

To clients, graduates and friends of Tero,

Global concern and a lot of unknowns about the coronavirus pandemic (COVID-19) have captured everyone's attention. Mixed messages and non-stop media reporting leaves all of us with heightened concern for the safety of ourselves and others.

This message is to alert you to the steps we are taking at Tero to address the threat and protect our clients and workshop participants. This is our fourth update. More will follow as the situation continues to change and evolve. If you have any questions or concerns, please drop me a note at [rcrosbie@tero.com](mailto:rcrosbie@tero.com).

## Questions About Tero Products and Services

Is Tero open for business?

- Tero continues to operate with a wide range of proactive measures in place. That includes team members working mostly remotely, executive and professional coaching sessions being moved to a virtual platform, most workshops being rescheduled until later in the year and some learning objectives being shifted to a virtual environment to ensure clients don't experience lengthy breaks from their professional development.

Will Tero offer virtual workshops to replace in-person training during this pandemic?

- **Public Workshops:** Tero is not currently offering the online or distance learning options that most educational institutions have defaulted to during this time. Participants registered for Tero public workshops have the option to reschedule their registration for a later date or engage in a virtual private coaching session to acquire the skills.
- **Customized Workshops for Clients:** Clients have three options.
  1. Reschedule in-person training to later in the year
  2. Move to a virtual learning environment for learning objectives can be facilitated remotely without compromising the learning experience.
  3. Implement a hybrid approach that involves a combination of virtual learning in the short-term and in-person learning later.

As this crisis continues, Tero's Research, Instructional Design and Curriculum Development Team have been working tirelessly to determine which learning objectives can be successfully transitioned to a virtual learning environment and which ones require an in-person learning experience.

- **Executive Coaching, Professional Coaching and Specialty Coaching:** Since coaching is already designed as a one-on-one learning experience, of all Tero services, coaching is the most easily converted to a virtual methodology in most cases.

What other Tero resources are available for people to further their learning during this pandemic?

- The skills Tero helps people develop are especially important in a crisis. Tero has always provided a wide range of complimentary digital resources to support the people we serve. We're curating them and adding more to make it even easier to access these resources. Check out Tero's social media community – [Twitter](#), [LinkedIn](#), [FaceBook](#), [Instagram](#) and [YouTube](#).
- The Tero website [www.tero.com](http://www.tero.com) offers a variety of useful tools to ensure your professional development isn't a casualty of this crisis. Check out the link to Tero's [Confidence in Crisis](#) page that is updated daily. In addition to useful resources for professional development, you'll also find

resources in the newly created Kids Zone for parents and caregivers to use with young people who are confined to homes.

- Many people are using the time in quarantine to read more. We encourage you to keep your Copy of *Your Invisible Toolbox*, authored by Rowena Crosbie and Deborah Rinner handy on your nightstand. If you don't have the book, get your copy today [here](#).

What penalties are there for rescheduling/cancelling Tero training workshops?

- As we've all heard, groups of people increase the risk of a meeting or event becoming a super-spreading occasion. For this reason, Tero is waiving all cancellation fees and working with clients to reschedule events or provide a virtual learning experience.

### **Tero Learning Center**

- Cleaning and disinfecting procedures have been heightened.
- On the rare occasions where people come physically to the Tero Learning Center, we encourage you to use eye contact and a smile as your greeting rather than a handshake.
- If you're at all symptomatic (fever, dry cough, shortness of breath) or part of a vulnerable group (over age 60, asthma, heart disease, diabetes or other risk-factors), we suggest you follow the most conservative recommendations of healthcare professionals and stay home.
- In anticipation of re-opening the Tero Learning Center for workshops in the future and recognizing that the risk of infection will still be present even when businesses begin to re-open, we are re-configuring training rooms and facilitation standards to guarantee greater physical distance between participants throughout the learning experience.

To access the most recent information and recommendations concerning the coronavirus, visit [www.cdc.gov](http://www.cdc.gov).

Tero's mission is to equip people with essential professional skills through transformational learning experiences. To that goal, we are adding a commitment to public health responsibility.

Thank you for choosing Tero as your partner in education.

Be safe and well.

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