

# 12 Tips for the First 10 Seconds

1. First, check your attitude
2. Posture: how to stand – for men and for women
3. The handshake – do it correctly, avoid mistakes
4. The bond of empathy and connection
5. Eye contact – how much and how long
6. What to say – and especially what *not* to say
7. Be yourself – gracious but not drippy
8. Repeat and remember the other person's name
9. How to turn an early gaffe into higher credibility
10. Glad to meet and happy to be of service
11. How to break off elegantly without offending
12. Five C's to establish trust (Competence, Character, Consistency, Congeniality, and Care)



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# Handshake Concepts

1. Stand up and show enthusiasm
2. Extend right hand only
3. Be alert for special situations
4. Hand vertical, not tilted
5. Medium pressure
6. Full hand connect
7. Good eye contact
8. Natural smile
9. Do not prolong past comfort level
10. Give a sincere verbal greeting



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