

## First Impressions

You only have one chance to make a first impression. So you'd better make it a good one. The best way to do that, Dale tells us, is to smile. Not a broad forced grin, but a genuine, from-the-heart delight that arrives on our face and can be heard in our voice. That's why we've got to smile when we pick up the phone - even if they can't see it, they can definitely hear it.

And what if we don't "feel" like smiling? What if we're just not a happy camper right now? Then act like it and the feeling will follow. You are what you think, but you feel like you act. So if you decide to act happy, you'll feel happy. It's that simple. That means it's under your control. Who would you rather be today: a soap-opera, or a sit-com? That's the way the other guy feels about meeting you too.

So here's your application for today. I want you to walk down a crowded street. I want you to be excited, delighted, and smiling about your future. That's all. Don't talk to anyone. Don't shake any hands. Just look in a half dozen people's eyes as they pass by. Then I want you to change your expression. I want you to think about the worst day you had this year - bad news all the way around. I want you to be agitated, worried, discouraged, and maybe even fearful. Look in another half dozen eyes.

Let me tell you what's going to happen. When you're smiling you're going to get other people to smile back and perhaps say good morning to you. When you're frowning, you're going to have a hard time catching anyone's eye at all - if you do they're going to look away, or if they're compassionate, they're going to ask if you're feeling OK. You may know this is true in your head. That's not enough. I want you to experience it. Just do it.

Once you've got that lesson under your belt, as an actual experience, it's going to be a lot easier to put that smile on your face before you try to meet a new friend. Learn to be attractive. It begins in your head, reflects in your smile, flows to your eyes, and spills out of your mouth. It's honey.