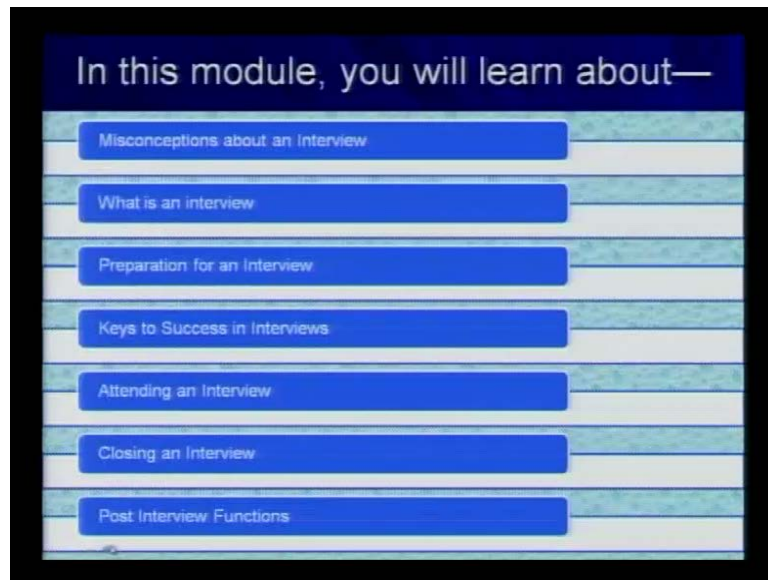


Communication Skills
Prof. T. Ravichandran
Department of Humanities and Social Sciences
Indian Institute of Technology Kanpur

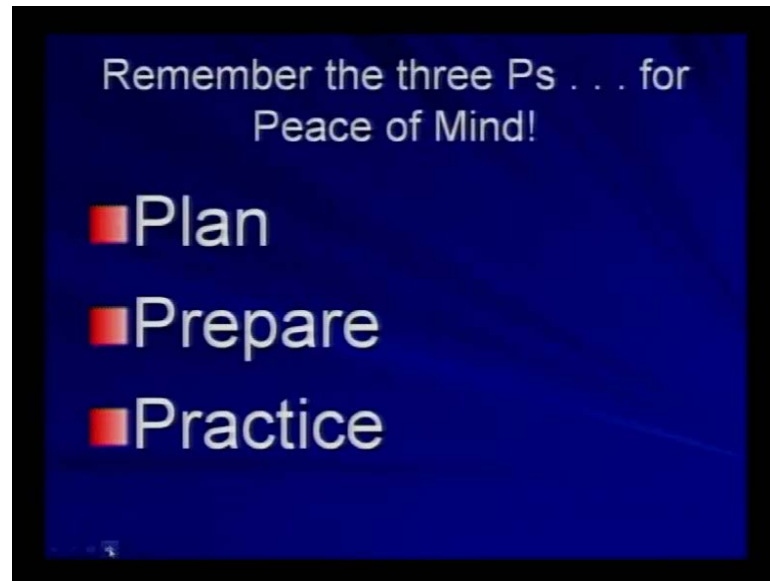
Lecture - 23

(Refer Slide Time: 00:34)



Hello, and welcome to the NPTEL s course on communication skills we are on module number 8 lecture number 2 and this module is exclusively on interview skills. In the previous lecture already I talked about some of the Misconceptions of interview skills and then I gave you the overall frame of the discursion that is going to happen in the whole module, so its plan that will.

(Refer Slide Time: 02:28)



Start with clearing some misconceptions about, interview followed by what is an interview and then preparation for an interview in the first lecture if you recollect and remember we did the 1st two points and I just started about preparation and then I said that I will talk more in detail about preparation in this lecture. In this lecture we will do about preparation and then will just try to analyze some of the keys to success in interviews and in the following lectures we will talk about, attending an interview the actual thing that happens within the closed walls and then closing an interview and some 1st interview functions. Now, keep this in mind that some misconceptions that happen in interview like for instance you have a good resume and then you get the job for sure.

