

**TOM TEREZ  
WORKPLACE  
SOLUTIONS, inc.  
2009 CATALOG**

**THESE CHALLENGING TIMES**  
require all organizations to work smarter. We need a greater focus on efficiency. A strengthened spirit of trust and teamwork. A new resolve that we can and will prevail even in these harsh economic conditions.

Great information, great insights, great presenter! I can take these tools back to my workplace and use them immediately.

*Linda Case, VP Human Resources, Empire Bank*



In my 20 years delivering talks, workshops, and projects to hundreds of organizations, I've never seen anything like the current situation. Employees everywhere are deeply concerned, and it's hurting employee morale in a big way. Yet now more than ever, people in every workplace need to stay fully engaged and do their very best work.

Tom combines rich experience and powerful ideas with a warm, personal style. Outstanding!

*Nathan Strong, SC Quality Improvement Network*

Engaging, interesting, and very thought-provoking – the best speaker I have seen here at the Boeing Leadership Center.

*Lori Schneider, Boeing*

Your work exceeded our best expectations. I feel so fortunate that we heard about you.

*Tom Stephanie, Staff Development, Minnesota Rehabilitation Services*

A three-day workshop with people from nine countries is no easy task for anyone. Yet Tom facilitated in a masterful manner. It was who Tom is more than what Tom said that really won our hearts and minds: inspirational, down to earth, responsive, simple, sincere, stimulating, optimistic, humorous, and more.

*Murray E. Millar, ADRA Asia*

*See more testimonials on the next three pages*

At Tom Terez Workplace Solutions, Inc., we will be helping you throughout 2009. We're always adding new ideas and tools to our Web sites, so stop by and put them to work. We'll be on the road delivering talks, workshops, and conference keynotes. And we're extending additional help with our series of Rapid Response Solutions. Details are inside.

This will be an extremely challenging year, but you know what? It has the potential to bring out the best in all of us.

Sincerely,



**TOM TEREZ WORKPLACE SOLUTIONS, inc.**  
Columbus, Ohio USA • 614-488-9721 • [contact@TomTerez.com](mailto:contact@TomTerez.com)  
[TomTerez.com](http://TomTerez.com) • [BetterWorkplaceNow.com](http://BetterWorkplaceNow.com) • [InnerBest.com](http://InnerBest.com)

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Talks, Workshops, Conference Keynotes – Page 9-15

# ABOUT TOM TEREZ

This was the best workshop I've ever attended. The participation was incredible!

*Sandra Ford, HR Manager,  
InnerLogic, Inc.*

Tom, you're an excellent presenter, and your interactive handouts are inspiring, insightful, and motivational. Thank you for helping us become better leaders.

*Ed Fleming, Battalion Chief,  
Orange County Fire Authority*

I didn't have an opportunity to complete one of the evaluation forms for your session, but if I had, my simple message would have been: TOM ROCKS! Your style really captured the audience's attention, and you have such meaningful information to present.

*Sara Worley, HR  
Director, CTMS, Inc.*

Tom's presentation is still being talked about – a compliment to him since his audience was professional trainers and speakers. He was a great motivator for our conference.

*Ron Marr, Manager, Illinois Department  
of Public Health Training Center*

You are genuinely gifted at what you do. Thanks for some wonderful ideas and techniques!

*Venus Mann-Aguilar, University  
of Colorado Hospital*

Tom has delivered talks, workshops, and projects to a wide cross-section of private-sector companies, public-sector agencies, organizations, and conferences – in Canada, Jamaica, Mongolia, South Africa, and all across the United States. Clients include Boeing, Fidelity Investments, Providence Health System, University of Colorado, Head Start, LensCrafters, the Social Security Administration, the American Red Cross, Brookdale Living Communities, agencies in 15 state governments, SHRM, ASTD, ASQ, ISPI, IPMA, ASTA, and many others. (See pages 3-4 for a fuller list.)

**ONLINE:** Tom is the founder of two popular Web sites: BetterWorkplaceNow.com and InnerBest.com. People from

126 countries subscribe to his Better Workplace Now and Inner Best e-letters. His other Web site, TomTerez.com, provides details about his talks and workshops, consulting services, success stories, and more.

