



# Tero® International, Inc.

Your Elite Training Team

## Monthly eZine - June 2008

### Events and Workshops

#### 2008 Public Workshops

July 16 - 17

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

[Register now](#)

July 24 - 25

[Time Management Through Goal Setting](#)

[Register now](#)

August 12

[Image and Influence](#)

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August 13 - 14

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

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September 16 - 17

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

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September 18

[Outclass Your Competition](#)

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September 18

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October 14 - 15

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October 16 - 17

[Selecting Top Performers](#)

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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 June 2008 eZine.](#)
2. [Click here for links to pdf's of the June 2008 eZine and previous eZines.](#)

### Welcome to the Tero International Monthly eZine

Everywhere you look in companies, you're seeing teams. There are accounting teams, sales teams, and special project teams just to name a few. The concept of utilizing teams in companies isn't old for most, as you'll read in this month's sidebar. Therefore, we're still learning how to best be functional in this format and how to maximize its potential.

This month, the focus is Team Communication. There are great systems and processes that lend to a team's strength, but without great communication, a team can become unglued in a hurry.

The characteristics of a fully functional team will be analyzed in the article. How does your team relate? Then, following the article, you're encouraged to complete the professional development exercise to assess your team. Also, the Q&A this month asks one of the most frequently posed questions to Tero: How does communication change if our new team leader was once our teammate? If you scroll further down,

November 18

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

November 19 - 20

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

December 4

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

December 16 - 17

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

## Teams Through Time



The concept of teams can be traced back as far as ancient Egypt with the building of the pyramids; however, the idea of teams in the contemporary workplace did not surface until the 1930s.

At that time, two management theorists, Frederick Taylor and Douglas McGregor, proved that production cycles ran faster and more efficient with collaboration.

Subsequently, research in the 60's realized that teamwork improved morale and worker satisfaction.

The Proctor & Gamble Company was one of the first to implement teams.

you'll find a list of popular movies with Teamwork as its central theme. Some of the movies are suitable for children and can lend to a healthy discussion about the purpose and importance of working together as a team.

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### 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:** How does communication change if our new team leader was once our teammate?

**Tero says:** The move from peer to leader is a challenging one for everyone involved. Self-perceptions and team-perceptions shift. The rules of the game are in question. A different dynamic is shaping. Successful teams meet the challenge with optimism and openness. As with many things that involve relationships, open communication is your most reliable tool. Take time to dialogue expectations, concerns, frustrations, hopes, aspirations, and disappointments. Recognize that people are complex and a single conversation is rarely enough. Address the topic openly before the transition and frequently throughout - especially in the early stages. Realize that the nature of the relationship is changing forevermore and that it is okay to mourn the passing of the old while embracing the promise of the new. Both team leader and team members alike are well on their way if they are open to joining a new peer group. Similar to the growth and change of the relationships we experience with our children over the decades, the relationships at work can be the same - for better or for worse. Keep the lines of communication open!

**Question:** Members of my team like to talk about politics, religion and other sensitive topics. I don't contribute because I know my views are different. How can I professionally remain outside of these discussions so as to preserve the relationship?

**Tero says:** Respecting the rights of others to hold their own beliefs does not require you to engage in uncomfortable conversations, nor does it demand that you silently stand by and listen - which can communicate agreement. Politely excuse yourself from these conversations by using the magic words that will get you out of any conversation "*Excuse me, I have to go to . . ., I've enjoyed talking with you.*" In professional settings in particular, discussion around these topics is risky, regardless of the views presented. If this exit strategy does not achieve the objective of maintaining professionalism while preserving relationships, there is probably something deeper to examine that is placing the relationship in peril.

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

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### Feature Article - Team Lessons from the Flood of 2008

by Deborah Rinner

Crisis can create the conditions for a team to fully function with incredible success.

On Tuesday, June 10, I experienced being part of a crisis-driven fully-functioning team as I joined my neighbors in an effort to protect our condominium complex from the

They kept a closed lid on it, however, for fear that their competition would find out their secret to success.

Meanwhile, General Motors was conducting experiments of their own with teams and as the century progressed, corporations such as Saab, Volvo, Honeywell, and Xerox followed suit with effective results.

At last, in the early 90's, the topic of teams became headline news and stories were featured in the likes of Fortune magazine and Business Week. During that time, even Dan Rather addressed the concept of self-directed teams during a news segment.

Although teams have been coined as a popular fad, there is documented history of success and effectiveness. This suggests that teams will be ever present within the walls of profitable corporations.



