



Tero® International, Inc.

Your Elite Training Team



Monthly eZine - June 2011

Tero June eZine

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 2011 eZine.](#)
2. [Click here for links to pdf's of the June 2011 eZine and previous eZines.](#)

In this issue:

- [Welcome to the Tero International Monthly eZine](#)
- [Ask Tero - Questions and Answers from the Training Professionals at Tero](#)
- [Feature Article - Civility: What it's Worth](#)
- [Professional Development Activity - Becoming Conscious of the Cells of Incivility](#)
- [Tero Team Updates](#)
- [What's New at Tero?](#)
- [Public Workshops - Opportunities for Continued Learning and Development](#)
- [Online Resources](#)
- [Inspiration - Things to Think About](#)

Events and Workshops

Public Workshops

2011 Workshops

July 13

[Outclass Your Competition](#)

[Register now](#)

July 20 - 21

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

[Register now](#)

August 9 - 10

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

[Register now](#)

September 13 - 14

Welcome to the Tero International Monthly eZine

Do you remember the bully on the playground in third grade? Or maybe it was the inconsiderate roommate you endured in college? Somehow we assume that issues with people behaving rudely or thoughtlessly end when we enter the "professional" world. Unfortunately the assumption is wrong. In fact studies reveal that 96% of people polled in the US have experienced incivility at work. Fortune 1000 executives on an average spend seven weeks per year resolving employee conflict.

Even the most considerate employee can put a chink into the armor of office civility in just one moment of unawareness of how their stress, insecurity, fear or response to change is affecting those around them.

The concern about incivility has been around for a long time. The first publication promoting civility appeared in 1405! John Hopkins has conducted two studies on Workplace Civility. We continue the conversation, devoting this month's issue to civility, and the interpersonal skills that can ensure it. From the Feature Article to the Inspiration Section, you will see how civility, or the lack of it, not only affects an individual employee's perception of the workplace, but can significantly chip away at the bottom line of any organization's success.

In addition to acquiring useful information about workplace civility in this eZine, we hope you will also take the opportunity to complete the the Best of Des Moines survey that is conducted annually by the Des Moines Business Record. [Click here](#) to access the survey and cast your vote for Tero International in the Best Sales Training/Executive Development Company category. Voting ends June 24, 2011. Only one survey per computer will be accepted.

[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.

Answers to many of your questions can also be found in a daily radio broadcast.

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

October 6

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

October 11 - 12

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

October 27

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

November 15 - 16

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

The Small Stuff

Although we don't want to sweat the small stuff, the Baltimore Workplace Study on Civility found that individuals perceived what some may view as the small stuff important.



How Respondents Felt:

65% of respondents felt they had witnessed uncivil behavior in the workplace, and 11% admitted to occasionally being perpetrators.

Refusing to work hard on a team

90% agreed uncivil

Professional Polish from Tero International airs daily on KIOA 93.3 FM in Des Moines, Iowa. Listen at approximately 4:38 p.m. each weekday afternoon or [click here](#) for recent tips and a program archive.

The following two questions and answers are adapted from Tero's Professional Polish radio broadcast.

Question: How do I handle a colleague that makes rude comments about people on our team? I don't think they're funny, and I wish it would stop.

Tero says: Rude remarks are anything but funny, and if allowed to continue over time, will result in an uncivil atmosphere that is harmful to business. It is all employees' responsibility to do what they can to ensure an inclusive and positive work environment. If you feel a comment is rude, the best thing you can do is tell the person who made the comment about how you feel, politely and one-on-one. Responding with statements such as "It's in the interest of all of us to accentuate the positive" will respectfully alert the commenter to stop. If this persists, it may be an issue to bring to management's attention. [Click here](#) to listen to an MP3 broadcast of this question and answer.

Question: My cube mate listens to music that is so loud, I can hear it through his earphones. This affects my concentration. What can I do?

Tero says: Music, food smells, gum chewing, and other overt behaviors that are potentially distracting can be frustrating. The best action you can take is to open a discussion with your cube mate. Ask him to work with you to set some guidelines for your workspace so that you can both be at your best. Share your concerns, actively listen to his, and you may be able to figure out ways to accommodate personal preferences while keeping the peace. Civility in the workplace is threatened not only by seemingly rude behavior, but by our negligence to talk about it. [Click here](#) to listen to an MP3 broadcast of this question and answer.