So, I said that that is not true because resume is just like a passport, and then you still need to get your visa to enter in to that country so that visa will be your performance in the interview and there are certain other misconceptions like if I look good I will be automatically through in the interview good looks alone will not help same thing people think that if I am a 10 pointer then I am going to have a definite cake walk in the interview know there are many 10 pointers many gold medalist who are rejected just because they have poor communication skills and they lag soft skills. Now, keeping that in mind I said that if you really want success in any interviews I said that you think of three peace that will actually give you peace of mind. So, the three peace that I talked about was plan or planning for the interview and then preparing for the interview where I stopped in the previous lecture and I said I will continue about that in detail in this and

then practice. So, innocents we talk more on practice in the coming modules particularly the coming lectures of this module now, to continue with the preparation aspect of the interview I just quoted with an interview with the quote from some positive thinkers were they say that 1st it is planning and then it is preparation and planning combine with preparation along with practice is the thing that is going to ensure success in an interview.

(Refer Slide Time: 03:13)



Prepare for the Interview . . .

"Any fact facing us is not as important as our attitude toward it, for that determines our success or failure."
- Norman Vincent Peale -

Successful interviewing begins with preparation:

1. Know the company
2. Know yourself
3. Know the questions
4. Prepare questions of your own



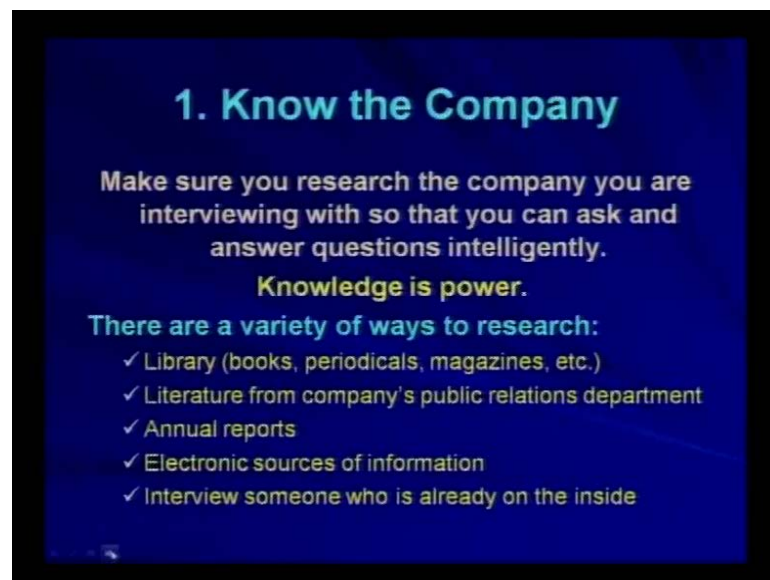
Now, how do you prepare for the interview look at another relevant quote from the Norman Vincent Peale again the author of the power of positive thinking any fact facing us is not as important as our attitude toward it for that determines our success or failure any fact facing us is not as important as our attitude toward it for that determines our success or failure now, the fact that you are going to confront interview you are going to attack now that is a fact but, your attitude toward it are you thinking that you will emerge successfully with flying colors or are you thinking that you may fail somehow miserably.

Now, look at these point successful interviewing begins with preparation now this preparation itself has four components 1st one is knowing the company then after knowing the company or even simultaneously knowing yourself knowing the questions before hunt preparing for the questions of your own even before going to the interview. So, knowing the company know yourself know the questions and then prepare for the questions of your own these are basic levels in which you can prepare different books

written on interviews with deal with the same aspects at different level but, generally if you identify that one aspect is related to the company another aspect is related to you yourself in terms of preparation and then the corollary aspects are related to the questions the questions that we come from the employer side that you can keep in mind and prepare and the questions that you should be asking yourself and you should be asking the employers.

So, you can see the components it is a kind of deserving between you and the employer and you should know the employer, employers company, organization thoroughly. You should know also about yourself thoroughly and you should be ready with the questions.

(Refer Slide Time: 05:52)



So it is again surprising to some when I say that you should be ready with the questions because many people think that these are the questions that they will be expecting in the interview but, there are certain talk questions standard questions which one can actually ask oneself train oneself be thorough with some readymade good answers very impressive answers and unique answers one can also prepare and be ready. Now, 1st about, knowing the company now about the company make sure that you research the company that your interviewing with so many background details as possible.

So, that you can ask and answer questions intelligently know as much track record of the company as possible if it is a new company at least the 5 years track record if it is an established one, even you can go for 50 years 100 years even the performance at the 1st

year when it was started and then how it improved in the next ten years and, so on if you have a statistical analysis if you have data related to that if you have charts related to the performance that is well and good. So, try to make sure that you research the company thoroughly and how do you research? so before I go to that part why should you do this research because when you research you know much about the company and you when you know more.

