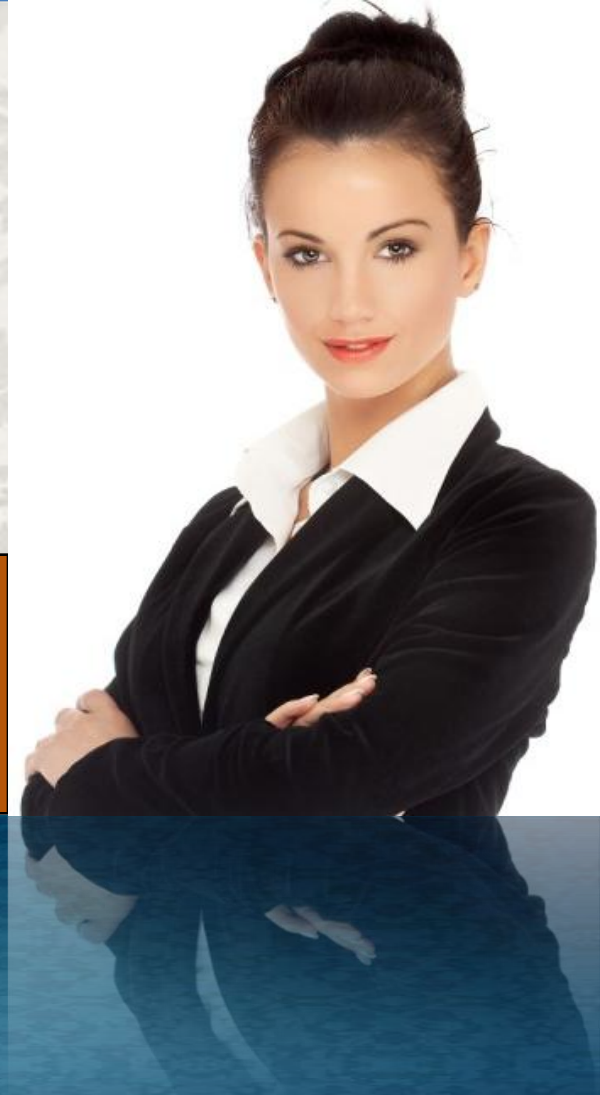


Creating A Lasting Impression

Personal Grooming & Business Etiquette



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

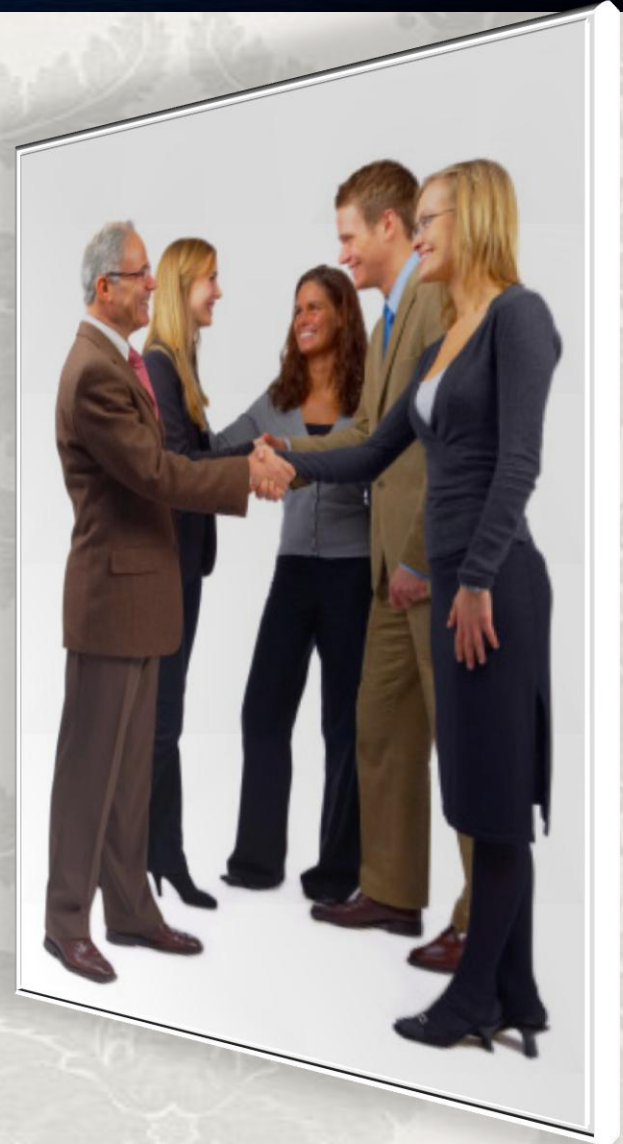


Appearance - General

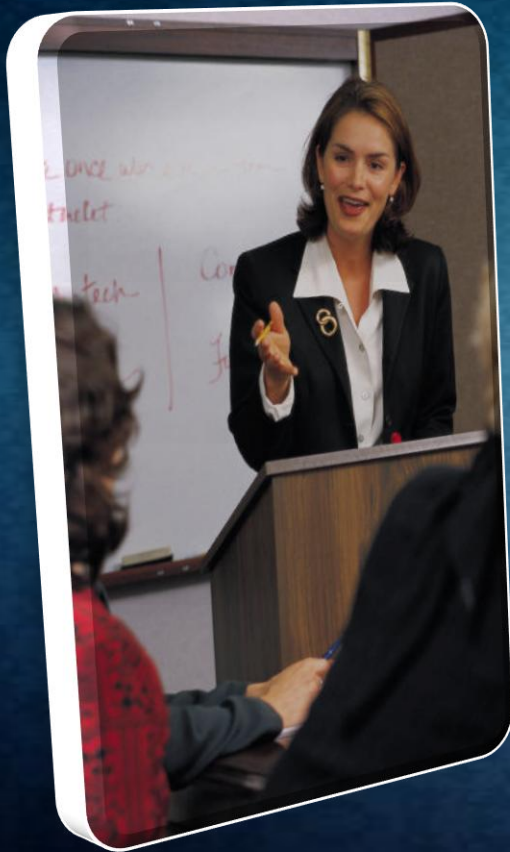
- Clothes must not be too tight
- Necklines must not be plunging
- Nails, Hair – neat and well kept

