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:

|  |  |
| --- | --- |
| 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**  **• Vary your tone to demonstrate enthusiasm and passion for a topic (where**  **appropriate)**  **• Ask questions to show genuine interest and that you are listening**  **• Use positive language**  **• 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** | • 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)  o China – eye contact can be seen as a sign of disrespect  o Japan – it is a sign of respect to not make eye contact with someone else,  instead focus on the speaker’s neck to show respect  o Hong Kong – you need to lower your gaze when shaking their hand to  introduce yourself  o Australia – eye contact shows sincerity and trust, so maintain eye contact  o India – use minimal eye contact or avert eyes from opposite gender, when  making eye contact divert your gaze often  • Use a confident handshake where culturally appropriate (not too firm or too limp)  • Put your phone away  • Use appropriate gestures to support your points  • Nod your head in agreement to demonstrate interest  • 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.