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Tero® International, Inc.

Public Workshops

October 26-27	Beyond Compromise™ A Better Way To Negotiate
November 28-29	Time Management Through Goal Setting
December 5-6	IMPACT® - How To Speak Your Way To Success
December 6	Outclass Your Competition
2007 January 25	Image and Influence
February 15-16	IMPACT® – How To Speak

Welcome to Tero® International's Monthly eZine

Welcome to the October eZine. Throughout history 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 in November.

In this month's issue, Tero® suggests many ways to give thanks. Consider putting your thanks in writing. Click on the link below to request a complimentary supply of thank you cards to get you started. Or, drop by the Tero® tradeshow booth at Omaha's **Big O! Show** on Wednesday, October 25 for your complimentary set of thank you cards. The Tero® display is located in booths 802 and 803. Wonder if giving thanks is worth the investment of time? Read this month's Feature Article: The Business Case for Giving Thanks.

At this time of Thanksgiving, 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.

[Click here](#) to request a supply of thank you cards. Type "requesting Thank You Cards" in the subject line and include your name and mailing address in the body of the email.

If the security and firewall settings on your computer are making it difficult to view this eZine

February 15-16	IMPACT® – How To Speak Your Way To Success
February 22-23	Team Dynamics
March 1-2	MORE IMPACT® Advanced Presentation Skills
March 28-30	Selecting and Leading Top Performers
April 3	Image and Influence
April 12—13	IMPACT® – How To Speak Your Way To Success
May 3	Outclass Your Competition
May 3	Image and Influence
May 3-4	Sales and Service: Building Customer Relationships
May 15-16	IMPACT® – How To Speak Your Way To Success
May 17	Outclass Your Competition
May 17	Image and Influence
June 14	World Class
June 15	World Class

If the security and firewall settings on your computer are making it difficult to view this eZine in its complete format, click below to view the October eZine. This link is valid for approximately one month when this eZine will be replaced with a new one.

[Click here](#) to view Tero's® October 2006 eZine

We continue to be pleased with the number of requests from our eZine readers to receive a complimentary set of our award-winning **Tero® Cards**. To receive your own personal set of this easy-to-use, fun, forced-sort card deck that helps identify the “mission critical” competencies that are essential to your success, [click here](#). Type “requesting Tero Cards” in the body of the email and include your name and mailing address.

Tero® International Public Workshops

Outclass Your Competition

A 5-hour Business Etiquette and Dining Tutorial workshop.
December 6 (Des Moines), May 3 (Cedar Rapids), May 17 (Omaha)

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 25 (Des Moines), April 3 (Des Moines), May 3 (Cedar Rapids), May 17 (Omaha)

IMPACT® - How To Speak Your Way To Success

A 2-day workshop on speaking confidently and persuasively.
*December 5-6 (Des Moines), February 15-16 (Des Moines)
April 12-13 (Des Moines), May 15-16 (Omaha), June 21-22 (Des Moines)*

Beyond Compromise™ A Better Way To Negotiate

A 2-day workshop on how to move negotiations to win/win outcomes.
October 26-27

Time Management Through Goal Setting

A 2-day workshop on setting goals, balancing priorities, managing time and building stress strength.
November 28-29

Team Dynamics: The Art of Bringing Out The Best In Others

A 2-day workshop on improving team relations for success.
February 22-23 (Des Moines)

MORE IMPACT®: Advanced Presentation Skills

A 2-day workshop for **IMPACT®** graduates to take their presentation skills to the next level
March 1-2 (Des Moines)

Selecting and Leading Top Performers

A 3-day workshop on recruiting, interviewing and leading top performers
March 28-30 (Des Moines)

Sales and Service: Building Customer Relationships

A 2-day workshop on interacting more effectively with customers
May 3-4 (Des Moines)

WorldClass: How To Succeed In the International Arena

A 1-day workshop on cross-cultural preparedness training

June 21-22

IMPACT® – How To Speak Your Way To Success

WorldClass: How To Succeed In the International Arena

A 1-day workshop on cross-cultural preparedness training
June 14 (Cedar Rapids), June 15 (Des Moines)

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

Tero® International

How do people find out about you?