**IN PRINT:** Tom has written more than 100 published articles on organizational performance

and personal excellence. For his book, 22 Keys to Creating a Meaningful Workplace, he spent two years interviewing leaders, managers, supervisors, and front-line associates.

**OTHER INFO:** Tom has an MBA from Duke University (1989) and a journalism degree from Northwestern University (1985). He is based in Columbus, Ohio.

**CONTACT:** Call 614-488-9721, or send an e-mail to [contact@TomTerez.com](mailto:contact@TomTerez.com), or use one of the online forms at [TomTerez.com](http://TomTerez.com) or [BetterWorkplaceNow.com](http://BetterWorkplaceNow.com).

The screenshot shows the website for Tom Terez Workplace Solutions. The header includes navigation links for E-LETTER, CONTACT, HOME, and FOR CLIENTS + SESSION ATTENDEES. The main content area features a section titled "5-MINUTE ASSESSMENTS" with a sub-header "You can download, print, copy, and circulate any of the 5-Minute Assessments. All are in ready-to-download PDF format. Each one-page assessment focuses on a key workplace factor. Click on the selection below that best matches your organization." Below this are six icons representing different sectors: Private-Sector Business, Professional Service Firm, Health Care, Public-Sector Agency, Education, and Organization, Association. There are also two featured sections: "22 KEYS INSTANT ADVISOR" and "DIFFICULT DOZEN HELP ZONE", each with a "PUT IT TO WORK" link.

# A SAMPLE OF RECENT SESSIONS

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## KEYNOTES:

International Association of Business Communicators, South Africa  
Arizona Society for Human Resource Management  
Nationwide Children's Hospital, Ohio  
Jamaica Employers Federation  
Association of County Directors of Social Services, North Carolina  
Missouri Society for Human Resource Management  
Orange County Fire Authority, California  
Collin County Community College District, Texas  
Northeast Area Human Resources Association, New England  
New York State Nurse Administrators Forum  
Ohio Partnership for Excellence  
American Society for Training & Development, WI and MN  
University of Colorado Hospital, Leadership Forum  
▲ [Read about it at TomTerez.com/success/success4.html](http://TomTerez.com/success/success4.html)  
Ohio Veterans Affairs Leadership Development Institute  
Minnesota Society for Human Resource Management  
Oklahoma Certified Public Managers Conference  
Mental Health Centre Penetanguishene, Canada  
Maryland Association of School Business Officials  
Idaho HR Association  
Ohio Council of Behavioral Healthcare Providers  
Southwest CUPA-HR Conference  
Ohio Society for Human Resource Management  
Delaware Association of School Administrators  
▲ [Read about it at TomTerez.com/success/success11.html](http://TomTerez.com/success/success11.html)  
Jewish Family Services, "Partnering for Success" Conference  
U.S. Deputy Wardens Association  
American Association of State Compensation Insurance Funds  
Direct Response Forum, Annual Conference  
Ohio High-Performance Workplace Conference  
Houston Society for Human Resource Management  
HR Expo, Tennessee  
George Older Workers Network  
New York Society for Human Resources  
Ohio Department of Administrative Services

## WORKSHOPS:

Jacobs Technology  
Fidelity Investments  
Boeing  
University of Arkansas Medical Center  
Carondelet Medical Group, Arizona  
Northern Arizona University  
ADRA Mongolia, All-Staff Workshop, Ulaanbaatar  
▲ [Read about it at TomTerez.com/success/success5.html](http://TomTerez.com/success/success5.html) and  
[BetterWorkplaceNow.com/mongolia](http://BetterWorkplaceNow.com/mongolia)  
Administration for Children & Families  
City of Charlotte, North Carolina  
Pittsburgh Legal Administrators Association  
American Society for Quality, Kansas City  
Luxottica Retail  
York County Government, Virginia  
Lambton Hospitals Group, Ontario  
▲ [Read about it at TomTerez.com/success/success9.html](http://TomTerez.com/success/success9.html)  
Ohio Medical Board  
Iowa Society for Human Resource Management

Tom was a huge hit. He brought humor, enthusiasm, and learning all rolled into one.

