

Positivity

Synoptic Table of Advanced Activities

Title	Objectives	Overview	Evaluation & Reflection
<p>Six Simple Ways to Make a Good Impression</p>	<ul style="list-style-type: none"> • Self - Presentation • Communication • Negotiation Skills • Self - Awareness • Self - Regulation <p><u>Level of Difficulty:</u> Advanced</p>	<p>This Group Activity follows Dale Carnegie’s Theories and attempts to teach participants how they can better present themselves in a positive and inviting manner in all kinds of situations, using just six simple steps.</p>	<p>After this exercise, participants will be aware of the suggested six key points that will enable other people to engage in more meaningful and effective interaction thus boosting their self-confidence, communication skills and subsequently achieve personal and professional success.</p>

Advanced Activities for Positivity

Title of the Activity:	Six Simple Ways to Make a Good Impression
Duration:	(45 minutes)
Type of Activity:	Group
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> • The following suggestions, aim to help people to present themselves in a positive and inviting manner in all kinds of situations, using just 6 simple steps. • Furthermore, following the aforementioned steps promotes the acquisition of positive relationships and subsequently a happier personal life. • It could be used either in a personal or professional setting. The 6 key points will help people to engage in more meaningful and functioning interaction, thus will increase the person’s self-esteem and boost his or her abilities to communicate effectively and subsequently achieve personal and professional success. • This Activity aims to enhance participants: <i>self - presentation, communication</i> and <i>negotiation skills</i>, as well as <i>self - awareness and self - regulation</i>.
Instructions:	<p><u>Material:</u></p> <ul style="list-style-type: none"> • Pen / Pencil • Paper • Printed Scenarios <p><u>Implementation Procedure:</u></p> <p>Introduce to the participants the General Idea of Dale Carnegie’s Book “How to Win Friends and Influence People”, which is helping people with simple yet crucial key points on how to communicate successfully with those</p>

around them in various settings (personal or professional), present themselves in the best possible way and also enhance their productivity, efficiency, popularity and self-esteem. The following steps would be very helpful when a person is in the search of a new job – Interview Setting, in job positions that require constant communication with other people (Customer Service, Sales, Teaching, Social Sciences, etc.) and of course to people that are trying to adjust in a new environment.

Introduce to the participants the list of “**6 Simple Ways to Make a Good Impression**” one by one with accompanied with brief description.

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 them.

Smile. Happiness does not depend on outside circumstances, but rather on inward attitudes. Furthermore, when you smile, you seem more inviting, friendly and open.

Repeat at least 2-3 times the other person's name. 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.

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.

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.

	<p>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.</p>
<p>Evaluation & Reflection:</p>	<p>You can demonstrate the effects of applying the “6 Simple Ways” by using Role Play during the Presentation. You will find a suggested scenario, which you can print and use accordingly. The scenario will guide you to demonstrate all 6 of the key points. Following the Role Play you can initiate a discussion between the participants and viewers.</p> <p>Suggested Questions:</p> <ul style="list-style-type: none"> - How was this activity for you? - How did the conversation make you feel? - Which of the 6 Points did you like the most? - Which ones do you think you will incorporate in your interaction-communication with others? - Do you have any other points that you would like to add or you already use in your everyday life? <p>You can show them a list of videos that demonstrate the Ideas and Theory of Dale Carnegie:</p> <p>How to Make a Good First Impression How to Win Friends & Influence People Animated Book Summary #5 https://www.youtube.com/watch?v=pzWWc8Nad88</p> <p>Dale Carnegie – A Simple Way to Make a Good First Impression – Audiobook: https://www.youtube.com/watch?v=QFyt6WCZ2i8</p> <p>How to Win Friends and Influence People by Dale Carnegie Animated Book Review: https://www.youtube.com/watch?v=0uMZi1gc0Nc</p> <p>You can ask the participants to try this in real life situations and evaluate its outcomes on their own – or even write them down and report their findings</p>

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with the trainer (Careers Guidance Counsellor) for further reflection.

