are reading both the verbal and nonverbal cues you send. Recognizing what messages you are sending yourself and learning to read the messages of others will increase your credibility, strengthen your relationships and further your professional goals. This month's e-zine provides tips and information about being a more efficient communicator.

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

IMPACT® - How To Speak Your Way To Success

A 2-day workshop on speaking confidently and persuasively.
July 12-13, October 12-13, December 5-6

Image and Influence: Polishing Your Professional Look

A 1/2-day workshop on polishing the message your appearance sends
and learning the best way to present yourself.

Tero® International's First Class Seating

Research confirms it:

20% of learners are affected positively or negatively just by choice of seating.

To meet this often overlooked learning need, rather than assigning seats, Tero® like to invite workshop participants to choose their own place to sit when participating in a Tero® workshop.

Beyond choice of where to sit, Tero® also provides a plethora of comfortable seating options for learners to choose from.

The next time you visit the Tero® Learning Center, browse through the rooms to evaluate your seating options. Try out a few for comfort and fit.

Contrary to the old advice of keeping students uncomfortable to keep them awake, Tero® knows that the best learning environment is one that you are not distracted by discomfort and can focus on the goals at hand.

At Tero® International you will find “first class” seating in every room of the building. Below are a few of the inviting seating options found at the Tero® Learning Center



A 1/2-day workshop on polishing the message your appearance sends and discovering the best way to present yourself.

October 12

Outclass Your Competition

A 5-hour Business Etiquette and Dining Tutorial workshop.

September 7

Beyond Compromise™ A Better Way To Negotiate

A 2-day workshop on how to move negotiations to win/win outcomes.

October 26-27

[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: When should I use in-house training resources and when should I consider outsourcing our training needs?

Tero® says: If you say yes to any of the following, outsourcing your training needs is a great idea:

The training needed does not involve proprietary, in-house processes that represent competitive advantage to my organization. Any proprietary operational practices should be trained using an in-house source. But many other issues pertinent to your companies success can be efficiently implemented by an outside vendor who specializes in that arena.

The best practices are already out there—we just aren't aware of them. You don't have to reinvent the wheel. Let the experts in the field share their researched information with your company.

An outside, objective perspective would present a higher credibility level to my employees. New information is often taken more seriously by employees when it is presented by an external resource. Employees sometimes feel personally targeted by training messages when they suspect an internal trainer, manager or peer has an agenda that goes beyond the training at hand.

Question: If I had a meeting or interview with two or more people, do I send personal notes to each person individually, or address them all in one card?

Tero® says: We suggest sending a note to each individual. Addressing a note to a group does not ensure each person involved would see it, and the value is diminished. People appreciate when their individual contributions are noted. Sending personal notes is a great way to build, recognize and solidify relationships.

Question: How young is too young to send an individual to a Tero® workshop? I would like my adolescent children to receive Tero® training.

Tero® says: Research shows that the personal and interpersonal skills that are at the heart of all Tero® training workshops are the same skills that young people are naturally beginning



The Ikea chairs and benches found in Tero's® welcome area offer outstanding comfort when reflective thought is the objective at hand. Be forewarned—getting out of these comfortable chairs is a task in itself.



This chair, an abundance of which are found in Tero's® IMPACT® training room, has 12 adjustments to provide the perfect fit! The chair also moves freely so that the environment can be quickly adapted to meet the unique objectives of a workshop.



Pull up one of Tero's® classy red stools for a coffee or tea break! Red is

Tero® Says. Research shows that the personal and interpersonal skills that are at the heart of all Tero® training workshops are the same skills that young people are naturally beginning to experiment with as they emerge from childhood into adolescence. Since little attention is given to these skills in traditional education, young people are left to pick them up on an ad hoc basis (for better or for worse). Additionally, since learning new skills generally requires unlearning old ones, the sooner the better—as anyone who has tried to break a habit can attest. If you are thinking about registering your young person for a Tero® workshop—congratulations! It's a great way to provide him or her with a safe, supportive, educational environment to begin developing these critical personal and social skills.

For young people in high school or college, a Tero® workshop is appropriate. The most popular Tero® workshops for young people have been:

IMPACT®—How To Speak Your Way To Success
Outclass Your Competition—Business Etiquette and Dining Tutorial
Image and Influence: Polishing Your Professional Image

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

Feature Article — 20 Tips for Engaging Your Audience by Rowena Crosbie

Without the interest and attention of your audience, you cannot accomplish your objective. Your challenge is not only to make the audience want to listen but to help them understand, remember, and act on the information or ideas you share.

Nothing is more powerful in persuading your audience than your own commitment and enthusiasm for your topic. But, in addition to your own conviction, there are several techniques for ensuring the IMPACT® you make is a positive one and you hold their attention and interest throughout your presentation.

Most presenters have given very little, if any thought, to how their audience members learn. The ability to deliver presentations in which true learning takes place is more critical now than ever before. With recent discoveries in the fields of biology, physics, neuro-linguistic programming, cognitive science, neurology, genetics and others, it is also easier than it has ever been before.