*Boris Slogar, Ohio Partnership for Excellence*

I appreciate all the extra effort you put into tailoring this session just for us. Your follow-up was great too – I don't think I have ever attended a seminar where the presenter continued communication with the group afterwards.

*Melinda Minor, Social Security Administration*

The session was fun and very informative. I appreciate the freshness of the presentation and the depth of your knowledge.

*Dixie Cook, Senior Employment Manager, Mercy Senior Care*

We asked Tom for a "meaty" presentation and we got it! His research is substantial and vital, and he brings a wonderful blend of humor and insight.

*Peter Sprague, Senior HR Development Forum, ASTD*

This was solid information presented in real terms. Tom Terez is a great speaker who looks you in the eye and gets to the point.

*Kathy Higinbotham, Director of Human Resources, Tennessee Department of Safety*

## REFERENCES

Want to talk with people who have hired Tom for a keynote, workshop, or other session? Just let us know. We'll be happy to provide a list of contacts.

# A SAMPLE OF RECENT SESSIONS

*continued from the previous page*

Your passion for what you do really shows, and it's very contagious. Keep up the good work!

*Terri Carraway, HR Manager, Hueck Foils*

You have an excellent attitude and approach to what you're doing. You promote wonderful values and priorities for improving the workplace environment.

*Marc Lubline, President, InnerWorks*

We all need some inspiration and motivation. Tom Terez delivered!

*Cristy Greaves, Principal, Laurel School District, Delaware*

It's so refreshing to see someone re-introduce the human factor of work. Thanks, Tom. This has been the most reassuring part of this year's conference!

*Steve Browne, Director of Human Resources, CDS Associates, Inc.*

Tom challenged us to take risks and speak out, and what a difference it has made, both for our employees and for those credit union members we are here to serve. Thank you for a terrific experience!

*Diana Fahle, HR Manager, KEMBA Financial Credit Union*

You teach with a heart. Great job!

*Nick Moore, Captain, South Carolina Department of Public Safety*

Tom brings energy, humor, and practicality. This is the most motivating presentation I have ever heard on workplace issues.

*Dr. Brian Jones, Chief, Forensic Division, Mental Health Centre Penetanguishene, Ontario*

Providence Health System, Northwest  
Missouri State Employees' Retirement System  
Pepper Hamilton LLP, Pennsylvania  
Senior HRD Forum, Quarterly Workshop, FL  
▲ [Read about it at TomTerez.com/success/success8.html](http://TomTerez.com/success/success8.html)  
American Society for Quality, Minnesota  
Regions Hospital, Minnesota  
Quantum Logistics, Colorado  
New York Management Development Program  
Social Security Administration, Western Region  
Alaska State Government – Juneau, Anchorage, Fairbanks  
▲ [Read about it at TomTerez.com/success/success7.html](http://TomTerez.com/success/success7.html)  
Upper Valley Medical Center, Ohio  
Jamaica Office of Utilities Regulation  
University of Missouri-Kansas City  
Ohio Head Start, HR Conference  
Pinellas County Schools, Florida  
South Carolina Improvement Network  
▲ [Read about it at TomTerez.com/success/success12.html](http://TomTerez.com/success/success12.html)  
Ohio Civil Service Employees Association  
U.S. Border Patrol, Federal Law Enforcement Training Center  
Northeast Ohio Health Services  
Miami University of Ohio  
Brookdale Living Communities, Illinois  
KEMBA Credit Union, Ohio  
▲ [Read about it at TomTerez.com/success/success6.html](http://TomTerez.com/success/success6.html)  
Children's Guild, Maryland  
Novozymes, North Carolina  
Marymount College, California  
Washington County, Minnesota

