



Introductions



Why Introductions Matter

- First **impressions** can **make** or **break** you.
- The **introduction** is your opportunity to make a **strong first impression**.
- How you handle yourself gives strong clues about your **confidence** and **professionalism**.



Introduction Exercise

- Find a partner near you.
- One moves a few steps away.
Other remains seated.
- The standing partner introduces him/
herself.
- Both note what the other does well
and does poorly.
- Identify the **four parts of an
introduction.**



- Four steps:
 - **Stand** up.
 - Look the person in the **eye** and **smile**.
 - Firm **grip**.
 - **Names**.

- **Confidence** is key.



Familiarity vs. Formality

- When in doubt, defer to the formal:
 - Mr. or Ms.
 - Elizabeth vs. Liz
 - Sir and Ma'am



Names, Names, Names

Who do you introduce
to whom?



Names, Names, Names

- Talk **first** to the person:
 - Who is more **important**.
 - You would like to **honor**.

Mr. Client, I would like to introduce our senior partner, Tom Smith, to you.”



Names, Names, Names

What do you do if you forget a person's name and have to introduce them?



Names, Names, Names

- **Admit.**
- **Apologize.**
- **Move on.**



Names, Names, Names

What do you do when
someone mispronounces
your name?

What do you do when you
mispronounce someone's
name?



Names, Names, Names

- **Admit.**
- **Apologize.**
- **Repeat correctly.**



You Are The Etiquette Expert

I recently started a new job. When I met one of my supervisors for the first time in a meeting, I shook his hand across the table. One of my colleagues later told me I shouldn't have done that.

Is this true?



Self-Introductions

- Try to approach groups where you know one person.
- Nod, wait for a break, then do your self-introduction.
- Focus on each person and make reference to a connection.



- Unless you are positive it won't make someone uncomfortable, offer a handshake instead.
- If you are uncomfortable with social kissing, be proactive and extend your hand when someone approaches you.



Business Cards



The Value of a Business Card

- Defines who you are and your responsibilities.
- Invites business acquaintances to get in touch with you.
- Provides methods of communication:
 - Address
 - Phone
 - Email
 - Text
 - Social Media



Handing Out Business Cards

- Give and ask for one from people you expect to do business with.
 - At start of meeting
 - After introductions
 - In response to being offered one
 - At end of meeting or interaction
- Look at it carefully.
- Put it away carefully.
- Have enough for everyone.