



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

March 2006

Tero® International's Monthly E-zine



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**Tero® International, Inc.
 Public Workshops**

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| April 12 - 13 | IMPACT® – How To Speak Your Way To Success |
| April 18 – 19 | Beyond Compromise™ – A Better Way To Negotiate |
| April 26 | Outclass Your Competition |
| May 24 – 25 | Time Management Though Goal Setting |
| June 6 – 7 | IMPACT® – How To Speak Your Way To Success |
| June 15 | IMAGE AND INFLUENCE: Polishing Your Professional Look |
| June 22 | Outclass Your |

Welcome to Tero® International's Monthly E-zine

Thank you to everyone for your continued remarks and quality feedback. Please continue to contact us with questions about Tero® and suggestions to make each issue meet your needs and interests. Our goal is to provide a benefit to you with helpful information in each issue.

March brings with it not only unpredictable weather, but a motivational slump. Procrastination becomes routine and work begins to pile up. We all feel crunched for time, but do not use it to the fullest when it's in front of us—the coming of spring is much more exciting that what's on our desks! This month focuses on using time to our advantage and becoming aware of the procrastination levels at which we function.

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.
April 12-13, June 6-7

Beyond Compromise™ A Better Way To Negotiate

A 2-day workshop on how to move negotiations to win/win outcomes.
April 18-19

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|---------|---------------------------|
| June 22 | Outclass Your Competition |
| June 23 | Tero's® Executive Retreat |

Tero® International's Learning Center



Participants arrive to music selected to enhance the learning environment. White noise and nature sounds are also used. Music is a powerful signal carrier. It activates emotions and long term memory and fully engages the brain's most receptive states. Benefits of music in learning include: relaxation, stress reduction, creativity through brain wave activation, stimulated imagination and thinking, motor skills, speaking and vocabulary, and reduced disciplinary problems.

20 percent of learners are positively or negatively affected by choice of seating. The IMPACT® training room in Tero's® Learning Center features swivel chairs with breathable fabric and three adjustments for maximum comfort. The welcome room, library, and conference room offer a wide variety of seating options. Casual butterfly chairs are available for participants who wish to hold breakout sessions outdoors or relax in the nature surrounding the Learning Center.



Outclass Your Competition

A 5-hour Business Etiquette and Dining Tutorial workshop
April 18-19
April 26, June 22

Time Management Through Goal Setting

A 2-day workshop on setting goals, balancing priorities, managing *time and building stress strength*.
May 24-25

IMAGE AND INFLUENCE—Polishing Your Professional Look

A 1-day workshop on controlling the message your appearance sends and discovering the best way to present yourself.
June 15

Tero's® Executive Retreat

An exclusive Business Etiquette and Dining Tutorial evening workshop
June 23

[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.

After a presentation about job seeking skills at Des Moines University, Tero® was asked the following questions:

Question: When mailing a resume/cover letter, should I type the address on the envelope instead of handwriting it?

Tero® says: You should "type" or laser print your envelope and if possible, try to find an envelope that matches your resume paper. If you use a large 8 1/2 x 11 sized envelope, you won't have to fold the resume and the cover letter. In some organizations, the HR department receives the resumes and cover letters, scans them in the computer and e-mails them to the hiring manager. It may be the hiring manager never sees the envelope, but you want to create a very positive overall first impression.

Question: At the end of my cover letter, is it appropriate to say I will be contacting them during the week of ---- to set up an interview or to make sure they received my resume?

Tero® says: That can go either way, depending on who you talk to. Some hiring experts will suggest that you should be aggressive by stating a time to set up an interview, others will suggest that you offer to contact them during the week of ____ to see if they received your resume and cover letter.

If you "know" your audience, have a relationship with them and feel comfortable with them, then go for it! Suggest a time for an interview. You may want to offer some dates and times that you are available for interviewing. Be sure to give



Colors chosen for Tero's® Learning Center are warm shades of nature's colors. Several feature walls are painted in Tero® teal. Art, fabrics and other items add color interest. Color has been shown to provide a 55-78 percent increase in learning, retention and recall and a 73 percent improvement in comprehension. Soft shades of blue and green appease the central nervous system; bright hues can accelerate the central nervous system; yellow is the most fatiguing because it results in excessive eye stimulation; pink, a tranquilizing color, zaps energy.



Participants have a variety of locations to select for breakout sessions or small group activities. Tero's® conference room, research library, welcome room and outdoor spaces are among the inviting options.



with them, then go for it! Suggest a time for an interview. You may want to offer some dates and times that you are available for interviewing. Be sure to give them a window of times you are available to discuss scheduling an interview. You want to make it very easy for them to get a hold of you.

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

Feature Article: Listening — The Overlooked Communication Skill

Most of us not only fail to receive adequate training in effective listening, we receive a steady diet of anti-listening skill training. Infants who lay quietly and listen are considered “good babies.” However, they quickly learn that to express their needs and wants, they have to speak up—something they learn how to do quickly and at top volume!

As we grow, we are often given conflicting messages about how to listen effectively. Although most parents would want their children to become effective listeners, few of them were ever taught how to listen themselves and are therefore, unsure of how to teach their children. As a result, they tend to repeat the patterns passed down to them by their parents. Moreover, American cultural forces favor the outgoing, talkative child as “confident” and “independent.” In school, “classroom participation” grades are often included alongside completion of the required assignments. If a child steps over the line and is perceived as too talkative they are likely told to “be quiet” rather than “Listen.” As a result, silence is seen as passive rather than active. Listening is seen as a less involved and active activity than is talking.

As children leave the predictability of the school setting and arrive in the competitive world of work, they quickly learn that the rest of their lives will be spent competing. No longer can they simply show up and do their work. In order to land their job, they must compete against other applicants. In order to advance in their job, they must compete against other employees. As a result, they must speak up and sell themselves and their ideas to the powers that be. If they do not, they run the risk of being overlooked in favor of someone more talkative.