Source: *The Historical Emergence of Teams*, Journal for Quality and Participation, 1994. *The Rise of Teams*, Workforce, 2002. "A Short, Short History of Team Building", *What are Teams and Why Do They Work?* www.optimistleaders.org, 2007.

waters of the Des Moines River. Arriving home from work on a humid Tuesday evening I saw my neighbors already hard at work sandbagging. Glancing at the river I realized that while I was at work that day, life as I knew it on Water Street (an appropriate name!) had changed. I ran into my first floor flat exchanging my suit and heels for a uniform I would wear for what became four very long days of waiting for the river to decide our fate - jeans, a t-shirt and the sturdiest, oldest athletic shoes I could find. Running outside, I caught a few smiles of hello and joined the team.

It was easy to see that there were five jobs.

[Click here for the full article](#)

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### Professional Development Activity - Team Function Assessment

Assessing the different areas of team function can shed a lot of light on process improvement. This month's development activity poses five questions around the team "task" function to help a team assess their development opportunities.

1. Do we have clear outcomes by which the group and individuals will be measured?
2. Do we have timelines around when goals must be met?
3. Do we have a "Who's Doing What" list with names by every item?
4. Do we have clear procedures that identify sequence and processes of task accomplishment?
5. Do we have readily identifiable and accessible leadership?

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### Resources

There are a plethora of movies about working together as teams. From sports teams, to heist teams, to children's movies, strong teamwork never fails to inspire.

Some well-known flicks to ignite team inspiration include:

- Remember the Titans
- We are Marshall
- Coach Carter
- Hoosiers
- A League of Their Own
- Glory
- Ocean's Eleven
- Apollo 13
- Chicken Run
- Over the Hedge

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## What's New at Tero

### Tero Blog for the Des Moines Register

Rowena Crosbie's next blog posting for the Des Moines Register appears on Tuesday, June 24. The topic is Handling Internal Strife.

[Click here](#) after June 24 to view Ro's blog.

### Every Vote Counts

It is time for the Business Record's Annual Bests of Des Moines Readers Poll. Vote for your favorite leader, government, restaurant, service provider, cultural attraction - and training company. If you've enjoyed your Tero experience, we hope you'll recognize Tero as the Best of the Best in this year's poll.

[Click here](#) to access the on-line site. In the upper right corner of the page, you'll find a link to the ballot. Deadline is July 3. Vote for Tero in the Best sales training/executive development company category.

### Urbandale AM Exchange Sponsored by Tero International

Tero will be hosting the Urbandale Exchange forum Thursday, June 26th, 7:30 am - 8:30 am at the Tero Learning Center. Urbandale Chamber members are invited to network with other business professionals and to introduce themselves and their business at this monthly event. The event is Free to attend, but RSVP's are requested to accommodate with a light breakfast and coffee. For more information, visit [www.uniquelyurbandale.com](http://www.uniquelyurbandale.com)

### Time Management Workshop to be held July 24 - 25

If you've ever desired the skills to get more out of your day and to better identify your priorities, this is the workshop for you. Tero's Time Management Through Goal Setting workshop is about you and your style (you'll receive your personal Myers-Briggs Type Indicator report), and you'll learn how managing your time can be adapted to how you work best. This workshop is offered publicly only once each year.

For more information, [Click here](#). To register, [Click here](#)

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## Public Workshops

### [Outclass Your Competition](#)

*A 5-hour Business Etiquette and Dining Tutorial workshop.*  
September 18, 2008 (Des Moines), December 4, 2008 (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.*  
August 12, 2008 (Des Moines), September 18, 2008 (Omaha)  
November 18, 2008 (Des Moines)



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

*A 2-day workshop on speaking confidently and persuasively.*  
July 16-17, 2008 (Des Moines), August 13-14, 2008 (Des Moines)  
September 16-17, 2008 (Des Moines), October 14-15, 2008 (Des Moines)  
November 19-20, 2008 (Des Moines), December 16-17, 2008 (Des Moines)

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

*A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.*  
July 24-25, 2008 (Des Moines)

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

*A 2-day workshop on hiring top performers.*  
October 16-17, 2008 (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**

Some final thoughts on teams

We are conditioned in the U.S. culture to pride ourselves on individual achievement. Individualism is a strong value. However, many times an individual's brilliance is seen most clearly and shines more brightly in composition with others. Think of a cast in a movie, one actor playing off the other to create something larger than a monologue could ever be. Think of a restaurant whose chef, wait staff, host, and busboy work together to create the whole experience of enjoying and appreciating fine dining. We gain more than we lose by giving our talents and uniqueness to functioning team environments. Added to others, our efforts create something larger than the sum of all of the wonderful parts. Nothing is lost, but much is gained.

*The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime.*

- Babe Ruth

*No one can whistle a symphony. It takes an orchestra to play it.*

- H.E. Luccock

*The ratio of We's to I's is the best indicator of the development of a team.*

- Lewis B. Ergen

*Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has.*

- Margaret Mead

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