



Tero® International, Inc.

Experts in the design and facilitation of interpersonal skills training programs

May 2006

Tero® International's Monthly E-zine



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Tero® International, Inc.

Public Workshops

May 24-25	Time Management Through Goal Setting
June 6 – 7	IMPACT® – How To Speak Your Way To Success
June 8	Image and Influence – Polishing Your Professional Look
June 15	Image and Influence – Polishing Your Professional Look
June 22	Outclass Your Competition
June 23	Tero's® Executive Retreat

Welcome to Tero® International's Monthly E-zine

Every business professional knows that feedback is an important way for assignments and relationships to improve. Therefore, Tero® would like to see continued questions, suggestions and responses to each month's e-zine. Let it be a resource tailored to your needs! Thank you for all the comments, suggestions and questions so far.

Spring has sprung, but so has the desire to be active outdoors. Though motivation at work seems to hide behind the budding trees and growing grass, there are many ways to push through and be as productive as your abilities allow. Finding those techniques will help advance your career goals as well as make the most out of your time at the office—so there is plenty of day left for leisure. May's e-zine focuses on managing your time and efforts to make an IMPACT® on your professional work.

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

Time Management Through Goal Setting

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

May 24-25, July 19-20

IMPACT® - How To Speak Your Way To Success

A 2-day workshop on speaking confidently and persuasively.

May 27, July 19-20, October 19-20

June 25	Tero's® Executive Retreat
July 12-13	IMPACT® – How To Speak Your Way To Success
July 19-20	Time Management Though Goal Setting
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 2-day workshop on speaking confidently and persuasively.
June 6-7, July 12-13, October 12-13

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.
June 8, June 15, October 12

Outclass Your Competition
 A 5-hour Business Etiquette and Dining Tutorial workshop
June 22, September 7

Tero's® Executive Retreat
 An exclusive Business Etiquette and Dining Tutorial evening workshop
June 23

Note: If you received the formal invitation to register for Tero's® Executive Retreat and would like to attend, please rsvp as soon as possible as space is limited. If you did not receive a formal invitation to register for this retreat and would like to receive one, please [click here](#) to request a formal invitation.

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



Tero® International's Learning Center

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: Is a daily planner the only way to stay organized and manage my time?

Tero® says:

While a daily planner can be a valuable tool in helping you get organized and manage your time, it is only a tool. Like any tool, it is only as useful as you choose to make it. To get the most out of a day planner, use it to keep track of things you need to do and when they have to be done. Your day planner should be a quick resource to tell you about what projects are due, what events are coming up, what social plans you have, etc. Each of us remembers things differently. Personalize your day planner to your personality and learning type. Some people like to use colored pens to indicate different categories of activities in their day planners (blue for work, green for financial, red for friends, etc.). Some like to use post it notes along with their day planner to keep track of multiple priorities. Others find an electronic planner most useful. Find a system that works for you and try it for 21 days. Experts say that it takes 21 days to establish or change a habit.

Question: What are some tips for prioritizing my tasks?

Tero® says: In the eighteenth century, economist Vilfredo Pareto developed what is



This large meeting room allows for movement and personal space, while using natural light to enhance the mood and productivity of the participant. A ping-pong table is located in this room to give participants an opportunity to physically and mentally disengage from the meeting during breaks. Late model ceiling-mounted audiovisual technology is also a feature of this room.

All day rental: \$250
Half-day rental: \$150

Seats up to 50 comfortably



The IMPACT® meeting room offers comfortable swivel chairs, mobile tables and audio-visual equipment. Ceiling-mounted, late model technology are features in this room, with a purposefully situated screen angled in the corner. With natural lighting and front and back exits, this space allows for effective presentations and interactive opportunities.

All day rental: \$100
Half-day rental: \$75

Seats 6—14 comfortably

Tero® says: In the eighteenth century, economist Vilfredo Pareto developed what is popularly known as the 80/20 Rule, or the Pareto Principle. This rule states that 80 percent of the value of a group of activities is generally concentrated in only 20 percent of those activities.

Stated differently, nearly 4/5 of our efforts are wasted.

Just as businesses can improve by focusing on the 20%, so too can personal effectiveness be improved. Although many, many activities can and are carried out everyday, the critical few are the ones to target in improving your personal effectiveness.

