



## Tero® International, Inc.

Your Elite Training Team



### Monthly eZine - November 2011

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

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## Events and Workshops

### Public Workshops

#### 2012 Workshops

January 10 - 11

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

[Register now](#)

January 17 - 18

[Time Management Through Goal Setting](#)

[Register now](#)

February 14 - 15

[Influence: How To Achieve Winning Outcomes](#)

[Register now](#)

### Welcome to the Tero International Monthly eZine

Malcolm Gladwell in his book *The Outliers* noted that "the biggest misconception about success is that we do it solely on our smarts, ambition, hustle and hard work." When asked what message he wanted people to take away after reading *Outliers*, Gladwell responded, "What we do as a community, as a society, for each other, matters as much as what we do for ourselves." We agree.

At any one time in our lives research says there are at least 250 people we are connected to in some way. How many times do we stop to consider the value of someone's contribution to our professional life? Do we stop to consider letting them know our appreciation by saying thank you?

This eZine invites you to reflect on the subject of giving thanks. You will find useful information that will help you build and appreciate your business and personal relationships. In the day to day, there is probably nothing more important. Expressing appreciation not only informs those we are thankful to, but informs us of the many kind and considerate actions done by others devoted to our continued success.

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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:** What is the appropriate way to thank the host when invited to an event?

**Tero says:** Always look for your host upon arrival so you can greet them. A thank you is appropriate at the beginning of the event. When you are ready to leave, find your host, shake hands and express thanks again. Mentioning something positive about them and/or the event is key. A follow up thank you note will work if the host is unavailable to you at the time you leave.

**Question:** Should I write a thank you note after an interview?

February 21 - 22

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

[Success](#)

[Register now](#)

March 9

[Image and Influence](#)

[Register now](#)

March 15

[Outclass Your Competition](#)

[Register now](#)

April 17 - 18

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

[Success](#)

[Register now](#)

June 12 - 13

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

[Success](#)

[Register now](#)

June 15

[Outclass Your Competition](#)

[Register now](#)

July 17 - 18

[Influence: How To Achieve Winning](#)

[Outcomes](#)

[Register now](#)

August 7 - 8

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

[Success](#)

[Register now](#)

August 30

[Outclass Your Competition](#)

[Register now](#)

September 25 - 26

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

[Success](#)

[Register now](#)

October 18

[Outclass Your Competition](#)

[Register now](#)

November 13 - 14

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

[Success](#)

[Register now](#)

November 15

[Image and Influence](#)

[Register now](#)

**People to Thank**

**Tero says:** Absolutely. In an interview, individuals are devoting time to assess if their position and your abilities line up. Thanking those involved, regardless of the outcome of the interview, is not only appropriate for this reason, but is in your best interest. In the interconnected world we live in, each encounter could possibly be someone who we can add to our professional network, and who may serve a reference to opportunities in the future.

Answers to many of your questions can also be found in a daily radio broadcast. Professional Polish from Tero International airs daily on KIOA 93.3 FM in Des Moines, Iowa. Listen at 4:38 p.m. each weekday afternoon or [click here](#) for recent tips and a program archive.

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

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### Feature Article - Courtesy - The Understated Virtue

by Rowena Crosbie

While sorting through some old boxes in our storage room, I came across a collection of things from my school days. My mom saved things for us three kids and on this particular weekend I was grateful for that. Among the many items was a speech I delivered in junior high school. The ink produced by the Underwood manual typewriter on the faded small cards was still quite readable. Even now, I vividly remember the challenging assignment. Complete this sentence: Together we will...

I wrestled for many days trying to complete the sentence. It was my dad who provided the inspiration for a speech that would win a Manitoba Provincial Championship that year. What I had no way of knowing was that its timeless message would reflect, years later, the mission of Tero. Below are excerpts of the speech.

#### Together We Will Promote Courtesy - The Understated Virtue

At this time I would like to discuss a much neglected topic. It relates to the concern we must have as human beings for the feelings and sensitivity of the others we come in contact with in our daily lives. It relates to the recognition by one and all of the value of courtesy in these relationships. It relates to the duty each of us has to accord this particular virtue the importance and consideration it deserves.

[Click here for the full article](#)

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### Professional Development Activity Adding Value To Your Business Relationships

In today's chaotic business world, relationships have never been more important in your overall business success. Too many people focus on getting the day-to-day tasks completed without building genuine relationships along the way. The next time you interact with a teammate, client, or manager consider these four concepts.

1) **Listen:** One of the simplest ways to help the other party respect you is to listen effectively. Seek to understand. What is the person feeling during your interaction with them? Use reflective statements to understand feelings. Don't deny emotions. Listening to tone of voice and observing body language in addition to listening for content requires high levels of concentration. Stay focused on the other party. Use reflective statements to confirm and clarify. For example, "Let me see if I'm hearing you correctly. It sounds like you are saying...is that so?"

2) **Accept:** Don't "should on" the other party. Put cynic and critic on hold. No judgments! One of the hardest things you will do is to refrain from judging a person



In the workplace, there are many occasions to be thankful. More importantly there are many types of people to be thankful for. Have you benefited from any of these?

## Go To Person

Some people just have a way about them and an expertise that makes them a "go to" person. Seemingly always to have time, these individuals help others out in an efficient and knowledgeable way.



## Truth Teller

Thoughtful and reflective, these individuals have a way of navigating positively through political agendas, following through to get to underlying interests, and being able to present ideas necessary for others to think about in a non-threatening and non-judgmental way.

because their approach to things doesn't fit your idea of normal or acceptable.

