FIRST IMPRESSIONS MATTER
- It takes about 20 seconds to make a first impression, and the rest of your life to undo it if it was negative. Your appearance, dress, handshake and eye contact are important so be sure you address these before meeting with an employer or client.
- For more information on Dress for Success, refer to the “What 2 Wear” handout at the Career Services website studentservices.fgcu.edu/careers

NEVER BE LATE
- Being late shows your employer you are not responsible and are not ready for the real world.
- If for any reason you are running late at least call and inform them that you are on your way.

EXPRESS YOURSELF
- One of the greatest professional tools that a person can have is the ability to communicate effectively.
- Develop a succinct writing style and refine your presentation skills.
- Learn how to effectively mix-and-mingle and start conversations.
- Use technology appropriately by knowing when it is appropriate to email, text or talk in person.

EXCEED EXPECTATIONS
- Plan to work hard and do more than is expected of you. Make a positive impression by accepting additional challenges and taking initiative.
- Learn how to anticipate needs.

PLAY NICE
- Nobody wants to work for or with someone they don’t like.
- Be self-aware and cultivate an aura of selflessness about you.
- Maintain a friendly, respectful attitude with co-workers at all levels of the organization.
- Avoid gossip and people who complain too much.
- Strive to be seen as a cooperative team player, not someone who is “out for herself/himself”.

DON’T FORGET...IT’S A SMALL WORLD
- People that can speak highly of you sometimes will be allies for life. The opposite is often true too.

BE WILLING TO ADMIT WHAT YOU DON’T KNOW
- Ask questions and seek clarification and advice when you need it.
- Learn from both your mistakes and your successes.

LEARN THE ORGANIZATION’S CULTURE AND PERSONALITY SO YOU CAN ADAPT TO IT
- Observe your colleagues carefully. How do they behave, communicate, dress and conduct business? You’ll be expected to fit into this “culture”.

Professionalism