



Tero November eZine

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1. [Click here to view Tero's November 2009 eZine.](#)
2. [Click here for links to pdf's of the November 2009 eZine and previous eZines.](#)

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Events and Workshops

Public Workshops

December 10 - 11

[IMPACT: How To Speak Your Way To Success](#)
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2010 Workshops

January 12 - 13

[IMPACT: How To Speak Your Way To Success](#)
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January 14

[Image and Influence](#)

Tero® International, Inc.

Your Elite Training Team



Monthly eZine - November 2009

Welcome to the Tero International Monthly eZine

Remember how annoyed you would be as a youngster when your teacher announced, "Turn that frown upside down." There's nothing worse than being told to be happy when you're not. Fast forward a couple of decades and you'll find you might be running into the same problem. Some days, things just seem too mundane for words, but keep in mind, your childhood teacher was right - everything is about attitude.

That's why the upcoming Thanksgiving holiday offers a perfect chance for reflection on just why and how we should be thankful. It's been a rough year, yes. The recession has hit many of us in the gut, casting doubt on financial futures as well as personal ones. But as the holiday season draws even closer, taking time to be thankful not only for your family, but for your colleagues, your company, and good work your business is capable of doing.

As the temperatures outside have dropped, so too might morale at your office. Never fear. By remembering what we can all be thankful for, and showing that same sense of appreciation around the office, your fresh new perspective on work will be a gift to those who work with you. And hey if your belt is a little tighter, what's better than giving gifts you don't have to pay for?

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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 do you recommend I do seating at a company banquet? Should I put everyone who knows each other well together? Or should I mix it up?

Tero says: It depends on your objective. If you want people to network and get to know each other shake it up. Mix departments, levels etc. to create an environment for people to meet. If you want focused dinner discussion, or department spouses and partners to get to know each other, you might keep people with those they know. Do be aware of any seating requirements for visitors, dignitaries or international guests. For these attendees, seating considerations are crucial, for where one is sat reflects the level of respect.

Question: Every year, the company Christmas party is an event rife with potential social faux pas. What dress code do you recommend so that I can get through it

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[Register now](#)**May 6**[Image and Influence](#)
[Register now](#)**May 11 - 12**[IMPACT: How To Speak Your Way To Success](#)
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[Register now](#)**June 10**[Outclass Your Competition](#)
[Register now](#)**June 15 - 16**[IMPACT: How To Speak Your Way To Success](#)
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with my job intact?

Tero says: While a holiday office party often calls for evening attire, consider that what you wear to a company sponsored event still needs to reflect your professionalism. It is crucial for your attire to command respect at Friday night's party if you desire to have credibility at Monday morning's meeting. Discretion exhibited in appearance and behavior at company social functions can prove to be a career advancing differentiator, while wearing revealing or "clubbing style" clothing can serve as a deterrent.

[Click here to ask Tero a question](#)[Back to top](#)**Feature Article - Thanksgiving Articles**

Throughout history and across cultures, people have celebrated the bountiful harvest with thanksgiving ceremonies. The idea of a day set apart to celebrate the completion of the harvest and to render homage to the Spirit who caused the fruits and crops to grow is both ancient and universal. The practice of designating a day of thanksgiving for specific spiritual or secular benefits has been followed in many countries.

Harvest festivals and thanksgiving celebrations were held by the ancient Greeks, the Romans, the Hebrews, the Chinese, and the Egyptians. In Canada, Thanksgiving is celebrated during the month of October. People in the United States are preparing to celebrate the Thanksgiving Holiday this week.

During this season of Thanksgiving, we are reprinting two popular and timeless articles on the subject of giving thanks. We hope each of you will take the time to reflect on the many things you are thankful for and remember to give thanks to others.

The Gift That Doesn't Have To Cost Money - Giving Thanks
by Rowena Crosbie

The season of Thanksgiving is upon us. At this time of year we are reminded to express gratitude for the things for which we are thankful. We are also challenged to find the silver lining in the situations for which we are not feeling particularly grateful.

Who benefits when we show our appreciation? It seems logical that the recipient of our well wishes is likely to be uplifted. Studies show that lack of appreciation is one of the top cited reasons why people leave their jobs and their domestic relationships. It follows therefore, that recognition is something that is coveted by the receiver.

Productivity and civility also increases. Think of the last time someone sincerely thanked you for a kindness. If you're like most of us, you found yourself feeling a connection with that individual. Before you know it, you're cheerfully doing all kinds of helpful things for the grateful person.

Conduct your own research study. Let's say you want your kids to be more helpful and self-starting around the house.

[Click here for the full article](#)

The Business Case for Giving Thanks
by Deborah Rinner

It is not difficult to appreciate the benefit of taking the time to intentionally show gratitude to people in our family and social circles. We readily engage in reciprocity, giving thanks and acknowledgement to effectively support and maintain the people and personal relationships we hold most important to us.

July 15

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August 19

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August 25 - 26

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September 14 - 15

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September 16

[Outclass Your Competition](#)
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September 22 - 23

[MORE IMPACT: Advanced Presentation Techniques](#)
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October 12 - 13

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October 14

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October 19 - 20

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November 9 - 10

[IMPACT: How To Speak Your Way To Success](#)
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November 16 - 17

[Beyond Compromise: A Better Way To Negotiate](#)
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December 1 - 2

[Selecting Top Performers](#)
[Register now](#)

December 7 - 8

[IMPACT: How To Speak Your Way To Success](#)
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But what about in the workplace? Where business is the bottom line, do we need to take the time to intentionally thank the co-workers we interact with? Does gratitude create a workplace benefit? And if it does, how do we make sure we are taking the opportunities to demonstrate it enough and appropriately?