## **OTHER TALKS:**

City of Aspen, Colorado  
The Ohio State University Medical Center  
Pepsi-Cola Bottlers Association, Louisiana  
International Society for Performance Improvement  
Vertex, Inc., Pennsylvania  
▲ [Read about it at TomTerez.com/success/success2.html](http://TomTerez.com/success/success2.html)  
New York Leadership Forum  
Colorado HR Association  
California Department of Transportation  
Atlantic HR Conference on Emotional Intelligence, Nova Scotia  
FCS Financial, Missouri  
Minnesota Rehabilitation Services  
▲ [Read about it at TomTerez.com/success/success3.html](http://TomTerez.com/success/success3.html)  
Illinois Department on Aging  
The Columbian, Washington  
Arkansas Society for Human Resource Management  
Washington State Quality Conference  
American Red Cross, Florida State Conference  
IRS Team Facilitator Forum  
▲ [Read about it at TomTerez.com/success/success10.html](http://TomTerez.com/success/success10.html)  
Arkansas Association of Colleges and Employers  
Council of Engineering and Scientific Society  
City of New Braunfels, Texas  
American Society of Travel Agents  
Ohio Society for Human Resource Management

# RAPID RESPONSE SOLUTIONS

Descriptions are on the Web at [TomTerez.com/solutions](http://TomTerez.com/solutions)

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For organizations that are serious about cutting costs, reducing expenses, and becoming more efficient
- Page 7 **Workplace Renewal Process**  
For organizations that have seen a decline in employee morale due to difficult but necessary changes, including staff reductions
- Page 8 **Blitz Improvement Process**  
For organizations that need to speed up the completion of one or more high-priority improvement projects

# TALKS • WORKSHOPS • KEYNOTES

Descriptions are on the Web at [TomTerez.com/sessions](http://TomTerez.com/sessions)

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How to Learn It, Earn It, and Turn It into a Team-Building Strength
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Lessons in IQ and EQ from the World's Greatest Change Agents
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▶ For SHRM Chapters, Chambers of Commerce, Business Associations

# RAPID RESPONSE SOLUTIONS

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## The Work-Smart Workshop

### WHO IT'S FOR:

Organizations that are serious about cutting costs, reducing expenses, and becoming more efficient

**IN THESE TOUGH ECONOMIC TIMES**, every organization needs to cut costs, reduce expenses, and find new ways to strengthen the bottom line. This session accomplishes all of that—but with a twist. It involves employees in the process, making the most of their experience, know-how, and good ideas while building a shared sense of responsibility.

The session is focused, lasting from a half day to two days. We facilitate every step beginning with a quick briefing to set the stage. People are then guided through a process in which they generate and document their ideas for trimming costs and finding efficiencies.

One round of the process has people generating ideas that can benefit their own work areas. Another round uncovers ideas that can benefit the organization as a whole. (For private-sector companies, a third round can have people share their ideas for tapping new revenue streams.)

Immediately following the session, we compile the ideas in a single report—organizing the information, adding our own insights and recommendations, and highlighting action steps that can be implemented right away. This report can be delivered on-site with a presentation, Q-and-A, and discussion.

Now more than ever, organizations need to tap the collective intelligence of their employees—managers, supervisors, front-line employees, everyone. This intensive session fills this need in an efficient, productive, and positive format.

Note: If your organization has multiple locations, this session can be repeated for different groups. The ideas they generate would be gathered in a single summary report.

**Rapid Response Solutions** are targeted services designed to strengthen organizations during these difficult economic times.

**Work-Smart Workshop** (above)

**Workplace Renewal Process** – Page 7

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For online information, go to [TomTerez.com/solutions](http://TomTerez.com/solutions)

# RAPID RESPONSE SOLUTIONS

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## Workplace Renewal Process

### WHO IT'S FOR:

Organizations that have seen a decline in employee morale due to difficult but necessary changes, including staff reductions

**IF YOUR ORGANIZATION HAS BEEN FORCED** to lay people off, you've seen what happens. The people who remain are relieved to have their jobs, but they're left with a nagging sense of insecurity. Morale begins to slip, and productivity gets pulled down with it.

Is this downward spiral inevitable? Absolutely not. In fact, it should be prevented at all costs. During these difficult times, we need employees to be more engaged than ever before. We need everyone to work smarter because the stakes are so much higher.

The Workplace Renewal Process is designed to uncover exactly what you and others can do to strengthen morale and engagement even in these challenging times. The process involves one intense week of on-site interviews, analysis, and planning. You get an experienced outside perspective—and you end up with a clear plan of practical action steps.

