Making a positive first impression

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 |
| * Be on time. * Present yourself appropriately. * Be yourself. * Have a winning smile. * Be open and confident. * Use small talk. * Be positive. * Be courteous and attentive. | * Smiling. * Maintaining eye contact. * Laughing. * Initiating new conversational topics. * Maintaining physical proximity. * Mimicking (unconsciously) your nonverbal expressions. |