About the company you develop a kind of knowledge that is going to be quite relevant whether you are joining or not in terms of you being a very useful employer to the company. So, you know much about the company even sometimes you know certain things which even the interviewers are not aware of so that will really impress the people are going to interview knowledge is power.

So, you know and then you already have some power which will also in still so much of confidants in you how can you do the research? there are variety of ways one as usual go to the library any standard library or any library that is housing the books related to that company look for general books especially in management section you will have lots of keys analysis if it is even a good company look for books look for periodicals that is journals which will publish research articles. So, look for them and look for magazines also magazines would cover up suppose the CEO has won the best CEO of the year some year so there is an interview there is a talk about, the company there is a small data presented there in that magazine based on there search done by a journalist and so on.

So, collect all the information, so that you know about the company 1st hand then you can also get this kind of information from the literature which are available in the public relations department. So they prepare very good brasher booklets which they can give it to the public free of cost. So, you go to the public relations department and get those booklets pamphlets leaflets and then just make an analysis of the company apart from that there are annual reports either you go collect it from the accountant from the public relationship officer or contact a person who has some shares with the company ask the person to share the annual reports so, the person will be very happy to share because somebody is happy that you are taking that institute organization company firm seriously and you are thinking of joining. So, the person will happily share the information with you and today's information age where technology has advanced so much we do not

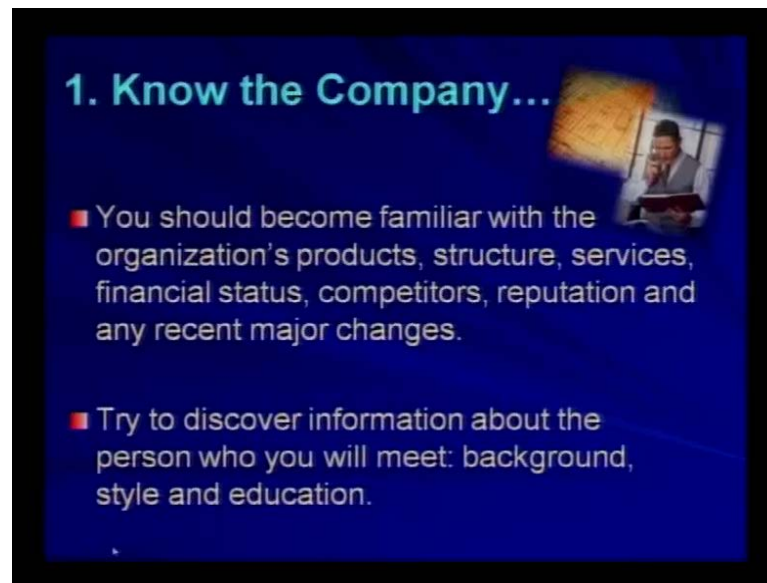
have to worry about, even going to library and physically being present and collecting the information we can use this electronic sources of information.

So, the electronic sources using internet for instance googling out things you just type in Google the company's name you may get hundreds of links have your own time click all the links check everything download all the materials that are relevant create a folder even if you want to have some kind of crisp information even create it in the form of a power point presented before your friends seek their opinion about the company make them ask questions related to the company you behave like the CEO of the company and start answering their questions. So, you are thorough you are update with the company as I said this is one mechanism that is going to instill lot of confidence in you but, at the same time you are also knowing the company and then you are half way towards mastering that interview skill in terms of the knowledge component now, even if you do not get any of these records or even if you get all of the records then also try to seek somebody whom you can interview who is there as part of the organization.

Now, sometimes these people will give you very vital information which will make you decide whether you should join the company or you should not join. So, they may say for instance do not join they will put you in remote areas if you are interested in going to remote areas fine otherwise you will be just sent to some desert so are you willing to join so, these kind of inside information are somebody's telling that I am stuck because my CV is very bad I am not able to leave this place but, you seem to have wonderful CV.

So, think twice, whether you should just spend the next 5 years because, they are going to take a bond from you and there is no other way. So, decide whether you should give a bond to the company and spend the next 5 years there is it worthwhile or do you have better qualifications and should go for the other company so, catch somebody to give you that inside information based on their 1st time experience that will also help you to assess your future relationship with the company should you be part of them or should give distance yourself at this stage itself.

(Refer Slide Time: 12:20)



So, is to safe got your own interest in carrier now, Know the Company further in terms of the company's products if you are going to be selected in the marketing section sales section it is very important that you know what they are manufacturing what is it that they are dealing with what are the products that they are selling.