Begin the process of identifying key activities by creating a master list and defining the goals/major priorities that each activity is meant to accomplish. Remember the 80/20 rule—only the critical few!

Question: As a manager, how can I learn to delegate tasks to others?

Tero® says:

Overcome the key barrier to delegation that “I can do it better or it's simpler if I do it myself”. When delegating, explain tasks specifically and thoroughly. Paint the larger picture as well as the details so the individual knows not only how to do the task but also why it is important. Delegate not only tasks but also authority and responsibility. Hold others accountable for tasks that have been delegated. Communicate frequently and provide feedback (both positive and constructive). Recognize progress and success.

Help others develop good time management habits by making To Do lists for them (until it becomes a habit for them). Ask them to bring their lists to meetings to track progress against goals.

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

Feature Article — The Most Important Conversation You Have
by Rowena Crosbie

What is your attitude about yourself? What are you good at? What are you not so good at? Don't think about what others think of you. What do you think of yourself?

You have many beliefs about yourself. These beliefs control your ability to realize your wonderful potential. When you learn to change these beliefs, you can expand your skills and realize your potential. If you grew up thinking you were shy, then you are shy. If you believe that you are naturally overweight, then diets will only work for you for a short time—you will gain the weight back.

[Click here](#) for the full article

Professional Development Activity—Beyond Productivity

Albert Einstein once said, if he could send just one message to the world it would be “never forget that the fruits of our work are not final in themselves”.

Productivity is meant to make our lives easier, but we should not allow ourselves to be mere slaves of production

Seats 6—14 comfortably



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

Price: Included with training room rental.



A kitchen area is available for many catering needs. Equipped with a microwave, refrigerator, freezer, toaster, coffee maker, and full service dishes, the facility accommodates a wide range of meal and refreshment options.

Price: Included with catering.



Productivity is meant to make our lives easier, but we should not allow ourselves to be mere slaves of production.

For many of us, improved productivity is driven by the goal of saving time. The bigger question is, what are you saving the time for?

Take a few moments away from your high productivity lifestyle and ask yourself the following questions to get a sense of the larger picture in your life:

Who am I?
What do I stand for?
What are my values?
What is really important to me?
Am I proud of what I did today?
What do I want to do with my life?

The answers to these questions will take you beyond managing time to self-actualization.

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 Tero's® web site at www.tero.com to give us your feedback.



Tero® catering offers a variety of price ranges and meal options. From breakfast to lunch with snacks in-between, participants will be energized with healthy food proven to stimulate learning, mental processes and retention.



Tero®'s investment in linens, china, flatware, and crystal means that Tero® clients can enjoy a catered formal dining tutorial—for groups up to 48 participants—on-site in Tero®'s Learning Center.

When your event includes a Tero® workshop or keynote, use of the Tero® Learning Center is complimentary.

For information about reserving Tero's® Learning Center for your event, contact:

Jennifer Chittenden,
Client Relations Coordinator
Tero® International, Inc.
1840 NW 118th Street, Suite 107
Des Moines, Iowa 50325

Tero's® web site at www.tero.com to give us your feedback.

[Click here](#) to complete an electronic feedback form

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®?

Learning Center Facility Rental

Whether you need a place to conduct workshops or meetings, retreats or seminars, the Tero® learning center is now available for your use at small rental fees. Rooms equipped with late model technology and audio-visual equipment seat anywhere from six to 50 people comfortably. A smaller conference room is included with the rental of any training room.

Also, Tero® offers a catering menu for breakfast or lunch. The use of the kitchen space, which includes a microwave, refrigerator, freezer, toaster, coffee maker and full service dishes, is included with catering orders.

For an off-site location for any get-together, whether the purpose is business-oriented, educational or team-building, the Tero® learning center has the equipment and atmosphere to fit your needs.

When your event features a Tero® workshop, use of the facility is free.

[Click here](#) to request information about reserving the Tero® Learning Center for your event.

Inspiration

Coping with stress

The strongest oak tree of the forest is not the one that is protected from the storm and hidden from the sun.

It's the one that stands in the open where it is compelled to struggle for its existence against the winds and rains and the scorching sun.

Napoleon Hill

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