



The ECHO™ – Your Weekly Presentation Tip

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The First 100 Days

People talk about how the first 100 days of a government sets the tone for the rest of its term-the same is true of managers.

According to the *Harvard Business Review*, how a manager chooses to communicate to his or her team in the first three months directly impacts the duration of the relationship. According to the study, here are the things workers look for:

- Nonverbal signals such as a frightened, "deer in the headlights" look in the eyes
- Language choices such as "we" instead of "I"
- Does all the communication happen via e-mail, or is there two-way communication early in the relationship?

First impressions create long-term relationships, for good or ill.

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