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

[Back to top](#)

Feature Article - Civility: What it's Worth - How Bad Behavior at Work Affects More than Morale

- A discussion with Deborah Rinner

78% of polled managers and employees admit their commitment to the organization declines after a single incident of incivility in the workplace.

In its Today Show series, NBC News recently asked the question, "Is civility dead?" It's a hot topic. If civility is indeed "dead," at what cost? The statistics are staggering...and can be paralyzing to any business.

According to the poll of a national sampling of diverse managers and employees (from *The Cost of Bad Behavior, How Incivility Is Damaging Your Business and What To Do About It* by Christine Pearson and Christine Porath), a single incident of incivility in the workplace will result in the following:

- 48% of affected employees intentionally decrease work effort.
- 47% intentionally decrease time at work.
- 80% lose work time worrying about the incident.
- 63% lose time avoiding the offender.
- 78% admit their commitment to the organization declines.
- 12% actually change jobs.

Not only does bad behavior affect the bottom line with regard to morale, but managing its after-effects also costs the employer time and money.

Shifting blame to a coworker

88% agreed uncivil

Neglecting to say please and thank you

88% agreed uncivil

Response To Incivility

When asked to consider the single act of incivility that bothered them the most, and how they responded, the most frequently cited actions:

Discussed the incident with family and friends

88%

Discussed with co workers

85%

Contemplated changing jobs

70%

Felt less commitment to organization

63%

Confronted instigator

44%



What can employees do?

"All employees hold an important stake in the atmosphere of their organizations and the organizational expectation must be that they choose civility," says Deborah Rinner, Director of Corporate Etiquette and International Protocol for Tero International. "Just one incident of incivility eventually affects everyone at work." Choosing to be civil means being aware of how to communicate with others to avoid creating negative patterns. Rinner asserts that both civility and the lack thereof typically begin with a series of small incidents.

What does a small incident look like? Constantly complaining about someone to everyone else without finding a way to tell the person directly, withholding information a coworker needs to know in order to be successful, or being short in conversation or rude in an email are a few examples. Small incidents can quickly become larger ones and can spread throughout an organization like a virus.

[Click here for the full article](#)

[Back to top](#)

Professional Development Activity Becoming Conscious of the Cells of Incivility

When we hear "incivility" our mind often goes to the extreme, much like when we hear the word "illness". Interestingly they both begin in the same way, one cell at a time! Check out this list of behaviors that are considered less than civil. Do you recognize any of these incivility cells?

Conduct a self-audit. How can you prevent yourself from creating an unhealthy work environment? Just like the efforts we use to preserve our bodily health, by becoming aware of our habits, we can ensure that the cells we do grow are the ones we want to live with.

- Taking credit for others' efforts.
- Passing blame for our own mistakes.
- Checking email or texting messages during a meeting.
- Sending bad news through email so that we don't have to face the recipient.
- Talking down to others.
- Not listening.
- Spreading rumors about colleagues.
- Setting others up for failure.
- Not saying "please" or "thank you".
- Showing up late or leaving a meeting early with no explanation.
- Belittling others efforts.
- Leaving snippy voice mail messages.
- Forwarding others' email to make them look bad.
- Making demeaning or derogatory remarks to someone.
- Withholding information.
- Failing to return phone calls or respond to email.
- Leaving a mess for others to clean up.
- Consistently grabbing easy tasks while leaving difficult ones for others.
- Shutting someone out of a network or team.
- Paying little attention or showing little interest in others' opinions.
- Acting irritated when someone asks for a favor.
- Avoiding someone.
- Taking resources that someone else needs.
- Throwing temper tantrums.

Source: *The Cost of Bad Behavior, How Incivility Is Damaging Your Business and What You Can Do About It*, Christine Pearson and Christine Porath, Penguin Group

Additional Effects to the Bottom Line

Decreased effort at work

37%

Call in Sick

9%

Never resolved the issue

44%

Source:
The Baltimore Workplace Civility Study
January, 2003
www.ubalt.edu/jffi/jffi/reports/civility.pdf

[Back to top](#)

Tero Team Updates

Tero Welcomes Justin D'Souza



Justin D'Souza joins Tero as a 2011 Summer Intern. He is from West Des Moines, Iowa, and graduated from Dowling Catholic High School in 2010. He currently is a student at Iowa State University and is studying biology and business administration with specifications in pre-medicine and pre-law. Justin hopes to enter professional school upon completion of his undergraduate education at ISU.

