



# Tero® International, Inc.

## Your Elite Training Team

Monthly eZine - October 2008

### Events and Workshops

#### 2008 Public Workshops

November 18

[Image and Influence](#)

[Register now](#)

November 19 - 20

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

[Register now](#)

December 4

[Outclass Your Competition](#)

[Register now](#)

December 16 - 17

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

[Register now](#)

#### 2009 Public Workshops

January 14 - 15

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

[Register now](#)

January 20

[Outclass Your Competition](#)

[Register now](#)

February 11 - 12

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

[Register now](#)

February 17

[Image and Influence](#)

[Register now](#)

February 18 - 19

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

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

1. [Click here to view Tero's October 2008 eZine.](#)
2. [Click here for links to pdf's of the October 2008 eZine and previous eZines.](#)

### Welcome to the Tero International Monthly eZine

Autumn's arrival often summons us into a myriad of activities at work, home and in our communities. With summer holidays behind us we tend to have our calendars filled with obligations and tasks. It's easy at this point to fall into autopilot and to carry out only what needs to be done day to day. When in this mode, we often fall short of being able to work ahead or achieve our goals and identifying and maintaining a work/life balance may seem unreachable. The word hectic might best describe this time of year.

This month's eZine addresses this "hectic" time by including items we hope will help restore the beauty of balance in your work and life. This issue focuses on the challenges you might be facing and some ideas to make those challenges opportunities for growth.

Our sidebar pays tribute to a person we all know and admire. He's relevant to this theme because his life is an example of a beautiful balance of work, family and community in times of high pressure and demand. You can meander to the

[Success](#)[Register now](#)

February 20

[Outclass Your Competition](#)[Register now](#)

March 10

[Image and Influence](#)[Register now](#)

March 19 - 20

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

April 20

[Image and Influence](#)[Register now](#)

April 21 - 22

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

April 23

[Outclass Your Competition](#)[Register now](#)

May 6 - 7

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

May 12

[World Class: Managing Diverse Business](#)[Communication](#)[Register now](#)

May 13 - 14

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

June 18 - 19

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

July 22 - 23

[Time Management Through Goal Setting](#)[Register now](#)

September 23 - 24

[Selecting Top Performers](#)

Professional Development section for a tool to help discover how you are spending your time, read the article for some reflection on what we can learn from Olympians about creating balance, and relish in the Q&A for some timely pointers about politically correct small talk and ways to demonstrate inclusivity when planning events.

Balance is achievable. We hope you will use the tools in this month's eZine to find peace of mind and success in your activities despite the hectic schedule!

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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:** With the election so near, my colleagues are talking a lot about the candidates and their personal political views. How can I still be involved in the conversation without talking politics and potentially offending someone?

**Tero says:** This is tricky, especially in the 2008 political season. It seems to be the topic of conversation even for the too young to vote crowd. In business settings proceed with caution. If a political conversation arises, you can participate by being a great listener. Listening does not signal agreement, but that you value the person behind the words enough to consider their points. If you are asked your opinion, you can safely say you are thinking the situation over and reading and taking in as much information as you can before making your decision.

**Question:** The fall is a time of year packed with Jewish holidays, but it seems that business doesn't always observe them the same in the U.S. as the Christian holidays. In addition to Jewish holidays, what are some of the main cultural holidays businesses should also be aware of?

**Tero says:** We are glad you asked this. It is very easy in certain regions of the U.S. to be monocultural in thought, and to be unaware of religious holidays that are as important to employees or coworkers as traditional Christian holidays. It is important in setting dates for appointments, meetings etc. to be aware of potential considerations due to a religious holiday. A web site we have found helpful to be aware of all the potential holidays is [www.interfaithcalendar.org](http://www.interfaithcalendar.org)

Adding the religious holidays you feel may be of importance to your clients to your scheduling calendar will ensure you will not make the mistake of overlooking a time that has special meaning for those you work with.

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

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### Feature Article - A Balancing Act: Achieving A Medal Worthy Life

by Deborah Rinner

Do you ever remember going to a playground to ride a teeter totter as a child? If you do, you may have learned about balance at an early age.

My favorite teeter totter was at McManus Park. As I remember it was simply made of a

[Register now](#)

## Paul Newman



### Paul Leonard Newman January 1925 - September 2008

Born in Cleveland, Ohio, Newman was the son of a successful sporting goods store owner. However, by age 25, Newman had a reputation for unruly behavior and was married to his first wife, Jackie, and had a son, Scott.