The exact timetable may vary depending on a number of factors, including the size of your organization, but the process typically unfolds as follows:

**Day 1:** One of our team members arrives and meets with key contacts at the organization to review the process and finalize the schedule.

**Days 2-3:** Through on-site interviews and focus groups with a cross-section of managers and associates, we gather information and insights.

**Day 4:** We spend the fourth day off-site—reviewing the input, shaping key findings, developing specific recommendations for strengthening employee morale and engagement, and planning the next day's briefing.

**Day 5:** In a concluding session with key people, we present the findings and recommendations, answer questions, and assist the group in clarifying its next steps.

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# RAPID RESPONSE SOLUTIONS

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## Blitz Improvement Process

### WHO IT'S FOR:

Organizations that need to speed up the completion of one or more high-priority improvement projects

**DO YOU HAVE A SPECIFIC IMPROVEMENT PROJECT** that needs to get done now? Perhaps it's to solve a serious problem, or redesign a cumbersome process, or develop a new product or service, or make some other change that benefits the bottom line.

In many cases, important projects never get started because people are too busy with their day-to-day work. When they do get started, projects can seem endless as people meet once a week for months. Good intentions end in frustration as opportunities fade away.

The blitz process solves all of that. It brings key people together for 3-5 days of focused effort, during which they complete the entire project. That's right—what can linger for months gets done in a week.

We can make it possible by providing an experienced facilitator. This person will help on the front end by:

- **Working with you to properly scope the project.** This is crucial. You want the project to be big enough to make a difference, yet small enough to be doable.
- **Ensuring that the right people are involved.** It's essential to tap all your internal know-how.

As the process unfolds, our facilitator will take the lead in:

- **Keeping the group focused and productive.** Every minute is used wisely.
- **Maintaining a quick pace.** This is a high-gear process that makes the most of everyone's time.
- **Guiding the project to completion.** This process is all about getting the job done so the project can begin generating positive results.

**Rapid Response Solutions** are targeted services designed to strengthen organizations during these difficult economic times.

**Work-Smart Workshop** – Page 6

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**Blitz Improvement Process** (above)

For online information, go to [TomTerez.com/solutions](http://TomTerez.com/solutions)

## The Trust Factor

### How to Learn It, Earn It, and Turn It into a Team-Building Strength

**NOW MORE THAN EVER**, we need trust in our workplaces, because our future depends so heavily on how well we can work together.

Unfortunately, trust doesn't come automatically, especially when people are stressed out over the big things in life like their job security and financial well-being. Trust requires new thinking, concerted effort, and long-term commitment.

This session looks closely at what trust really means—and how it works best when times are at their worst. Participants hear real stories that show the power of trust in its many forms. They engage in activities that bring key points to life. And they learn what they can do right now to increase the trust level in their own work environment—for the good of themselves, their colleagues and teams, and the people they serve.

As the session unfolds, people see the benefits of:

- Viewing trust as a reciprocal proposition—to get it, you have to give.
- Trading the efficiency of high tech for the effectiveness of high touch.
- Learning how to say what you mean and mean what you say.
- Opting for dialogue over discussion.
- Being the best kind of “spy” and “gossip,” knowing that the stories we tell end up shaping our workplace culture.
- Closing the gap between “us” and “them.”

Trust can be a nebulous topic that leads to endless philosophical conversation. This session takes a practical angle. It supplies ideas, insights, and tools that people can put to work right away.

**Conference Keynote: 45–90 minutes**  
**Workplace Presentation, Lunch-and-Learn, Retreat: 1–3 hours**  
**Workshop: Half Day to 1 Day**

## Thriving in a World of Change Ageless Wisdom from the Real Change Experts

**THESE CHALLENGING TIMES** have forced change on all of us. We are learning the hard way that business as usual no longer works.

So what's the solution? We need to stay ahead of the change game by working smarter every day. In other words, we need to respond to this demanding environment by becoming skillful change agents in our own right.

This session provides down-to-earth guidance. With examples that instruct and inspire, it puts a human face on the challenge of change. People see first hand how they can thrive—and not just survive—in a world and workplace where change is ongoing.