3) **Question:** Ask questions to stimulate, not challenge. Asking open ended questions will allow the other party to feel important and will also allow you to get the information needed.

4) **Provide Feedback:** When providing feedback - remember, the goal is a safe environment, not one filled with unwanted judgment. No one can escape the need to exercise good communication skills and adapt his or her normal patterns of behavior. Avoid categorical language such as never, always, nothing and everything. Use a neutral tone and open body posture. If appropriate close the interaction by thanking the other party for his or her time. Making someone feel important and respected can be very powerful in building trusting relationships.

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### Resources

#### Iowa Association of Business and Industry Article

Rowena Crosbie, President of Tero International, was published in the Iowa Association of Business and Industry newsletter. In her article *In the Eye of the Beholder: The Power of Perceptions* Ro challenges readers to reflect on their interactions and evaluate the power of perception. [Click here](#) to read the article.

#### Influence: How To Achieve Winning Outcomes

Every day in our personal and professional lives, we are involved in scenarios where we strive to influence others. The ability to effectively influence others in pursuit of winning outcomes represents competitive advantage to individuals and organizations. [Click here](#) for a workshop outline. [Click here](#) to register.

#### Rowena Crosbie to Speak at 2012 SHRM Annual Conference

We are pleased to announce that the SHRM Annual Conference Programming Committee has invited Ro Crosbie to deliver *Negotiations: Influencing Solutions as an HR Professional* as a pre-conference workshop for the SHRM Annual Conference in June 2012. Visit [www.shrm.org](http://www.shrm.org) for information about SHRM and to register for the 2012 National Conference. [Click here](#) to meet Ro.

#### UPCOMING Time Management Through Goal Setting Public Workshop

Why is it that some people seem to accomplish so much more in the same amount of time? Why are some people able to manage their time better than others? Tero's upcoming Time Management public workshop on January 17 - 18 will help you overcome procrastination, set realistic goals, find balance in your life, plus so much more. [Click here](#) for a workshop outline. [Click here](#) to register.

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### What's New at Tero

#### Tero Welcomes Harwant Khush

Tero welcomes Harwant Khush to the Tero Team as a Research and Intercultural Consultant. Harwant brings a deep understanding of ethnic and social diversity, and of multicultural communication issues. We are looking forward to working with Harwant, and for all of the insight and information her expertise will add to Tero. We are also anxious for you to meet her! [Click here](#) to meet Harwant Khush.

#### Tero Website Updates

Everyone can use a lift this time of year. We are happy to announce that the Tero website has gone through a face lift. One of the changes we are most excited about is Tero Spotlight on Website. To help you see new features on our website we will be showcasing new relevant information on our home page each month just for you. Check out the new video clip which is the Tero Spotlight for November. Visit the Tero homepage at [www.tero.com](http://www.tero.com) or click on the image below.



## B Players

Not on the "A" team, yet earnestly and effectively fulfilling their role on a daily basis, making it easier for the "A" teamers and the organization to shine.

## A Players

Never underestimate what A players do for you. Although they seemingly get the spotlight, they often times are not thanked. These superstars work hard to catapult the organization to success, and that benefits everyone.

## Mentor

As interested in your development as you, the informal mentor helps you sidestep pitfalls and follow the road to success, whether it be in work processes, work relationships or career development.



### November Spotlight

Click on the image above to view Tero's November Spotlight - portions of a keynote presentation on the topic of change with Rowena Crosbie. [Click here to view other Tero videos](#)

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### Public Workshops

#### Outclass Your Competition

*A 5-hour Business Etiquette and Dining Tutorial workshop.*  
March 15, 2012 (Des Moines), June 15, 2012 (Des Moines)  
August 30, 2012 (Des Moines), October 18, 2012 (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.*

March 9, 2012 (Des Moines), November 15, 2012 (Des Moines)

#### IMPACT - How To Speak Your Way To Success

*A 2-day workshop on speaking confidently and persuasively.*  
January 10-11, 2012 (Des Moines), February 21-22, 2012 (Des Moines)  
April 17-18, 2012 (Des Moines), June 12-13, 2012 (Des Moines)  
August 7-8, 2012 (Des Moines), September 25-26, 2012 (Des Moines)  
November 13-14, 2012 (Des Moines)

#### Time Management Through Goal Setting

*A 2-day workshop on personal effectiveness and productivity.*  
January 17-18, 2012 (Des Moines)

#### Influence: How To Achieve Winning Outcomes

*A 2-day workshop on achieving outcomes without giving in.*  
February 14-15, 2012 (Des Moines), July 17-18, 2012 (Des Moines)

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

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### 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

If you have one of these people in your professional life, don't take them for granted. Thank them.

## Take the Tero Thank You Challenge

We're on a mission to canvas the markets we serve with so many handwritten thank you notes that people notice, and then send handwritten thank you notes, too.

What better time to send the "write" message than now, at this time of Thanksgiving?

From today until the end of December, we challenge you to send as many handwritten thank you notes as you can.



To help you get started, "Like" Tero on Facebook for a chance to win your complimentary set of thank you cards and a holiday gift basket valued at \$75.

Check the Tero Facebook page on January 1st to see who won!

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.

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### Inspiration - Things to Think About

*Appreciate everything your associates do for the business. Nothing else can quite substitute for a few well-chosen, well-timed, sincere words of praise. They're absolutely free and worth a fortune.*

- Sam Walton

*As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.*

- John Fitzgerald Kennedy

The next time you have an opportunity to make a difference by showing appreciation, think about the impact you can have on that relationship and the value you can add. Remember that showing appreciation and giving thanks is meaningful all year. It never goes out of fashion, and will leave people remembering you, by you remembering them!

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