Now, how is it structured who is the controlling person whom should you report to or is it in the form of small groups teams that you are responsible only to the team manager or is it a manager whom all of your report, so identify the structure the kind of services that they are offering to the public sector and then, to other government organizations what kind of services and what is the financial status. Now if the company will go on loss is there some kind of asset backup. So, what kind of loyalty program they have further employees if even if the company goes completely bankrupt do they have sufficient funds to backup their employees. So identify the financial status identify especially their competitors because there could be questions even related to that they can even ask you if they are given a job offer to that company so would you choose that and if you choose why would you choose that they would like to see your position in relation to their competitors. So, you know the competitors not only for that but, also to know if you are joining this organization how better you can lead the company take the company ahead of that competition so in that sense it is better to know the competitors and the reputation that the company has built up how did it do.

So, some companies have the reputation of building trust some company has the reputation of speaking the truth whatever happens some company has the reputation of just smiling with service just customer friendly and so on what kind of reputation that the company has built up and look for any recent major changes such as the retirement of a very important person in the company, the death of the person who establish the company and let us say, there is fight among the young group to own the company there is talk, that the company is going to split up now look for these recent major changes that will also help you to size up about the company's future prospects.

Now, try to discover information about the person who you will meet such as the background the style and education after the interview for instance you may be ask to meet that particular person he may be the Chairman he may be the Managing Director he may be the Chief Executive Officer whatever it may be they may say that our interview is in two process one interview we are having the panel that will assess the information thus another interview in which you will actually meet the real person the employer who is going to higher you for the job.

Now, identify this person know something about this person especially the persons likes dislikes and what kind of style what kind of management style that he possess how does he function etcetera what is the persons education level is he a self made man is he a not that educated is he the person who did not have that formal education but, then he did extremely well and then are his he see the person who has all good qualifications some MBA degrees from abroad and then experience from some reputed foreign companies multinational organizations and then he is just come back to India for the sake of being an

(Refer Slide Time: 17:02)



2. Know Yourself

- Knowing thyself
- Know your gifts and talents
- What can you give to the world.
- Make sure whether you want “just a job”, or the right job that builds up your “career”.

The slide features a dark blue background with yellow and white text. In the top left corner, there is a small icon of a person with a speech bubble. At the bottom left, there is an image of hands holding several US dollar bills. At the bottom right, there is an illustration of a person in a suit reading a large book.

Indian citizen and then establishing something in India and promoting the country. So, identify his education and the spirit behind the education that he possess now having set that you should know about the company so much, so about it knowing the company knowing the organization the style the functioning the person who is involved in it then the next big question or it is the major big question is about knowing yourself remember the dictum that Socrates was spreading among his disciples full.

So, whenever they asked so many questions about philosophical truths in the world he kept on saying only one thing is that know thyself know yourself 1st in knowing you will be able to understand the world in knowing you what he meant know your assets know your limitations know your fluctuations as a human being today you talk about, something as an ideal and tomorrow you change your mind completely today you talk about, lot of things as if you are gone the and tomorrow you are suggesting something which sounds like you are following somebody like Hitler.

Now, this is human tendency Socrates said know yourself why are you changing is that change a symptom of growth or a symptom of decline so know yourself now, as far as interview is considered when we say know yourself know your gifts and talents know what you can gift to the world the best books written by positive thinkers like Dale Carnegie they all preach you one thing they say that without giving service to the world you cannot get back the riches that the world is going to offer you. Now, identify what

talent and what gifts that you have got which you can give it to the service of mankind and take back rich rewards from them, now in that sense you should know yourself what is it that I am good at what is my unique selling point how can I distinguish myself from the rest of the others.

So think about it I will come to the same question after some time but, right now let, me address the issue generally know yourself make sure whether you want just a job or the right job that builds up your career now, what kind of distinction I am making between just a job when I want just a job I am jobless and I am very desperate for a job that will support me financially that will give me money so that I can take care of the basic needs such as food, shelter and clothing. And then slightly my other emotional needs I may satisfy my parents I may satisfy my friends by giving them some gifts and I may slightly prosper in that job so that I can get married I can buy a vehicle so slowly I can improve so when I say that I just look for a job I am desperate for my financial status I need some money so that a job will support me.