This is a question we are frequently asked at Tero®.

In a business environment that is constantly bombarded by unwelcome messages, making people aware of useful products and services has never been more challenging.

At Tero® our largest source of new clients has always been referrals from existing clients. For the thousands of graduates of Tero® workshops since 1993 who are kind enough to tell others about their experience, we are very grateful.

Another way to find out about Tero® is to visit us at a tradeshow.

Tero® International
at the Big O! Show
Wednesday, October 25
Qwest Center
Booths 802—803



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 to become a better professional. Thank you for the continued responses we receive each month.

Question: As a graduate of Tero's® **IMPACT®** workshop, is it appropriate for me to point out the shortcomings in the presentation skills of my colleagues?

Tero® says: We are often excited at the acquisition of new skills and can't wait to share them with others. We also know that much of our greatest learning came from the well-intentioned feedback of others who we trust. It is no wonder we want to return the favor when we possess relevant information that may help others. At Tero®, we encourage you to do so—but there is a caution. As an **IMPACT®** graduate, you already know that the only message that matters is the message that is received. When providing others with feedback, consider the individual's readiness for the feedback. Is now a good time or would another time be better? To enhance the readiness of an individual to receive your constructive feedback, look for and build on existing strengths they already have. Always remember the critical importance of your non-verbal messages. Make direct eye contact, maintain open body language and monitor your vocal tone.

Question: I have heard that it is important to send a thank you note within 24—48 hours after an event (a dinner at someone's home, receipt of a gift, etc.). What if I miss the 48 hour window? Is it still appropriate to send a thank you note later?

Tero® says: Getting in the habit of saying thank you by way of a personal thank you note 24—48 hours after a kindness was given to you is a good habit and one that we encourage. However, there are a variety of understandable reasons (and some reasons attributed to procrastination) that result in missing this guideline. You are not likely to go wrong by providing thanks even several weeks or months after an event. Mention in your personal note that you realize that the thank you is late in coming but it is still heartfelt.

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

Feature 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.

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



Tero® workshops are introduced to many people through participation at local, national and international tradeshows. We believe it is important to support the local chambers in the markets we serve so we make it a priority to attend those tradeshows (like Omaha's **Big O! Show**).



Tradeshows give people an opportunity to self-select for the type of information they are interested in. Some people are interested to learn about the large volume of research and development in each Tero® workshop.



Others drop by to find out about the kinesthetic activities that characterize Tero® workshops. Everyone is interested in the practical application

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

Professional Development Activity

Have you ever wondered what it takes for something to become a fad? A trend?

In his excellent book, *The Tipping Point*, Malcolm Gladwell points to the insights from the scientific field of epidemiology to explain how many things, both good and bad, become epidemics. In his book, Gladwell sites historical examples, talks about the rise and fall of crime waves, and points to product trends. Many people found his book to be great reading and it reached a tipping point itself when it made the Best Selling lists.

At this time of Thanksgiving, we hope you'll join us in our effort to make giving thanks and writing thank you notes an epidemic of sorts.

The Thank You Challenge—Help us “put it in writing”

According to a recent national communications study conducted by Sprint, 80% of people feel that other people are "less courteous today than five years ago." Technology – specifically email and cell phones – are largely the root of this discontent. However, we don't think people are less courteous – it's just that we're all used to communicating in a way that's perceived as most convenient. And too often, that leaves pen and paper—and personal communication—in the dust.

The ability for a person to connect with another person is what sets the stage for optimal business success. Take a moment to think about the last time you received a handwritten thank you note in the mail. How did it stand out from the bills, coupons, and junk? Do you remember who sent it?

