

First Impressions and Attitudes

Angry

Supportive

Apologising

Responsible/reliable

Defending/justifying

Charming

Enthusiastic

Bored

Indirect (not getting to the point)

Demanding

Moaning

Over-enthusiastic

Slow & superior

Defensive

Speedy

Professional

Silent/authoritative

Levelling (telling it like it is)

Frightened

Arrogant

Nervous

Sincere

Interested/curious

Strong

Calm/unflappable

Taking charge

Confident

Attacking/blaming