



Oklahoma 4-H Youth Development Program

Building Leaders for Tomorrow

Instilling and developing leadership capabilities in youth and adults.

ACTIVITY 30: "Reflection"

AGE LEVEL - Advanced

CONCEPT OR SKILL – Health Lifestyle Choices – Serve as a role model in word, deed, thought and action.

LIFE SKILL(s) – **Health** – Self-responsibility, Self-discipline; **Heart** – Concern for Others, Nurturing Relationships; **Hands** – Self-motivation

BEHAVIORAL INDICATOR – Have the ability to recognize their position as a role model to younger youth. They are developing a sense of purpose and future.

THINGS TO KNOW:

Can you close a sale in just seven seconds? If you make great first impression, you can do it even faster. Seven seconds is the average length of time you have to make a first impression. If yours is not good, you won't get another chance with the potential client. But if you make a great first impression you can bet that the client is more likely to take you and your company seriously.

Whether your initial meeting is face-to-face, over the phone or via the Internet, you do not have time to waste. It pays for you to understand how people make their first judgment and what you can do to be in control of the results.

LEARN WHAT PEOPLE USE TO FORM THEIR FIRST OPINION.

When you meet someone face-to-face, 93 percent of how you are judged is based on non-verbal data – your appearance and your body language. By contrast, only 7 percent is influenced by the words that you speak. When your initial encounter is over the phone, 70 percent of how you are perceived is based on your tone of voice and only 30 percent on your words. Clearly, it's not what you say – it's the way you say it.

CHOOSE YOUR FIRST 12 WORDS CAREFULLY.

Although research shows that your words make up a mere 7 percent of what people think of you in one-on-one encounter, don't leave them to chance. Express some form of thank you when you meet the client, such as "Thank you for taking your time to see me today." Clients appreciate you when you appreciate them.

USE THE OTHER PERSON'S NAME IMMEDIATELY.

When you use the client's name in conversation within your first 12 words and first seven seconds, you are sending a message that you value that person and are focused on that person. Nothing gets other peoples' attention as effectively as calling them by name.

PAY ATTENTION TO YOUR HAIR.

Your clients will. In fact, they will notice your hair and face first. Putting off that much-needed haircut or color job may cost you the deal. Don't let a bad-hair day cost you the connection.

KEEP YOUR SHOES IN MINT CONDITION.

People will look from your face to your feet. If your shoes aren't well maintained, the client will question whether you pay attention to other details. Shoes may be the last thing you put on before you walk out the door, but they are often the first thing your client sees.

WALK FAST.

Studies show that people who walk 10—20 percent faster than others are viewed as important and energetic –just the kind of person your clients want to do business with. Pick up the pace and walk with purpose if you want to impress.

FINE-TUNE YOUR HANDSHAKE.

There isn't a business person anywhere who can't tell you that the good business handshake should be a firm one; yet time and again, people offer a limp hand to the client. You'll be assured of a good start if you position your hand to make complete contact with the other person's hand. Once you've connected, close your thumb over the back of the other person's hand and give a slight squeeze. You' have the beginning of a good business relationship.

MAKE INTRODUCTIONS WITH STYLE.

Because business etiquette is based on rank and hierarchy, honor the senior or highest ranking person by saying his/her name first. When the client is present, he/she is always the most important person. Say the client's name first and introduce other people to the client. The correct words to use are "I'd like to introduce to you...", followed by the name of the other person.

NEVER LEAVE THE OFFICE WITHOUT BUSINESS CARDS.

Your business cards and how you handle them, contribute to your total image. Have a good supply with you at all times, because you never know when and where you will encounter a potential client. Also, keep your cards in a card case or holder, where they are protected from wear and tear.

MATCH YOUR BODY LANGUAGE TO YOUR VERBAL MESSAGE.

A smile or pleasant expression tells your clients that you are glad to be with them. Eye contact says you are paying attention and are interested in what is being said. Leaning toward the client makes you appear involved in the conversation. Use as many signals as you can to look interested.

**ACTIVITY - "Reflection"**

Materials Needed: Index Cards (bright colors are a nice touch), small one inch mirrors (any shape) found in packages at craft stores, glue sticks, pens or pencils.

Do: Glue mirror on each index card. Place it in a location that allows room to write.

Activity:

1. Provide each participant with an index card.
2. As you look at yourself in the small mirror, pause to reflect on this statement - "*May my reflection toward others always be a true reflection of me.*"
3. After giving the participants time to reflect on the meaning of the statement. Have each person write on their note card one or more things that they learned today. Things that could change who they are in relation to themselves and their relationship to others. Make sure they leave space to write under each of the things they learned.

Then have them write under each statement - "*I will apply what I learned by:....*"

Reflect:

1. Who are some people who have left a lasting impression? Was it a positive or negative impression? Why?
2. What are things you do which do not communicate a positive first impression? Is it something you can make a conscious effort to change? What will you do?
3. Is the "In thing" in fashion or is the current trend appropriate? Name some things that are and are not appropriate? Is it appropriate for some audiences and not for others?

Apply:

1. When are you a role model for others?
2. Can you be a change agent in your peer group, school or business? Is this important?
3. How can you be a better friend, family member, student or employee?
4. Name three steps in making a personal change? (Recognizing the problem, making a conscious effort to change the practice and practicing until it is habit.



“May my reflection toward others always be a true reflection of me.”

List two things that you have learned: Under each statement write how you will apply what was learned.

1. _____

I will apply learned by

2. _____

I will apply what I learned by