At Tero®, we're committed to interpersonal skills and civility. One of the most essential of those skills is to thank a person when they deserve a sincere thank you. Did you know that over a dozen times a day, we have the opportunity to thank a person? From the person who made your bed at the hotel to the person who made you laugh harder than you have in a month. A well-deserved thank you is not always overt, and it is rarely provided in a form as memorable as a handwritten note.

The 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 November, we challenge you to send as many handwritten thank you notes as you can.

To help you get started, email us at training@tero.com for your complimentary set of note cards. Just write “thank you notes” in the subject line and include your mailing address in the body of the email.

Get creative. Think outside the box. Don't limit yourself only to the traditions of thank you notes. Many people do a kindness for you each and every day. When was the last time you thanked the janitor in your workplace? A parent? A child? A spouse? A sibling? A

Everyone is interested in the practical application



Tradeshows can be exhausting and overwhelming for everyone. Tero® offers a traditional Chinese Gong Fu tea presentation in its booth. This provides visitors with a chance to relax for a few minutes and talk about the day—or to learn about Tero's® **WorldClass** curriculum designed to prepare individuals to work successfully cross-culturally.



Meet Becky Rupiper-Greene, Training and Image Consultant along with other members of the Tero® team at the **Big O! Show**.

notes. Many people do for each and every day. When was the last time you thanked the janitor in your workplace? A parent? A child? A spouse? A sibling? A dependable co-worker? Your manager?

[Click here](#) for additional tips and ideas for writing your thank you notes.

We hope you will help us with this challenge. We also hope you will be the recipient of a personal, sincere, handwritten, thank you note in the next month.

What's New at Tero®? - The Big O! Show

Visit Tero's® tradeshow booth at Omaha's **Big O! Show** on Wednesday, October 25 at the Qwest Center in downtown Omaha. It was three years ago that we debuted our tradeshow exhibit at this premier event and we are looking forward to attending again this year.

Tero's® tradeshow exhibit is located in booths 802 and 803. Drop by to register for a chance to win a free registration to one of our popular workshops, pick up a complimentary set of thank you cards, meet some of the members of our Tero® team, or participate in a traditional Chinese Gong Fu tea ceremony. Tell us that you read about the tradeshow in Tero's® eZine and we'll have a special gift for you.

What You Can Do Online—Provide Your Feedback

Are you a graduate of a Tero® workshop? Your feedback is important to us. Click below 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 Tero's® website at www.tero.com to give us your feedback.

[Click here](#) to provide us with your feedback

Inspiration—Things to Think About

The Golden Rule or the ethic of reciprocity is found in the scriptures of nearly every religion in the world. It is often regarded as the most concise and general principal of ethics and can serve as a guideline for the daily choices each of us makes. Choose your favorite version below and commit it to memory to guide you in your decision-making.

You shall love your neighbor as yourself.
- *Judaism* and *Christianity*. Leviticus 19.18

Whatever you wish that men would do to you, do so to them.
- *Christianity*. Matthew 7.12

Not one of you is a believer until he loves for his brother what he loves for himself.
- *Islam*. Forty Hadith of an-Nawawi 13

A man should wander about treating all creatures as he himself would be treated.
- *Jainism*. Sutrakritanga 1.11.33

Try your best to treat others as you would wish to be treated yourself, and you will find that this is the shortest way to benevolence.
- *Confucianism*. Mencius VII.A.4

One should not behave towards others in a way which is disagreeable to oneself. This is the

the Tero® team at the *Big O! Show*.



Dropping by Tero's® exhibit at the *Big O! Show* is just one of the many ways you can get a free set of Thank You cards.

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One should not behave towards others in a way which is disagreeable to oneself. This is the essence of morality. All other activities are due to selfish desire.

- *Hinduism*. Mahabharata, Anusasana Parva 113.8

Comparing oneself to others in such terms as "Just as I am so are they, just as they are so am I," he should neither kill nor cause others to kill.

- *Buddhism*. Sutta Nipata 705

One going to take a pointed stick to pinch a baby bird should first try it on himself to feel how it hurts.

- *African Traditional Religions*. Yoruba Proverb (Nigeria)

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