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 do to you

• Good manners

• Politeness

• Creates goodwill
Contact Information

MMM TRAINING SOLUTIONS
59/29, College Road, Nungambakkam, Chennai – 600006.
Landline: +91-44-42317735
Website: www.mmmmts.com

Pramila Mathew - CEO and Executive Coach
Mobile: +91-9840988449; E-mail: pramila.mathew@mmmts.com

Vikas Vinayachandran – Manager & Training Consultant
Mobile: +91-9840932894; E-mail: Vikas@mmmts.com