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



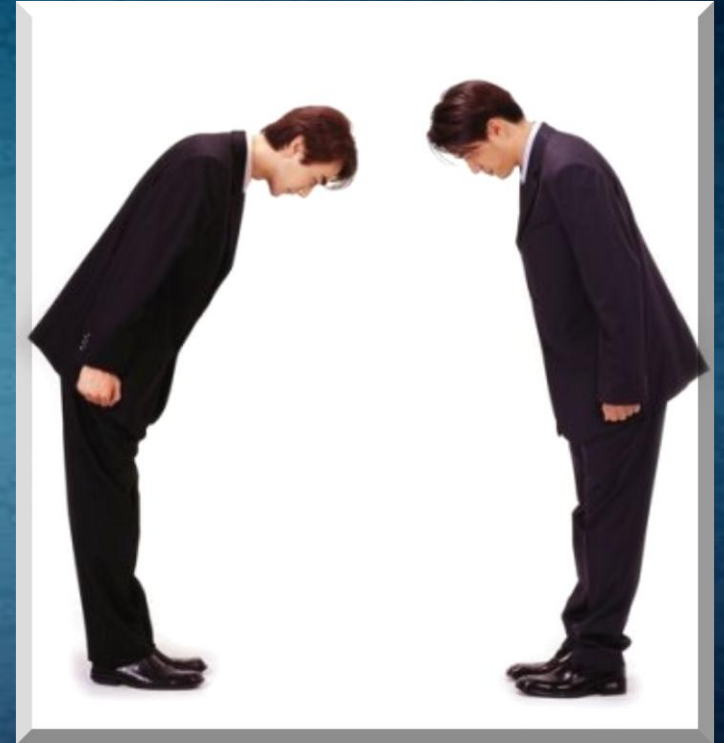
The Handshake

- 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

Landline: +91-44-42317735

Cell: +91 9677044366

Cell: +91 9677040908

Email: administration@mmmts.com

Website: www.mmmts.com

Pramila Mathew
CEO and Executive
Coach

Vikas V.
Vice-President
Training