



Checklist for Making a Positive & Professional Impact

Visual

- Smile
- Stand straight
- Make eye contact
- Stand when waiting
- Use relevant gestures
- Eliminate nervous mannerisms (pen clicking, hair twirling)
- Be well-groomed
- Don't fidget
- Dress appropriately
- Nod occasionally
- Have open body language (no crossed arms, etc.)
- Avoid body odor or too much perfume/cologne
- Glasses need to be clean and non-tinted
- Don't slouch when seated

Verbal

- Enunciate clearly
- Leave good voice mails
- Don't swallow your words at the end of sentences
- Avoid rising intonation
- Show enthusiasm (with inflection)
- Do vocal chord exercises
- Use a lower pitch
- Vary your volume
- Vary your tempo
- "Punch" words for effect
- Pause when appropriate

Vocal

- Avoid power robbers ("believe, think, maybe")
- Avoid sarcasm
- Don't use jargon
- Use language that connects
- Use "you" and "your"



Vocal (continued)

Avoid slang or casual language
Use humor appropriately
Avoid using acronyms
Don't use tag questions like: "I think this trainer is professional, don't you?"
Use conversational language
Don't curse
Avoid qualifiers ("sorta," "kinda," etc.)
Enhance vocabulary
Use terms familiar to your audience
Paint pictures with your words

Behavior

Come prepared to meetings
Send thank-you notes
Respond to e-mail within 24 hours
Honor peoples' personal space
Be honest
Be nice
Take calculated risks
Know the politics of your company
Speak up at meetings
Volunteer
Get involved in committees
Look for ways to contribute
Don't abuse expense accounts
Constantly update your skills
Be a leader
Give feedback
Take feedback
Arrive early
Stay late
Be interested in others
Mix and mingle at events
Spell check
Practice common courtesies
Think on your feet
Play the role of host
Give to charity
Join organizations
Practice speaking skills



Behavior (continued)

Assume responsibility
Compliment others
Stay in touch with people
Admit your mistakes
Paraphrase what others say
Have good table manners
Limit alcohol at business/social events
If playing sports, learn & follow the rules
Avoid nervous giggles
Be respectful of all people
Have a proper handshake
Don't gossip
Manage expectations
Keep your personal space neat
Network with others
Listen
Read your audience
Ask questions
Get back to people
Do what you say you will do

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