



Tero® International, Inc.

Your Elite Training Team



Monthly eZine - October 2011

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

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Events and Workshops

Public Workshops

2011 Workshops

November 15 - 16

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

[Register now](#)

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](#)

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Welcome to the Tero International Monthly eZine

Do you ever disagree with a co-worker, client or spouse and struggle to collaboratively come to an agreement?

Research reveals that most attempts at collaborative communications fail and/or lead to conflict. So if you answered "yes" to the above question, you are not the only one. The ability to express disagreement in a way that fosters collaboration is found in our power to influence.

Influencing others is done unconsciously and ineffectively everyday - illustrated by the "yes" we just admitted to with regard to our struggles in communication. So how do we turn unconscious and ineffective into influence done consciously and effectively? One of the most effective ways to influence winning outcomes begins with understanding yourself.

For this reason we have devoted this month's eZine to you, and skills you can use to better know yourself and your power to influence others. The Feature Article and Professional Development Activity are designed to build personal awareness and give you the necessary skills to influence effectively. We hope from this issue you will acquire the guidelines to build rapport, establish relationships and most of all achieve winning outcomes and collaborative communications.

Speaking of collaborative communications, we thank you, clients and readers, for collaborating with Tero in what for us is a great honor and tribute to you. In this eZine, we are pleased to announce that Tero was voted Best Sales and Executive Training Company of 2011 by readers of the Des Moines Business Record. We want to personally thank all of you for continued opportunities to collaborate and align your objectives with Tero research and training delivery. Many thanks!

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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.

February 14 - 15

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

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 7

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

June 12 - 13

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

Question: Is it ever wise to avoid conflict?

Tero says: Conflict is a natural and normal part of our work and personal lives. Whether it serves to solve problems creatively or translates to a destructive feud is largely up to how we handle it. Because of the discomfort it may cause, many of us avoid confrontation and ignore problems. In the long run, avoidance as a strategy is rarely a good one. Relationships, results, or both are sacrificed. You may choose avoidance to allow for unproductive emotions to dissipate or to collect more information. Once a clearer head prevails, open communication is always a better choice. [Click here](#) to listen to an MP3 broadcast of this question and answer.

Question: I messed up on a handshake. Can I redo it?

Tero says: Reflecting on your handshake is great. Most people are unconscious about the interaction due to the adrenaline we have as humans in social situations. Most never think about what someone may receive from them in the interaction. A good handshake begins with eye contact, shoulder to shoulder posture, and then a web to web shake. If you make yourself conscious, slow down, and be present, you are less likely to mess up. If you do mess up just finish and continue to give eye contact. Do not apologize, draw attention or attempt to do over. [Click here](#) to listen to an MP3 broadcast of this question and answer.

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 approximately 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 - Building Rapport

by Rowena Crosbie

Rapport is a feeling of comfort, trust and understanding you can have with someone else. Rapport makes it easier for us to be assertive, influential, accommodating, persuasive and relaxed with someone. Because rapport happens as a result of the way we interact with someone, we do not have to wait for it to happen naturally. By using the right behaviors and avoiding others, we can make it happen more quickly.

Have you ever been in a discussion with someone and felt that you were really on the same wavelength? What caused that feeling?

Have you ever been in discussion with someone and suddenly felt that rapport was gone? Why was that?

Have you ever tried hard to get along with someone to no avail? What happened?

Do you know anyone who seems able to get along quickly with a wide variety of people? How does he or she do that?

There are two key behaviors that can assist you in building and maintaining rapport. They are matching and reflecting.

[Click here for the full article](#)

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Professional Development Activity Getting to Know Others

The more you know about the person you are attempting to influence, the more

Do's and Don'ts of Rapport Building



Six "For Sure" Ways to Build Rapport

1. Start with small talk

An informal chat, even a brief one, sets the stage for an environment conducive to trust, openness and positivity.

2. Self disclosure

People naturally prefer places, people and things that are familiar. Consider what similarities you share with the other party and contemplate how to introduce them into discussions to create a personal connection.

3. Attend to niceties

It is a human tendency to reciprocate an act of kindness, gift or gesture. Create an environment conducive to the other person's comfort.



4. Create the environment

Be respectful of time. Develop a schedule and stick to it. Also minimize phone and personal interruptions.

closely you can tailor a message that will be well received. Building a relationship prior to the interaction helps, not only in rapport, but will also provide the necessary information to communicate effectively.

Begin monitoring your own day-to-day interactions and look for opportunities to use open-ended questions and listening skills to explore the underlying interests of all parties. Understanding what someone values and listening in a way that communicates we value their concerns cannot help but build rapport prior to needing to achieve an outcome, and influence your ability to influence collaborative outcomes.