Newman's father died in 1950 and he ran the sporting goods store before taking a different career path. He moved his family to New Haven, Connecticut and then attended the Yale University's School of Drama. It was there that he was spotted and invited to perform in New York. In 1953, he was an understudy in a popular Broadway show, his big break. This is where he met Joanne Woodward, with whom he later married in 1958 after co-starring in "The Long Hot Summer" and had three daughters. They were married over 50 years and lived in Connecticut since 1960 instead of Hollywood.

In 1954 Newman experienced his first film flop, "The Silver Chalice", but redeemed himself in 1956 with "Somebody Up There Likes Me". In 1959, he received an academy award nomination for Best Actor for "Cat on a Hot Tin Roof".

In the 1960s, he was a superstar and one of the most popular actors of that decade. He also had his directorial debut for "Rachel, Rachel" in 1968 and in 1969, paired with Robert

large rectangle (wood in those days) that balanced in the middle by a central sphere. You would hop on one end and your friend on the other. The game was to take turns being elevated in the air while your friend touched the ground or pushed off and vice versa. Every now and then your friend might not balance well, or push off correctly, or prematurely exit their end to leave you crashing down hitting the earth abruptly. From this you kinesthetically learned that balance takes paying attention, and on that playground toy a bit of trust.

On carefree childhood days like those at McManus Park, there was not much to balance in life short of the teeter totter. But as we grow into working adults, raising families, contributing to our communities and churches and trying to continue to evolve as people, finding balance can seem as jolting as the crashing to the ground of the teeter totter. In fact, research tells us 61% of us worry about our work life balance, 70% of us have had our health affected by it, 59% of us feel it affects our interpersonal relationships in the form of stress and it is a leading cause of workplace violence and absenteeism! It often feels as if we have more to do than the time to do it in, and attempting to be responsible to diverse responsibilities can leave us feeling ineffective in none of them. How do we balance work and life in a way that everything receives it's due, and we feel successful in all of our roles?

[Click here for the full article](#)

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### Professional Development Activity - Life Balance Planning Wheel

Balance seems more elusive during times of change and stress. If we are feeling the effects of change, and do not examine what you may need to do to adapt to it, you can misdiagnose yourself as not being able to cope. When indeed you can, it just takes some planning and reflection. This month we provide you with a planning tool. By completing this worksheet, you can pinpoint changes that may be influencing how balanced you feel. By evaluating the possible points of imbalance, you can determine what needs to change within to regain a feeling of competence in your life.

[Life Balance Planning Wheel](#)

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### Resources

If planning ahead for life balance is on your list of resolutions for 2009, consider registering for Tero's popular two-day workshop on setting goals, balancing priorities, managing time and building stress strength. Time Management Through Goal Setting is offered on a public enrollment basis on July 22-23, 2009.

Click on the link for a complete [workshop outline](#)

Click on the link to [register](#) now.

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### What's New at Tero

#### Jennifer Chittenden Joins Central Iowa ASTD Board

Tero is pleased to announce that Jennifer Chittenden, Tero's Client Relations Coordinator, has joined the Board of Directors for the Central Iowa American Society

Redford in "Butch Cassidy and the Sundance Kid".

In 1978, Newman's life changed course again when his son, Scott, died. His movies and personal life reflected the changes. 1986, he received his 6th Best Actor Oscar nomination, and won, but didn't attend the ceremony.

Newman's passion for race car driving led to the co-ownership of Newman-Haas Racing in 1982, and he also founded Newman's Own, a food company he built from the ground up, in which all proceeds go to charity. He also started an organization for terminally ill children. Even in 2006, he opened a restaurant, which helped the Westport Country Playhouse. And in 2007, declared that acting was a closed book for him.

He is known as a legendary actor, a philanthropist, and for his successful business ventures.

Source: <http://www.imdb.com/name/nm0000056/bio>

of Training and Development in the role of Vice President of Programming. Jennifer has served on the Programming Committee for several years and chaired many successful events. In her role as VP, she will lead the Programming Team and their important mission. Interested in volunteering to serve on Jennifer's committee? Email [jchittenden@tero.com](mailto:jchittenden@tero.com)

### **Tero Exhibits at State of Iowa Society of Human Resources Managers Conference**

With a prime spot, attendees at the Iowa SHRM Conference couldn't enter the exhibit hall without being greeted by a spectacular teal and gold, lighted display, complete with a thundering game show theme. Back for a second year, Tero exhibited and challenged attendees to test their knowledge of business etiquette, dining, professional image, and presentation skills on the Tero Skills Quiz.