Now, this is at one level but, there are people who still think of this even when they have reach the higher level may be just out of greediness may be just out of over ambition they still look for a job that will give them maximum benefits and maximum financial benefits and forks job just on the basis of financial forks the lucrateness that a job will give now, are you looking for just this job or are you looking for a career. Now when you look for your career you are actually looking for the right job to position yourself you know that starting at that job will help you financially but, then to continue with that job is going to mar your career 1st because you are not meant for that kind of organization you have something else in you which only a particular kind of company can nurture and develop.

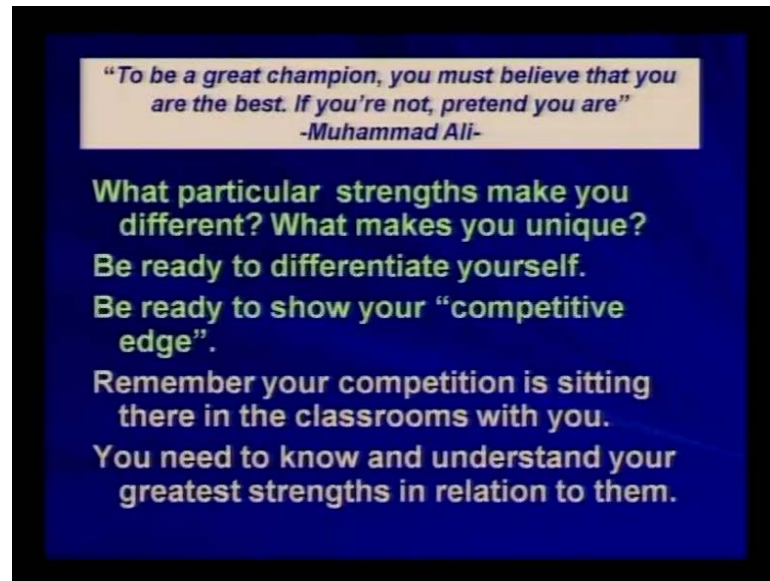
So, you should actually get into that company however tough the job interview is however, high their expectations are you should get in to that kind of organization often its environment that determines our thinking our functioning put yourself in very bad environment it can condition your thinking there are of course, people who have defied the environment who have reveal the inner qualities and then always come out of the very poor environment so consider them as exceptions but, normally environment can have a very good or very bad influence on you. So, put yourself in a job situation where

the environment is very bad work environment is lousy but, they are paying you so highly so that no other company is giving,

So for the money value that they are giving you so you just bare it but, there is another company that is also taking lot of work but, you get lot of job satisfaction because its challenging demanding and its exactly meant for you and everything that you do you do not feel tired out you do not feel fatigue because you do something creative and then every time you do something you come out and then you feel that you are regenerating something re-inventing yourself every time you have performing some task as against the other job where you are there for money and every time you do you are completely tired fatigue you feel frustrated you feel that you should fit the job but, then quit like the dog that is tied to the vomit next day morning the boss calls you feel that you should go and do the job and continue one more year, two more years and then you slog you go on like that because, the comfort that the money gives and the luxury that you have enjoyed you feel that you cannot give it up when you choose something for your career you do not think of all the other benefits.

But, eventually these benefits also catch up with you they also run after you do not have to run after that but, there is a point when you are going for the interview to decide whether you have for the job that gives you money or for the job establishes your career gives an identity and makes you realize your hidden potentials which one are you looking for so, make yourself very clear do not pretend in the interview do not pretend to your neighbors friends that you are taking the job for something else be honest with yourself now once you are sure about why you need it then you should have a kind of attitude.

(Refer Slide Time: 24:03)



To suit yourself for the job look at the quotation from Muhammad Ali, so the boxing champion he says something about championship he says to be a great champion you must believe that you are the best if you are not pretend you are to be a great champion you must believe that you are the best if you are not pretend you are. So, in order to attend an interview if you take cues from this quotation what he says is in case you think that you are not suited for the job 1st level he says assume that you are the best for the job and in case you somehow feel realize that you may not be the best he says that pretend that you are the best.

Now, that positive pretention helps in keeping an attitude that will help you to perform well in the interview sometimes pretention itself will become true you start believing in that pretention you start having conviction that you are the best. So, who else and then you give a very terrific performance that impresses the panel members and they feel that of course, you are the best who else so it is a right tip that Muhammad Ali has given that if you do not think you are the champion at least pretend that you are keep that kind of attitude in your mind.