Reference:

Carnegie, D. (1998). How to Win Friends and Influence People. Gallery: New York.

Additional Resources:

Appendix: 6 Simple Ways to Make a Good Impression (Script for Training the Counsellors & Script for Training the Students)

APPENDIX:

SCRIPT FOR TRAINING THE COUNSELLORS

6 Simple Ways to Make a Good Impression

Become Genuinely Interested

Smile

Repeat their name

Be a Good Listener

Talk in terms of the other person's interest

Make the other person feel important

Role Play Script

A student comes to your office, this is the first time you meet her – she booked an appointment through your assistant / telephone or a teacher.

Her name is Sarah, she is sixteen years old and she booked an appointment with the School Counsellor to help her out with some personal issues she is facing. She also worries that these might affect her negatively regards choosing the right option for an Undergraduate Degree.

Your main goal as a Counsellor is to make her feel comfortable, important, valued and create a safe space that she can open up and share her concerns with you.

Counsellor: Good morning my name is Ian!

*(offer your hand for handshaking and make sure you do it with **a big sincere smile**)*

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Note for Counsellor: *Do not assume that the student knows your name because you are the School Counsellor and therefore skip the introduction. It is important to introduce yourself to break the ice and to show to the student that you are equals and that you are not considering yourself as in a position of power cause of your age or authority.*

Sarah: Good morning my name is Sarah!

Counsellor: Nice to meet you Sarah!

(don't forget to smile)

Counsellor: So, Sarah tell me a little bit about yourself. Which classes do you like the most at school?

(remember to address her with her name when it's suitable)

Sarah: Well my favorite subject is Art, and I do enjoy History, Biology and English Literature.

Counsellor: Great! Art, History, Biology and Literature sounds like a lovely combination!

(repetition is always important to show to your clients that you are paying attention to what they say)

Sarah: Yeah! I think so too! They all need a great deal of studying since are theoretical subjects but I do find it enjoyable.

Counsellor: Indeed! It's always a wise to choose subjects that you sincerely find interesting! How about hobbies? What do you do in your spare time if you have any?

Sarah: Well I take Art, History, and Tennis lessons a few times per week. In my spare time I like going for shopping, painting and fashion design, and reading books and fashion magazines.

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Note for Counsellor: *Don't forget to practice "Active Listening" whilst talking with the student. Do it in a manner that the student will understand they have your undivided attention.*

Tips for Active Listening:

- **Listen with your whole-body. Nonverbal cues which show understanding: maintain eye contact / nod / smile / lean towards the other person.**
- **Be aware of your body language open body posture / relaxed shoulders / navel direction / don't fidget.**
- **Ask questions if you need any clarifications or use gestures to show that you are engaged in the conversation / Repeat or Paraphrasing to show understanding.**
- **such as nodding, eye contact, and leaning forward.**
- **Brief verbal affirmations like "I see," "I know," "Sure," "Thank you," or "I understand."**

Someone is knocking at the door. A teacher enters furiously saying that she caught two of her students texting each other, laughing and making noise whilst she was teaching a preparatory class for the next week's test. She is angry and she insists that the Counsellor should see right away the two students because they regularly interrupt during the class and make it impossible for the teacher and the other students to carry on.

Teacher Susan: Ian you must see Josh and Katy right away please! I've had it with them! The School Principle is on a meeting and I cannot handle this alone at the moment. I am teaching a preparatory class for the midterms. I have to tend to the other students' questions and needs and Josh and Katy just won't stop making noise.

Counsellor: Susan, I understand that this is a difficult situation and because of that I want to give it my undivided time and attention and I promise I will come to it as soon as I can. However, at the moment I am having a session with a student thus I kindly ask you to send me Josh and Katy in about 35 minutes when our session will be over.

Susan: I see. Ok I will do that. See you later.

Counsellor: Thank you!

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Counsellor: So, Sarah, you were saying that you like Art, Fashion and History. Seems that you have an aptitude towards creative and artistic activities. Is that correct?

