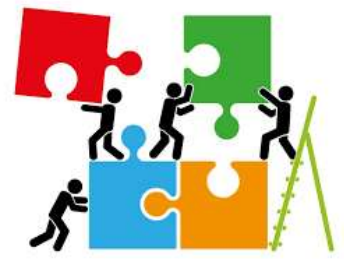


Who's on Your Team?

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Keys to a good first impression...

- Eye Contact
- Body Language
- Verbal Welcome
- Professional Conduct
- Make a Connection

“You never get a second chance to make a first impression.”

Creating the Environment

- Be inviting
- Open door policy & attitude
- Be available
- Be receptive
- Attitude of service
- Look for ways to say YES
- View parents as “stakeholders”
- Convey an attitude of humility
- Build a relationship

“People do not care how much you know until they know how much you care.” John Maxwell