[Click here](#) for the full article

Professional Development Activity

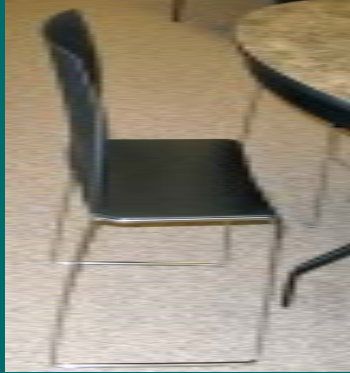
As part of the strategic planning process, professionals spend a lot of time considering the needs of their departments and organization, creating company goals and developing action plans.

In addition to department and organizational goals, Tero® believes it is equally important to determine what you as an individual bring to your company. This month, take a few minutes and conduct your own personal inventory. Describe some of your strengths, weaknesses, and personal goals.

To provide some structure to this professional development activity, request a complimentary set of **Tero® Cards** to conduct your own personal self-assessment.

An example of one of the 45 competency cards found in the **Tero® Cards** deck is Flexibility

Fill up one of Tero's® classy red stools for a coffee or tea break! Red is a visually stimulating color that provides a great contrast with the art work in the room.



This straight back chair is deceptively comfortable while encouraging great posture for both the legs and the back.



These handsome black leather chairs provide a formal touch to Tero's® boardroom. The adjustable chair is on rollers and lends to a comfortable atmosphere for any meeting.



An example of one of the 45 competency cards found in the **Tero® Cards** deck is Flexibility.

Do you think that flexibility is important to your success?
If yes, you may include flexibility as one of your "mission critical" competencies.

How well do you demonstrate flexibility?
Do you modify your behavior and views in the light of new information, changes in situations, obstacles or challenges?
If yes, add flexibility to your personal inventory strengths.
If no, flexibility might represent a development area for you.

Flip the card over for a list of Tero® workshops that contain learning objectives in building this competency.

Tero® Cards are a great resource for exploring both your personal skills and your department or organizational needs. To receive your complimentary deck of **Tero® Cards** to conduct a needs assessment on yourself, your department or your organization, refer to the What's New at Tero® section below.

Keynote Addresses

Events, conferences, conventions or seminars are perfect settings for keynote speakers to motivate or educate an audience. Because Tero® International trains professionals to make effective presentations, listeners will be fascinated while gaining new insight and information that can assist them in their professional and personal lives.

Keynote topics include, but are not limited to:

The Importance of Image
Handling Change: How We Sabotage Ourselves and How To Avoid It
Networking for Results
Mentoring in the New Millennium
Dining Tutorial
Get the Most out of Your Time and Your Life
Business Etiquette
The Messages Body Language Sends
Leadership
International Protocol

[Click here](#) for more information about Tero® Keynotes or to schedule a speaker

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



In Tero's® library you will feel a sense of familiarity and comfort with the traditional seating. The pattern, cushion, and style may even resemble the seating in your own home.



Floor cushions are ideal seating for individuals participating in the traditional Chinese Gong Fu tea ceremony.



Want to move your work group to the great outdoors for a breakout session? Butterfly chairs are also available in Tero's® Learning Center.

Beyond learning.

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®?

What's in the cards for you?

You know you need training but don't know where to start? **Tero® Cards** offer individuals, departments and organizations a quick and easy method for conducting a needs assessment—while having a bit of fun, too!

Tero® Cards are an easy-to-use, fun, forced-sort card deck that contain 45 competency cards that help identify the "mission critical" competencies that are essential to success. They provide a framework for formulating a development plan to close the gap that exists between where the department or organization needs to be and where it currently is.

Before the frustration of professional training gets the best of you, indulge in a **Tero® Card** reading and let the cards decide your fate!

[Click here](#) to request your own complimentary set of **Tero® Cards** . Type "requesting Tero Cards" in the body of the email and include your name and address.

Inspiration

Leaders Don't Push, They Pull!

Leadership isn't something that comes automatically just because you have people working for you. Leadership depends on followers. If people don't follow a leader's lead voluntarily - if they always have to be forced - that person is not a good leader.

General Dwight D. Eisenhower used to demonstrate the art of leadership with a simple piece of string. He'd place the string on a table and say, "Pull the string, and it will follow wherever you wish. Push it and it will go nowhere at all". It's just that way when it comes to leading people.

Effective leaders know that they can get the best efforts out of people by working with them, by helping them to do their best, by showing them how to be more productive. But try to push or force efforts from people, and you bump up against a brick wall. Leaders don't push, they pull!

Source: The Speaker's Sourcebook by Glenn Van Ekeren

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Beyond learning,
providing people with a
comfortable environment
will impact the
productivity in any business.

If you would like to learn more about the
science behind Tero's®
state-of-the-art learning facility,
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