### **Tero Teaches Dining Etiquette for the West Des Moines Leadership Academy**

Participants in the inaugural class of the West Des Moines Leadership Academy enjoyed a 4-course dining tutorial led by Tero International's Director of Corporate Etiquette Deborah Rinner, October 9th at Johnny's Italian Steakhouse. The evening was filled with laughter, questions, and many wonderful, thoughtful toasts as participants practiced the skills of business dining. These high potential leaders now have the skills to dine with the diplomats.

### **MOSAIC Conference**

On October 20th, Iowa's Mosaic Diversity Conference for 2008 was held at the Scheman Center in Ames, Iowa. Deborah Rinner of Tero conducted a session for participants on "Communicating Inclusivity". The session addressed what organizations need to know about culture to be truly inclusive and successful in their diversity efforts. The information presented came from Tero's World Class Culture curriculum, and helped participants evaluate how time, communication, group work, hierarchy and management are viewed and addressed differently across cultures.

### **Global Migration Conference**

Nearly 200 million people (3% of the world population) live outside their countries of birth.

- Global Migration is a natural occurrence, as old a phenomenon as humankind itself.
- It has shaped our world for centuries, and it directly shapes our communities, languages, and foods.
- The movement of humans out of their homelands and into new countries creates opportunities and benefits in its wake.

Tero is pleased to be a part of the Global Migration Forum & Symposium November 5th and 6th, 2008. Rowena Crosbie, President of Tero International, has served on the conference committee and Deborah Rinner of Tero will be a panelist on global leadership issues on November 6th. You can register for this important event by going on the Iowa Council for International Understanding web site: [www.iciu.org](http://www.iciu.org)

*Brought to you by ICIU, Kemin Industries, Pioneer, Drake University and The Greater Des Moines Partnership, you will learn more at this two day event about why people move and how migration affects our lives, economy and business.*

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### **Public Workshops**

#### [Outclass Your Competition](#)

*A 5-hour Business Etiquette and Dining Tutorial workshop.  
December 4, 2008 (Des Moines), January 20, 2009 (Omaha)*



February 20, 2009 (Des Moines), April 23, 2009 (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.*

November 18, 2008 (Des Moines), February, 17, 2009 (Des Moines)  
March 10, 2009 (Omaha), April 20 (Des Moines)

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

*A 2-day workshop on speaking confidently and persuasively.*

November 19-20, 2008 (Des Moines)  
December 16-17, 2008 (Des Moines), January 14-15, 2009 (Des Moines)  
February 11-12 (Omaha), February 18-19 (Des Moines)  
March 19-20, 2009 (Des Moines), April 21-22 (Des Moines)  
May 13-14, 2009 (Des Moines), June 18-19, 2009 (Des Moines)

### [Time Management Through Goal Setting](#)

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

July 22-23, 2009 (Des Moines)

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

*A 2-day workshop on hiring top performers.*

September 23-24, 2009 (Des Moines)

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

*A 2-day workshop on collaborating to achieve win/win solutions.*

May 6-7, 2009 (Des Moines)

### [World Class: Managing Diverse Business Communications](#)

*A 1-day workshop for internationals working in the U.S.*

May 12, 2009 (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](http://www.tero.com) to give us your feedback.

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## **Inspiration - Things to Think About**

*When you live in reaction, you give your power away. Then you get to experience what you gave your power to.*

- N Smith

*Learn to get in touch with silence within yourself, and know that everything in this life has purpose. There are no mistakes, no coincidences, all events are blessings given to us to learn from.*

- Elizabeth Kubler-Ross

*The essence of intelligence is skill in extracting meaning from everyday experience.*  
- Unknown

Ultimately, you hold the power to have balance in your life. If we allow the idea that external circumstances control our ability to have balance, we essentially give up the power we have to meet any circumstance and be true to who we are, what we are and all that we are. True balance is balancing and maintaining our "within" with what we meet outside of ourselves.

Life changes. What you are asked to be fully present with today will not be the same five, ten or twenty years down the road. Whatever is in front of you, if you can be open to it, present with it, and learn from it, you become a creator of balance.

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