- Change can push us in one direction one day and somewhere else the next, unless we're steadied by a meaningful mission. Stay in contact with your deep sense of purpose. If you don't have one, take time to think it through.
- Change-filled environments are tailor-made for creativity. Exert your creative intelligence. Be thoughtful about doing things in new ways.
- When change unfolds, people react with wide-ranging emotions. So throttle up your emotional intelligence. It's more important than ever.
- Do what you can within your spheres of control and influence. If there are nine out of ten things you cannot do, then direct your time and energy toward implementing the one action that is doable.

**Conference Keynote: 45–90 minutes**  
**Workplace Presentation, Lunch-and-Learn, Retreat: 1–3 hours**

## Going Beyond the Brainstorm

### How to Turn Good Ideas into Great Achievements

**IN EVERY WORKPLACE, PEOPLE HAVE** good ideas for increasing efficiency, cutting costs, and strengthening their organizations. That's the good news. The bad news is that many of those ideas are never implemented. They're thought about and talked about—but too often forgotten about.

This session supplies the know-how and skills to do things differently. It shows exactly how to move good ideas beyond the idea stage, so they can generate positive results.

Through rich examples and hands-on activities, people learn how to:

- Transform a vague vision into a compelling plan.
- Overcome the inertia of the status quo.
- Win over skeptics and fence-sitters.
- Create a team of enthusiastic advocates.
- Leverage and learn from unfolding success stories.
- Create a new momentum that favors change, so that future ideas are easier to develop and implement.

As a keynote or other talk, this presentation is equally effective at conferences and conventions (where the audience includes people from a variety of organizations) and at companies and agencies (where the entire group works for the same organization).

The workshop version, lasting a half day to one day, works best when all the participants are from the same organization. This expanded session makes greater use of dialogue, and it gives people the chance to apply the information to their common opportunities.

**Conference Keynote: 45–90 minutes**

**Workplace Presentation, Lunch-and-Learn, Retreat: 1–3 hours**

**Workshop: Half Day to 1 Day**

*This is the perfect keynote for concluding a conference. Participants get to reflect on all the ideas they gathered at the big event...then they identify their top priorities...then they develop a smart plan of next steps.*

## Teamwork from the Inside Out

### The Smart Way to Team Success

**WHEN THE GOING GETS TOUGH**, people sometimes split apart and look out for themselves. It easily happens in high-pressure times like these—but it’s something we have to prevent. We need to be working smarter, and that means we need to be working together more than ever.

This session gives participants an insider’s look into key factors that foster team commitment and engagement. They uncover their own most important factors while gaining insights into the highest priorities of other team members.

But the session goes much further as people:

- Learn about the pressure points that can threaten group unity—and find out how to deal with these situations before they do damage.
- See the big difference between discussion (with its win-lose mindset) and dialogue (which takes more time but leads to the best win-win outcomes).
- Gain key insights into the art and science of understanding and managing emotions. A high level of emotional intelligence is crucial to all teams.
- Get a quick course on “bidding for connection” and “turning toward,” two powerful concepts that can dramatically improve team relationships.

All of this is made real with practical examples, inspiring stories, and meaningful activities.

In the workshop version of this session, participants talk about their discoveries during a facilitated dialogue. This process creates an important measure of team learning that can immediately boost a team’s “click factor” while setting the stage for stronger working relationships in the long term.

**Conference Keynote: 45–90 minutes**  
**Workplace Presentation, Lunch-and-Learn, Retreat: 1–3 hours**  
**Workshop: Half Day to 2 Days**

## Building a Meaningful Workplace Ideas, Tools & You!

**WHEN PEOPLE ARRIVE AT WORK**, they bring more brainpower than the world's biggest computer. They also bring a tremendous potential for enthusiasm and commitment. That's the good part. The tough part is figuring out exactly HOW to make the most of all that brainpower and heartpower. How can we engage hearts and minds (including our own!) each and every workday? How can we create a workplace that truly brings out the best in everyone?

These challenging times call for all the intelligence and commitment we can muster. So this session puts potential in the spotlight, showing exactly how we can create a workplace that brings out the best in everyone every day.