Examples of good open-ended questions and phrases include:

- Can you give me more specific detail?
- Can you give me an example?
- What were your reasons for?
- What were the circumstances surrounding?
- Help me understand what you mean.
- Walk me through your idea.
- Tell me more.

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Resources

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 for information about SHRM and to register for the 2012 National Conference. [Click here](#) to meet Ro.

Canadian Manager Magazine Article

Don't Talk to Strangers, by Rowena Crosbie and published in Canadian Manager Magazine, challenges readers to step out of their comfort zone and forge new relationships. [Click here](#) for article.

Sales Training

The days of sales tactics, techniques and tricks are in the past. Today, Sales Professionals rely on the ability to influence others everyday and success in sales is measured by the ability to influence, not only in the short term but also in the long term. [Click here](#) to view the Tero programs that are customized for Sales Professionals. Contact Ann Block at ablock@tero.com to find out how these modules can be further customized for your unique needs.

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.

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What's New at Tero

Tero Named "Best Of"

Tero International was voted Best Sales and Executive Training Company of 2011 by readers of the Des Moines Business Record. The Tero Team thanks those of you who took the time to vote and we reaffirm our commitment to providing you with the best professional training and coaching services available. A special thanks to our many clients who share their Tero experience with others - your powerful testimonials play an important role in the ongoing growth of Tero. We are honored

5. Matching

People who get along well tend to mirror each other's body language. To improve rapport, use matching body language, cadence and movement.



6. Reflecting

Asking questions about what was just said and summarizing or reflecting words back to others increases comfort and rapport.

Four "For Sure" Ways to Break Rapport



1. Don't be domineering

People tend to get offended when someone tells them what they should do or what they ought to do.

2. Avoid 'but'

Sentences that begin with yes and are followed by the word but, are offensive and negate the yes.

to be numbered among the prestigious individuals and companies who were recognized as the "Best Of" in 2011. [Click here](#) to access the 2011 Best Of publication.

Rowena Crosbie Speaks at SHRM State Conference

The Society for Human Resource Managers (SHRM) State Conference was held in Coralville, Iowa on September 29 and 30. Attendees had a number of impressive sessions to choose from and included among them were presentations by Tero President, Rowena Crosbie. On Thursday, September 29, Ro spoke to a packed room on the subject of *Negotiation Skills for HR Professionals*. On Friday, September 30, she delivered *Selecting Top Performers* which was also a feature at the SHRM National Talent Conference and Expo in San Diego earlier this year. [Click here](#) to meet Ro. Visit [www.http://iaastateshrmconference.com](http://iaastateshrmconference.com) for information about the 2011 SHRM State Conference.

Becky Ruper-Greene Presents to ISAE

Senior Image and Training Consultant, Becky Ruper-Greene delivered a keynote for the Iowa Society of Association Executives (ISAE) on *Image and Influence: Polishing Your Professional Look*. The keynote took place in downtown Des Moines on September 26th. [Click here](#) to meet Becky. Visit www.iowasae.org for information about the organization.

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Public Workshops

[Outclass Your Competition](#)

A 5-hour Business Etiquette and Dining Tutorial workshop.
March 15, 2012 (Des Moines), June 7, 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.
November 15-16, 2011 (Des Moines)
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.



3. Avoid phrases like "to be honest"

When someone uses an irritator in conversation such as, "to be honest", it throws into question the honesty of the rest of the interaction.

4. Don't overlook word choice

Phrases such as "generous offer", "fair price", and "reasonable arrangement" have little value in persuasion and often cause annoyance.

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 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

"You don't have to be a person of influence to be influential. In fact, the most influential people in my life are probably not even aware of the things they've taught me."

- Scott Adams

The ability to influence is illustrated in day-to-day interactions and also everyday business encounters. We all possess the ability to use the skills of influence, yet sometimes we underestimate ourselves. At Tero we are always thrilled to hear others' perspectives and real life experiences. Rowena Crosbie, President of Tero International received this note from Ross Clarke in Canada after he read her *Don't Talk to Strangers* article in the Canadian Manager Magazine. It is a wonderful illustration of how one person realized how to overcome fear, network effectively and use his power of influence. We thank Ross for sharing his story and hope you find insight from his experience.

Years ago when I first started out in business, it was an important moment for me when I was welcomed into the local business club. This is where everyone who was anybody met to have lunch, interact with others and discuss local business. I attended a couple of times with my new membership but because I was not as confident socially as I was still young, I brought a guest. After a few times an elderly manager met me at the door and took me aside, and said to me, "Mr. Clarke, if you want to get to know this club and its members come by yourself and sit at the club table by yourself and introduce yourself to the people around you. You will find out that their problems are no different than yours." I did that and learned the best way to go to a reception is by yourself. This way you meet new people!

- Ross Clarke

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