[Click here for the full article](#)

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Professional Development Activity - Improving Negotiations

Is your latest negotiation going south fast? Well, if it is - here are a few suggestions to use.

Most of us are trained to begin immediately exploring options, and then looking for one right answer to a problem. In negotiations, we want to build rapport with the other party and get to know them and their interests before identifying options. If things are getting heated, more likely than not we have sprung into options and given too little time to interests. We may need to back up and drill down to fully understand the other party's interests and share our own! Once we have done that, exploring options can legitimately proceed. Here are a few guidelines for changing things up, building rapport, stimulating creativity and generating options:

- Rearrange the room or move to a new location to facilitate new and creative thought.
- Invest time up front in relationship building and small talk.
- Get comfortable and agree to suspend judgment during the creative process. You may find it useful to agree upon ground rules to guide the interaction (including a "no criticism" rule).
- List interests you have in common as well as those that are different.
- Dream up as many possible solutions to resolve both sides' interests as possible. Don't be afraid to list crazy or seemingly impossible solutions.

Source: Adapted from Tero's Beyond Compromise manual

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Resources

Do you want to write more thank you notes but are concerned that your thank you note might sound lame? Are you worried that inking a note in your illegible handwriting may not communicate the sincerity you feel? For tips from Tero on writing thank you notes, click on the link below.

[Thank You Note Tips](#)

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What's New at Tero

Internship Opportunities Available

Each year, Tero hires two college students for summer internships. The search for 2010 interns is now open. Tero will be hiring one undergraduate and one graduate student. All areas of interest and studies are welcome to apply as the tasks carried out by Tero interns vary. For more information about the internships or to apply, email rcrosbie@tero.com.

[Click here](#) to read about previous Tero interns.

A New Tero Movie

This month Tero added a seventh movie to its video series. [Click here](#) to enjoy a virtual tour of the Tero Learning Center under the expert guidance of Jennifer Chittenden, Tero's Client Relations Coordinator. When not in use for a Tero workshop, the Tero Learning Center is available for rental. To select other clips

Tero Profile Becky Rupiper- Greene



Becky Rupiper-Greene is a Senior Training and Image Consultant for Tero International, Inc.

Scroll down to view a video clip of Becky in action.

Becky Rupiper-Greene is a Senior Training and Image Consultant for Tero International. She joined the Tero Team in 2006.

Since 1991 Becky Rupiper-Greene has been training corporate employees, college students, politicians and individuals in the art of perception management. Clients know Becky as a dynamic presenter, and find that her powerful yet practical tips help them reach their full potential through the increased credibility and confidence that result from projecting well-developed visual and verbal presence.

Becky is certified to administer the Myers Briggs Type Indicator (MBTI), the world's leading personality assessment tool for understanding individual differences and uncovering valuable ways to interact with others.

Becky is a graduate of the Fashion & Art Institute of Dallas and is certified through the London Image Institute. She is

from the Tero video library, [Click here](#). For information about renting the Tero Learning Center for your meeting or event [click here](#).

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Public Workshops

[Outclass Your Competition](#)

A 5-hour Business Etiquette and Dining Tutorial workshop.
February 11, 2010 (Des Moines)
April 22, 2010 (Des Moines), June 10, 2010 (Omaha)
July 8, 2010 (Des Moines), September 16, 2010 (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.
January 14, 2010 (Des Moines)
January 26, 2010 (Omaha), May 6, 2010 (Omaha)
May 13, 2010 (Des Moines), July 15, 2010 (Des Moines)
August 19, 2010 (Omaha), October 14, 2010 (Des Moines)

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

A 2-day workshop on speaking confidently and persuasively.
December 10-11, 2009 (Des Moines)
January 12-13, 2010 (Des Moines), February 15-16, 2010 (Des Moines)
March 9-10, 2010 (Des Moines), April 6-7, 2010 (Des Moines)
April 13-14, 2010 (Omaha), May 11-12, 2010 (Des Moines)
June 15-16, 2010 (Des Moines), July 13-14, 2010 (Des Moines)
August 10-11, 2010 (Des Moines), September 14-15, 2010 (Des Moines)
October 12-13, 2010 (Des Moines), October 19-20, 2010 (Omaha)
November 9-10, 2010 (Des Moines), December 7-8, 2010 (Des Moines)

[MORE IMPACT - Advanced Presentation Techniques](#)

A 2-day advanced presentation skills workshop for IMPACT grads only.
September 22-23, 2010 (Des Moines)

[Time Management Through Goal Setting](#)

A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.
March 3-4, 2010 (Des Moines), August 25-26, 2010 (Des Moines)

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

A 1-day workshop on hiring top performers.
December 1-2, 2010 (Des Moines)

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

A 2-day workshop on hiring top performers.
November 16-17, 2010 (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 to give us your feedback.

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Inspiration - Things to Think About

A thankful heart is not only the greatest virtue, but the parent of all other virtues.
-Cicero

Leave it to ancient Rome to say it best. By being a thankful, appreciative colleague, you will become a better employee, and maybe all the positive energy flowing from your direction might get you that raise you've been looking for.

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the only image consultant in Nebraska and Iowa to have ever achieved certification from the Association of Image Consultants International.



Click on the image above to view a video clip of Becky Rupiper-Greene

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