- Participants get an insider's briefing on 22 key factors that make or break morale and motivation in the workplace: purpose, acknowledgment, respect, dialogue, ownership, balance, invention, and others.
- Through a quick-take assessment, participants use these factors to evaluate their work environment—and pinpoint the greatest strengths and biggest improvement opportunities.
- When it comes to workplace improvement, shrinking budgets can put the squeeze on good intentions. Fortunately, some of the best improvement steps are more about common sense than dollars and cents.
- There's an emphasis on action. People leave the session with tailored action steps that they can put to work right away.

The workshop version combines a more extensive assessment process with additional dialogue. Participants develop a plan for taking positive action together.

**Conference Keynote: 45–90 minutes**

**Workplace Presentation, Lunch-and-Learn, Retreat: 1–3 hours**

**Workshop: Half day to 2 days**

*Ideal as a keynote: timely and relevant, inspiring and informative*

## There's an Einstein and Gandhi in Each of Us Lessons in IQ and EQ from the World's Greatest Change Agents

**TODAY'S CHALLENGES CALL FOR** our very best. So take off your blinders and body armor, and tap your knowledge, experience, creativity, intuition, emotion, and potential. Everything you need is ready and waiting. It's simply a matter of taking action.

This session includes virtual visits with some of the greatest achievers of all time, including Albert Einstein, Mother Teresa, Thomas Edison, Martin Luther King Jr., and Gandhi. Their stories inform and inspire while showing how we can make the most of our own inner best.

Albert Einstein began his career as an assistant patent clerk. On the side, he mixed physics, math, and nonstop curiosity to produce three groundbreaking discoveries in one year. We can all make the most of our inner Einstein, as long as we're willing to mix our deep interests with curiosity and commitment.

Mother Teresa worked as a servant leader long before anyone coined the term. She walked the talk of a meaningful mission, bringing care to the world's neediest people. Legions have followed her lead. We too can make a difference if we remain mission-driven.

Thomas Edison created an invention factory that gave us the incandescent lamp, the phonograph, and much more. He leveraged his imagination while remaining practical. We can put our own Edison-like qualities to work if we remember that invention is 1 percent inspiration and 99 percent perspiration.

As the session unfolds, attendees think in new ways about big issues:

- Einstein said that the most important decision of our lives is whether we view the universe as basically friendly or hostile. Talk about the ultimate fork in the road!
- Seeing might be believing, but the reverse is also true. In order to create, we must exert the power of belief.
- What we focus on creates our future. If our inner talk is positive or negative, that's what we can expect tomorrow and the next day.

The session ends on a thoroughly practical note—with each person crafting specific action steps. In sessions lasting 1-3 hours, there's facilitated dialogue and additional activities.

**Conference Keynote: 45–90 minutes**

**Workplace Presentation, Lunch-and-Learn, Retreat: 1–3 hours**

***This timely topic appeals to a wide cross-section of audiences: businesses, government agencies, organizations, associations, community groups, and others.***

## Building Morale in a Broken Economy

**TIMES ARE TOUGH EVERYWHERE, BUT** difficulty always presents opportunity. In this special presentation, employee-morale expert Tom Terez takes on the conventional wisdom—and shows how these worst of times can be the best of times for strengthening workplace morale. Tom brings hope, humor, and fresh thinking. You'll leave with substantial ideas you can put to work right away.

- **Are you doing all you can?** To build morale in times like these, you need five building blocks. As the session unfolds, you'll learn about each in detail.
- **Are you communicating in the right way?** It's not enough simply to circulate more information to employees. You need to be a thoughtful communicator who conveys helpful themes and unifying messages. You'll learn what it takes.
- **Has your organization laid people off, or are layoffs on the horizon?** Morale can slip into a downward spiral, but it doesn't have to be that way. You'll learn how to stabilize and strengthen morale even when having to downsize.
- **Are you good at juggling?** You need to be because morale-building requires multiple intelligences, including emotional intelligence. You'll learn all the ways you to be smart.
- **Are you working on a tight budget?** We thought so. That's why this session focuses on low-cost and no-cost ideas for building employee morale.

**Presentation or Conference Keynote: 45 minutes to 2 hours**

*This presentation is designed for SHRM Chapters and other HR groups, Chamber of Commerce gatherings, and events organized by business associations and industry groups.*