

PERSONAL INTRODUCTION SKILLS

1) Introductions:



- * Ask the person you are meeting what their name is.
- * Repeat their name back to them
- * If you forget the person's name, ASK THEM!



2) FOCUS: Pay attention to the other person.



- * LISTEN to what they say
- * Look at them/ face/ focus towards them
- * Let them know you are listening: repeat back some of what they say, or comment on it

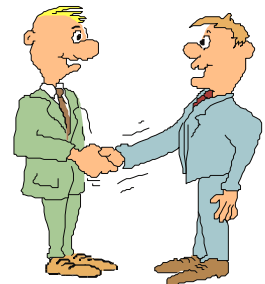


- * Don't just "yes" them. Ask them what they said if you didn't understand them
- * Talk DIRECTLY to the person - not just their support person
- * Be SINCERE ... talk from your heart.

3) HANDSHAKE:

- * Use a firm handshake, but don't crunch their hand!!

"Don't be a dead fish and don't squish"



4) BODY LANGUAGE:

- * Use awake, interested, friendly "language"
- * SMILE/ Show that you're interested! (

