Making a positive first impression

Template

Step 1:

Create a list of verbal and non-verbal behaviors that contribute to making a positive first impression:

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| Verbal Behaviors | Non-verbal Behaviors |
| • Form your words clearly  • Use a calm and warm tone  • Use an appropriate volume that demonstrates confidence - not too loud or too quiet  • Give people a reason to listen to you by targeting your communication to their  needs  • Avoid slang  • Avoid ‘filler words’ (e.g. ‘um’, ‘so’, ‘like’)  • Use humor to lighten the mood (if appropriate)  • Take a deep breath before you speak to help relax you if you feel nervous, as this  will calm any wavering of your voice and give you more confidence  • End the interaction by thanking them for their time | • Sit up straight  • Dress for purpose (check what is appropriate to the situation – never ‘under’  dress)  • Be punctual (or a bit early)  • Smile in an authentic way  • Stand tall with a confident posture (back straight and shoulders relaxed, but not  rigid)  • Keep your arms in an ‘open’ stance (don’t cross them)  • Be aware of if you are blinking too much (this shows you are uncomfortable)  • Take notes (it shows you are interested)  • Read the body language of others – what are they trying to tell you? |

Step 2:

Upload a video introducing yourself to Microsoft focusing on creating a positive first impression. Be creative if you like! Include whatever you think will make an impact and reflect your personal brand. The video needs to be short – maximum length of two minutes.