



A Different Perspective

Exploring first impressions: Service user, Staff and the Training Environment



1st Impressions

Service user



1st Impressions

Service user

1st Impressions

Service user

- Being task focused can negatively impact on our communication, resulting in a negative first impressions.
- **Discuss** What are the procedures that your service may carry out that can cause a negative first impression and what can you do to improve these?





1st Impressions

Staff

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Challenging
new

1st Impressions

Staff

1st Impressions

Staff

- Context is key
- Be mindful of your experiences and how they influence your judgement/first impressions.

Challenging



1st Impressions

Training room

1st Impressions

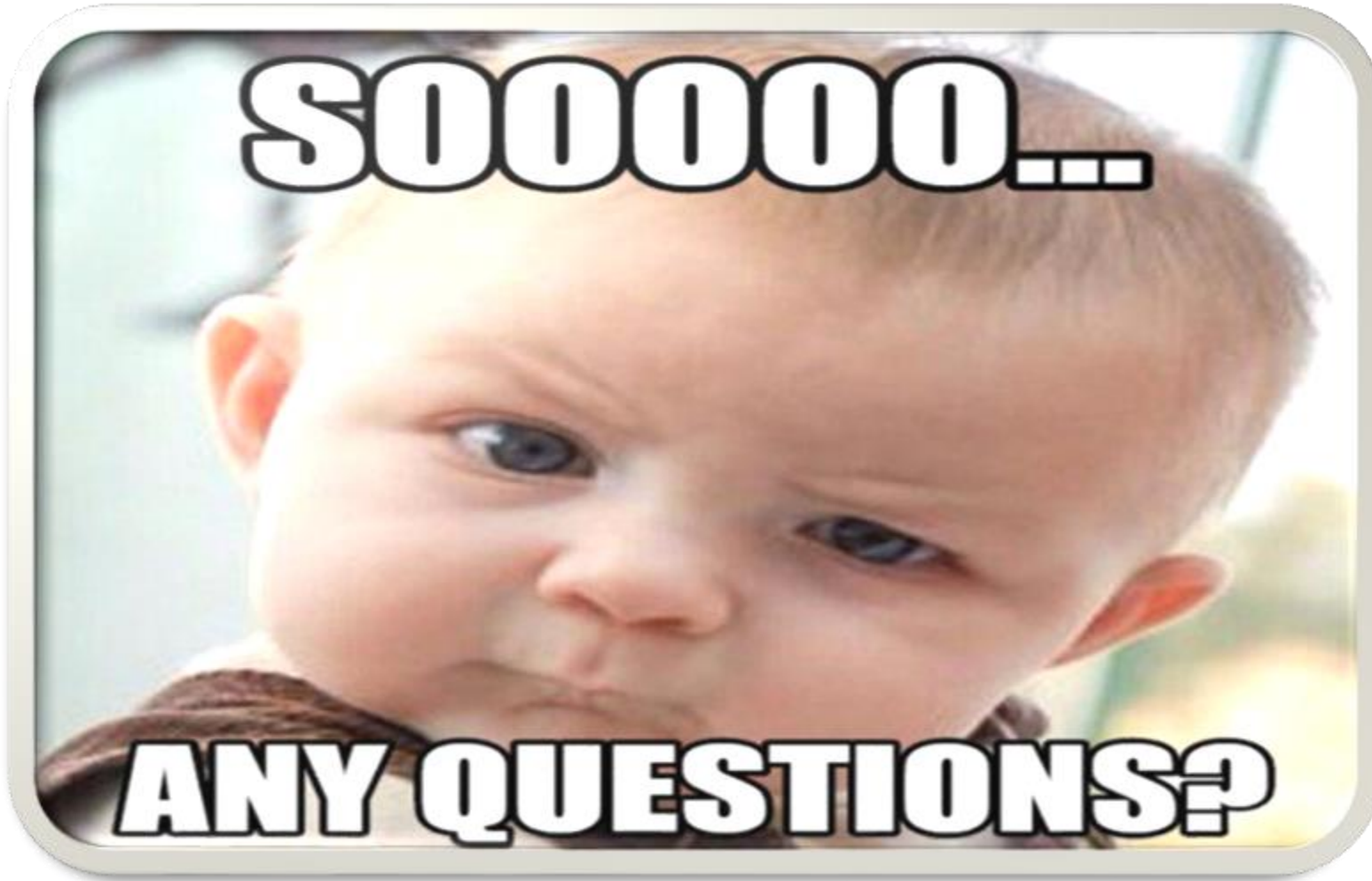
Training room

- **Discuss.** What are some of the things you do to ensure good first impressions in the training room?
- Acknowledge individuals
- Your communication
- Physical/social environment
- Mutual expectations



Take away

First impressions can have a lasting impact, which could potentially hinder someone's ability to recover, to provide the right care and to learn.



Mentimeter

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