

Creating A Lasting Impression





The First Impression

- Created in the first 5 – 10 seconds of a meeting / conversation
- Give the impression that you are competent, knowledgeable and professional
- Appeal to the senses
- Remember, first impressions are the best impressions

Appearance - General

- Clothes must not be too tight
- Necklines must not be plunging
- Nails, Hair – neat and well kept



Body Language

- Can reveal feelings
- Posture important
- Hands / Legs - avoid fidgeting
- Face – window to the soul
- Eye contact
- Smile

Voice

- The moment a person speaks he / she can be judged
- Must sound sincere and confident
- Pronunciation is important
- Tone of voice
- Loudness
- Avoid using slang

The Nose Knows

- 'Success = 10% Inspiration + 90% Perspiration'

– *Thomas Edison*

- Ensure that breath is fresh
- Smelly socks can be avoided by wearing clean socks everyday



The Handshake

- Most widely accepted form of first contact
- Should be firm not bone crushing
- Palm neither facing upward or downward
- Make eye contact and step into the handshake





Etiquette

- Do unto others as you would like them to do to you
- Good manners
- Politeness
- Creates goodwill

Contact Information

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