Tero Welcomes Elizabeth Wilson



Elizabeth Wilson joins Tero as a 2011 Summer Intern. Liz is a student at the University of Illinois at Urbana-Champaign pursuing a major in psychology and minor in Russian language and literature. Liz will return to the University of Illinois in the fall and graduate in May 2012. After graduation, she hopes to continue her studies in the field of psychology at the graduate level.

[Click here](#) for information about Tero's Internship Program.

[Back to top](#)

What's New at Tero

Every Vote Counts

It is time for the Business Record's Annual Best 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 ballot. Deadline is June 24. Vote for Tero in the Best Sales Training/Executive Development Company category. Thanks to Tero clients, graduates and friends, since this category was added, Tero has always been included among the Best of the Best.

Becky Rupiper-Greene Featured Speaker for the Society of Human Resource Management (SHRM) Cyclone Chapter

Becky Rupiper-Greene, Senior Training and Image Consultant for Tero International, provided useful information regarding professional attire and image on June 6, 2011 for the Cyclone SHRM Chapter in Ames, Iowa.

Rowena Crosbie Speaks to the Tri-State Human Resource Association - Affiliate of the Society for Human Resource Management

Rowena Crosbie addressed the Tri-State Human Resource Association meeting in

Dubuque, Iowa on Thursday, June 9. The subject was Selecting Top Performers. This event was sponsored by IowaWORKS, a partner in Iowa's National Career Readiness Certificate (NCRC) workforce initiative.

Rowena Crosbie's Business Story Keynote for Metro Women's Network

The Tero Story and Rowena's experiences that led to being named the 2009 Women of Influence, Business Owner of the Year were the subject of this keynote presentation to the Metro Women's Network on June 16 at Gino's West in West Des Moines, Iowa.

[Back to top](#)

Public Workshops

[Outclass Your Competition](#)

A 5-hour Business Etiquette and Dining Tutorial workshop.
July 13, 2011 (Des Moines), October 6, 2011 (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.
October 27, 2011 (Des Moines)

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

A 2-day workshop on speaking confidently and persuasively.
August 9-10, 2011 (Des Moines), October 11-12, 2011 (Des Moines),
November 15-16, 2011 (Des Moines)

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

A 2-day workshop on negotiating win/win solutions.
July 20-21, 2011 (Des Moines)

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

[Back to top](#)

Online Resources

Professional Polish Radio Broadcast

Professional Polish from Tero International provides listeners and readers with a daily business tip. The tips respond to questions asked by business professionals about interpersonal interactions in the workplace. Professional Polish airs daily on KIOA 93.3 FM in Des Moines, Iowa. Listen at approximately 4:38 p.m. each weekday afternoon for Tero's Professional Polish Business Tip of the Day or [click here](#) for recent broadcasts and program archive.

Join Tero's Online Community

Leverage the power of social networking for instant communication, immediate updates and access to relevant information. Follow Tero on Twitter, Like Tero on Facebook, Read Tero's weekly Blog or Subscribe to Tero's You Tube Channel.



Graduates Only

Are you a graduate of a Tero workshop? The Graduate's Only section on the Tero website provides useful resources and activities to support and reinforce your learning.

[Click here](#) if you are a Tero graduate to gain access to this exclusive area of the Tero website. Simply enter your full name and email address to gain access.

[Back to top](#)

Inspiration - Things to Think About

Dr. P. M. Forni says slow down, be aware and act upon that awareness. We leave you with this adapted passage from *Choosing Civility*.

"...we have the alternative of stopping and thinking before acting - the alternative called restraint. Restraint is our inner designated driver. We all have it and we can all learn to summon it whenever we need it. Instead of unthinkingly rushing into action, we can ask ourselves: Do I really want to say and/or do this, or be this way? Is anybody going to be hurt by this? Will I like having said or done this or being this way? We choose behavior that, although it may not seem gratifying right now, will make us feel good later. In fact, most of life's wisdom is about choosing what will make us feel good later."

Source: *Choosing Civility, The Twenty Five Rules of Considerate Conduct*, P.M. Forni, St. Martins Press

[Back to top](#)

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