

POI Training Follow-up Tip #2

Likability



Smile and the world smiles with you

What does it take to be a likable person? Here are some ways you can put likability into action in the clinic.

- **Smile:** A genuine smile can elevate your mood and lift the spirits of those who see it. Try smiling at everyone you encounter in the clinic, both clients *and* coworkers. You will find it's contagious!
- **Listen:** Listening tells others that you are truly interested in them as a person, and who doesn't like that? When you are talking with someone, make them feel like they are the only person that matters.
- **Follow the Golden Rule:** Treat others the way you want to be treated. Our clients are often living in stressful situations and treating them with empathy and kindness may be exactly what they need to get through a tough time.
- **Be Complimentary:** People generally like praise *and* those who are giving it. Find any excuse to compliment a client or coworker. Some examples: their kids, their thoughtfulness, their ideas, their skills, etc.



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

-Maya Angelou



Texas WIC Power of Influence