

OUTSTANDING TEACHING, LEARNING AND ASSESSMENT TECHNICAL SKILLS NATIONAL PROGRAMME

Beyond the knowledge – Conflict and Influencing Skills (Slide 11)

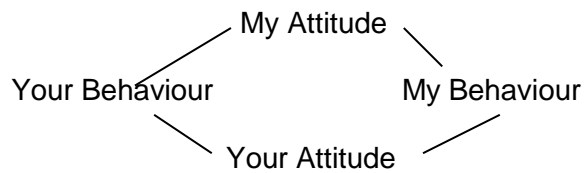
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**Batari's Box may help to explain the first impression cycle (and future dealings):
(Slide 11)**



Let's imagine I am working at a reception desk: A lady comes into the reception.

When we first meet someone the – Visual impact (55%) happens first – this will begin to shape our attitude – for example. I might think, 'Crikey, she looks like thunder!'.

Our views/attitude can be seen in our behaviour towards that person – e.g. 'I think she looks like thunder, I brace myself, don't smile, just wait for the tirade to come'.

Of course, at the same time the attitude of the other person is also being shaped by my behaviour. What they see is someone who has just stiffened up as they walk towards me and I am not smiling.

Their behaviour is now being influenced by their attitude towards my behaviour – So they stare at me without smiling as they walk towards me, their body straightening and tensing.

Ah ha, now I am able to justify my original view as I see this lady glaring at me, tensing her fists and standing tall, they really are in a dark mood!

Now before we have even said a single word we both have a view about each other. I believe this person is on the warpath and this person thinks I am an unfriendly character. All this from the way I have chosen to interpret her body language and her interpretation of my body language.

Can you feel the possible downward spiral effect this can have on our communication and interaction?

Of course, on a positive note the spiral can go up when our first impression is a more positive one.

The clue in all of this is to recognise that we cannot stop ourselves having a first impression, but we can try to ensure that our behaviour doesn't provoke an unnecessary reaction from ourselves or from others.

Yes, this person may well have felt unhappy, be about to complain, or they may just look like that! ..Your point is?

Remember: Our behaviour will and does influence the behaviour of others.