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  • Provide a warm response to an introduction (e.g. ‘great to meet you’)  • Repeat the person’s name to help you remember it (e.g. Hi Sharon, I’m Arun)  • Create a conversation that is memorable by adding value to what they are saying, or offering to help them, or using personal stories to build rapport  • Prepare talking points (find things you have in common through researching the person ahead of time) as this will help to build rapport and avoid awkward silences  • Give an appropriate compliment. | • 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)  • Sit up straight  • Make eye contact (where culturally appropriate)  • Use a confident handshake where culturally appropriate (not too firm or too limp)  • Put your phone away  • Use appropriate gestures to support your points |

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.