



**02: Training package for employees trained to become mentors**

Developer: Institute of Development, Cyprus

Module 2– **Competency framework for skills transfer**

Handout 3: 6 Simple Ways to Make a Good Impression – Part 1

**Activity 3:** Six Simple Ways to Make a Good Impression

**6 Simple Ways to Make a Good Impression**” based on Dale Carnaghie’s Book “How to Win Friends and Influence People”

1. **Become genuinely** interested in other people. "You can make more friends in two months by being interested in them, than in two years by making them interested in you." The only way to make quality, lasting friendships is to learn to be genuinely interested in people.
2. **Smile.** Happiness does not depend on outside circumstances, but rather on inward attitudes. Furthermore, when you smile, you seem more inviting, friendly and open.
3. **Repeat the other persons name at least 2-3 times to become familiar with it.** Remember that a person's name is, to that person, the sweetest and most important sound in any language. We can make people feel extremely valued and important by remembering their name.
4. **Be a good listener.** Encourage others to talk about themselves. The easiest way to become a good conversationalist is to become a good listener. Many times, people don't want to hear an advice or opinion; they just want someone who will listen to them.
5. **Talk in terms of the other person's interest.** If we talk to people about what they are interested in, they will feel valued and value us in return.
6. **Make the other person feel important** – and do it sincerely. The golden rule is to treat other people how we would like to be treated. We love to feel important and so does everyone else