Is there only bad news?

[Click here](#) for the complete article

Time Management Through Goal Setting — What's Your Level of Procrastination?

[Print a procrastination test](#) to evaluate your level of procrastination.

Time is actually our most precious resource. Do you use it to your highest advantage — or are you always working against it? It has long been noted that in the post-modern economy, time has surpassed money in its value as a commodity. Unlike money, each of us has only a fixed amount of time to work with.

Not everyone approaches time in the same way. Unlike many time management training programs, Tero® does not attempt to cram everyone into the same time management mold. Rather, Tero's® approach is to help participants view their time as a precious resource and help them prioritize their time according to their goals — both personal and professional.

Research clearly shows that those people who live a balanced life also live a longer

While an aerobic workout is not practical, Tero® addresses this need by offering participants the opportunity to take both a physical and mental break with a spirited game of ping pong. The distraction allows participants to mentally and physically disengage from the training allowing time for the new neuron connections in the brain to be made more permanent. Physical exercise creates an adrenal response critical to coping with challenges, improving mental functioning and increasing oxygen flow to the brain, which helps you think better.



All training rooms and many offices enjoy an entire wall of natural light in an effort to bring more of nature's great learning lumens into the environment. The length and brightness of daylight affects our body's melatonin and hormone levels and influences the release of neurotransmitters. This affects alertness, responsiveness and moods which in turn affects learning.



Frequent breaks are a standard Tero® practice. Ten minute breaks are provided approximately every hour during the workshops. Brain researchers have found that the brain operates on 90-110 minute cycles of attention. Trying to gain someone's attention at the bottom of this cycle is not only difficult, it may be counterproductive. Researchers have found that taking breaks several times a

Research clearly shows that those people who live a balanced life also live a longer, happier life.

Time Management Through Goal Setting is two-day public workshop. Participants will use self-assessment tools such as the Myers-Briggs Type Indicator (MBTI), personal time inventories, procrastination tests and stress tests as they build specific time management and goal setting skills.

This training program is offered as a public workshop on May 24—25.

[Click here](#) to register for the two-day Time Management Through Goal Setting Workshop

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

What's New at Tero®?

Tero® International, in collaboration with the Embassy Club, successfully completed an Executive Retreat on February 10. The next opportunity for attending this public workshop is June 23 from 6 p.m.—10 p.m.

Business dinners have become the venue for important meetings, networking opportunities and interviews. An elegant cocktail reception before dinner, followed by a seven-course gourmet meal and four flights of wine and spirits, will build participants' networking skills and educate them on how to exercise the proper dining etiquette essential to their success.

The finer nuances of business etiquette are wrapped into an experience that will leave you socially savvy and confident as a guest or a host. If you are interested, [click here](#) to request that a formal invitation be mailed to you for Tero's® Executive Retreat

Trying to gain someone's attention at the bottom of this cycle is not only difficult, it may be counterproductive. Researchers have found that taking breaks several times a day actually increases productivity. Breaks also allow time for assimilation and processing of learning.



Ceiling-mounted, late-model AV and sound technology are features of each training room. A unique and rare feature of the Tero® Learning Center are the projection screens that have been purposefully situated at an angle in a corner of each room. This ensures that PowerPoint presentations are relegated to a supporting role rather than serving as the main learning methodology by themselves. Effective visual aids increase learning by 200 percent, improve retention by 38 percent and reduce the time to explain complex subjects by 25 to 40 percent.



In choosing which training room to use, consideration is given to the personal space needs of the learners. Rather than being crammed into a training room, great efforts are made to ensure that learners are provided with adequate think and interaction space during their Tero® workshop experience. Extra consideration is given when Tero® hosts a training workshop for international visitors who have different personal space expectations and requirements. Learners have personal space requirements that vary by culture. In a western culture, personal space is 18 inches. Europeans, especially in the UK, prefer 24 inches. Latin American's and Asian's personal space requirements can

socially savvy and confident as a guest or a host. If you are interested, [click here](#) to request that a formal invitation be mailed to you for Tero's® Executive Retreat.

Inspiration

Constant criticism from others or a remark from someone we respect can hinder us from moving forward. Don't let one thought tear down your self-confidence. Here are some examples of people who rebelled against the recommendations of others and succeeded:

Walt Disney was fired by a newspaper editor for lack of ideas. He also went bankrupt several times before he built Disneyland.

Albert Einstein did not speak until he was four years old and didn't read until he was seven. His teacher described him as "mentally slow, unsociable and adrift forever is his foolish dreams". He was expelled from school.

Leo Tolstoy, author of *War and Peace*, flunked out of college. He was described as "both unable and unwilling to learn".

Abraham Lincoln ran for public office seven times and was defeated every time before becoming president of the United States.

Beethoven was told at an early age that he had no talent for music.

John Lennon was labeled, "learning disabled".

Michael Jordan was cut from his high school basketball team.

The Beatles were turned down by Decca Recording Company because "Groups of guitars are on their way out".

When Lucille Ball began studying to come an actress in 1927, she was told by the head instructor of the John Murray Anderson Drama School, "Try another profession. Any other".

Leon Uris, author of the bestseller *Exodus*, failed high school English three times.

Woody Allen flunked motion picture production at New York University and the City College of New York. He also failed English at NYU.

Marilyn Monroe, when inquiring about modeling work was told, "You better learn secretarial work or else get married".

Source: *Chicken Soup for the Soul* by Jack Canfield and Mark Hansen

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Europeans, especially in the UK, prefer 24 inches. Latin American's and Asian's personal space requirements can be as minimal as 6 inches



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