Sarah: I do yes! Since I was little, I always liked bright colors, doing crafts and experimenting with different material.

Counsellor: I see! It seems also that you are a very energetic and active person Sarah! Do you have any trouble handling both your homework/studying and finding time for your interests?

Sarah: I do yes and this is the main reason I wanted to talk with you. I get overwhelmed sometimes with all the things I have on my plate and I find myself stressing out.

Counsellor: I understand. When you say “overwhelmed” or “stressed” what exactly do you mean? Would you like to give me an example?

SCRIPT FOR TRAINING THE STUDENTS

6 Simple Ways to Make a Good Impression

Become Genuinely Interested

Smile

Repeat their name

Be a Good Listener

Talk in terms of the other person's interest

Make the other person feel important

Role Play Script

Denise goes for an interview (either for a Job Position or University Entry).

Her main goal as a Candidate is to present herself in a positive manner and show to the interviewer that she is genuinely interested for the position, she is paying attention to the whole procedure and she values the time and effort they are investing to conduct this interview.

Interviewer: Good morning my name is Marc!

Denise: Good morning my name is Denise!

*(offer your hand for handshaking and make sure you do it with **a big sincere smile**)*

Marc: Nice to meet you Denise! So, Denise tell me a little bit about yourself. Why did you apply for this position?

Denise: Nice to meet you too Mr. Ian. Well I read your posting in the website Ineedajob.com and I hastened to send my CV since I always wanted to work in sales.

(remember to address him with his name when it's suitable)

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(underline your interest in the specific area, we know by a fact that this is an area that interests them as well and they will want to see the same enthusiasm to a perspective new co-worker).

Marc: Great to hear that! I think that a person who is really interested in the Sales field would be suitable for the Sales Officer position. I am wondering Denise, how can someone so young is interested in Sales?

Denise: Well, I was always fascinated by the way a product can be promoted to a specific target group and how a salesperson is responsible to present it in such a manner that it will be attractive to the customer. I think that a Sales Officer Position will give me the opportunity to see that in action.

(repetition is always important to show to the other person that you are paying attention to what they say)

Marc: Indeed! This is exactly the tasks a Sales Officer will be responsible for! I am glad to hear that there is a keen interest from your part to these specific tasks. In fact, let me inform you in more detail what your responsibilities will be: to promote specific products as directed by upper management, inform customers for current promotions and discounts and develop strategies for more effective sales, both individually and as a part of a team.

Note: *Don't forget to practice "Active Listening" whilst talking with the other person. Do it in a manner that they will understand that they have your undivided attention.*

Tips for Active Listening:

Listen with your whole-body. Nonverbal cues which show understanding: maintaining eye contact / nod / smile / lean towards the other person.

Be aware of your body language open body posture / relaxed shoulders / navel direction / don't fidget.

Ask questions if you need any clarifications or use gestures to show that you are engaged in the conversation / Repeat or Paraphrasing to show understanding.

such as nodding, eye contact, and leaning forward.

Brief verbal affirmations like “I see,” “I know,” “Sure,” “Thank you,” or “I understand.”

Marc: Does these sound like something that you could do? Do you have any previous experience in the aforementioned tasks?

Denise: I do not have any previous experience, but I am sure with your guidance and my willingness and hardworking spirit I could perform these tasks successfully.

(It's important to show them that you recognise that they are an important part of the whole procedure and that you are willing to listen).

Marc: Indeed! We have a specific learning curve and we are eager to welcome and provide any needed support to our newcomers.

Denise: That's is great to hear! Not all companies have the same approach! It can be difficult to adjust to a new place thus I find it's very important to be in a supporting environment.

(you point out how important that is and you show appreciation to a positive and supportive position)

Marc: Thank you for noticing and pointing out this! I am afraid our time is up. It was lovely meeting you Denise, on your way out my Assistant will give you all the necessary info for a second interview!

Denise: Likewise! Thank you for your time and your kind consideration, looking forward for our next meeting!