Now, combine with that keep asking this questions keep analyzing yourself about, what particular strengths make you different what makes you unique if you say that I am good at singing now how good you are and how is that you are different from millions of other singers in the country if you say that you are good at playing cricket how good you are

what is your unique selling point if I have you to keep you in my team why should I keep you are you good in bowling are you good in batting what is it that for which I should keep.

So, I should be able to see that clearly from you and be ready to differentiate yourself given a chance if you are even directly put this question tell me why should I employ you because let us say I am a person was coming to take somebody from an institution like IIT and then, there are let say 500 students in this institute itself are giving the same interview and then I just want to select only 5 students and tell me and of this 5 students I have 50 at least with 10 point with extracurricular activity with leadership qualities with good communication skills with good soft skills and tell me why should I higher you among this 50 so, tell me so you should be able to differentiate so keep that in mind and then as far as the class room situation is concerned remember that your competition is sitting.

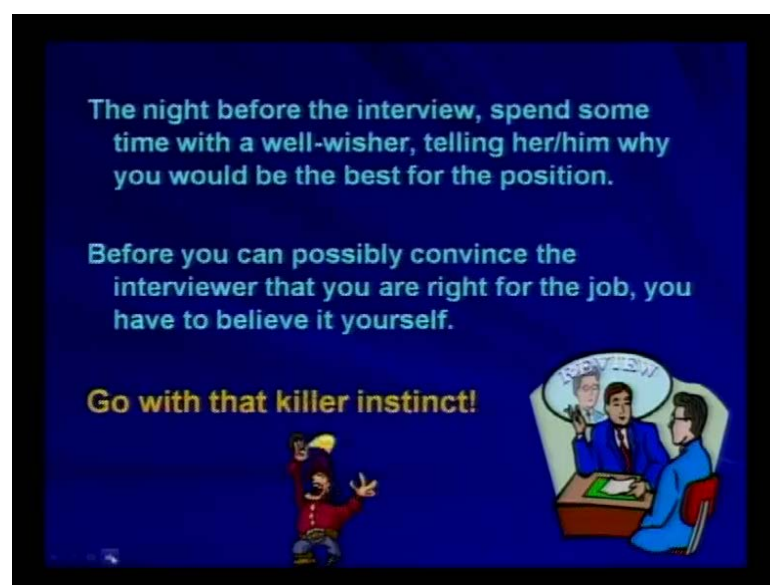
There in the classroom 1st of all try to be develop a kind of one up with your pear group that is in the class room the competitors are right there create a healthy competition set mark interviews attend that you conduct for somebody somebody will conduct for you and then size yourself and your opponents see where you stand if you are on the high still enhance your skills if you are on the medium low side keep improving your quality keep having lots of mark interviews keep asking these questions identify the area if you are lacking in communication skills try to improve up on that area and you need to know and understand your greatest strengths in relation to them.

So, that will help you to distinguish yourself from the rest of the class 902 in the batch and how different are you from the batch and if 89 students will ask you to do a job what will be that job and then if you have to define you in a single sentence how would you define if you have to say one thing about. you that is unique in a single word what could be that word could it be trust worthy could it be dependable could it be optimist could it be will power and so on ask about, you what is it that is going to differentiate you from the rest of the students who are sitting in the class room and then when the call letter has come and just the night before the interview spend some time with the well wisher. So, the well wisher may be your mother, sister or an aunt or an uncle or a good friend classmate can be anybody can be a teacher.

So, spend some time with the person and talk to the person honestly and the person usually happens to be a good listener if the person happens to be your well wisher and the person listens to you with an open mind without any procedures and to this person you tell why you think you are the best why you think that you are most suited for the job now, if you can convince this person and if the person is also agreeing to you your view you are almost sure to get the job because sometimes it is easy to fool people in the interview panel but, it is not that easy to fool somebody who is your well wisher to whom you have never told a lie.

So, if you can convince this person and if the person is able to accept you with all your limitations and despite that is able to acknowledge the fact that yes you are the most suited one I agree if the person can tell you this yes you are again almost through your interview even before it starts but, this also helps you to warm yourself up psychologically it is also giving you a kind of emotional balance you get a feeling that oh my great friend my well-wisher thinks that I am the most suited one for the job it does not matter whether the panel members think so or not. So, this is the most important thing that I needed in my life and then this important person is thinking that I really deserve the job I will go get it even if I do not get it the fact that this person is acknowledging it that is good enough for me so that also helps you to psyche things up make yourself in a positive frame of mind.

(Refer Slide Time: 31:13)

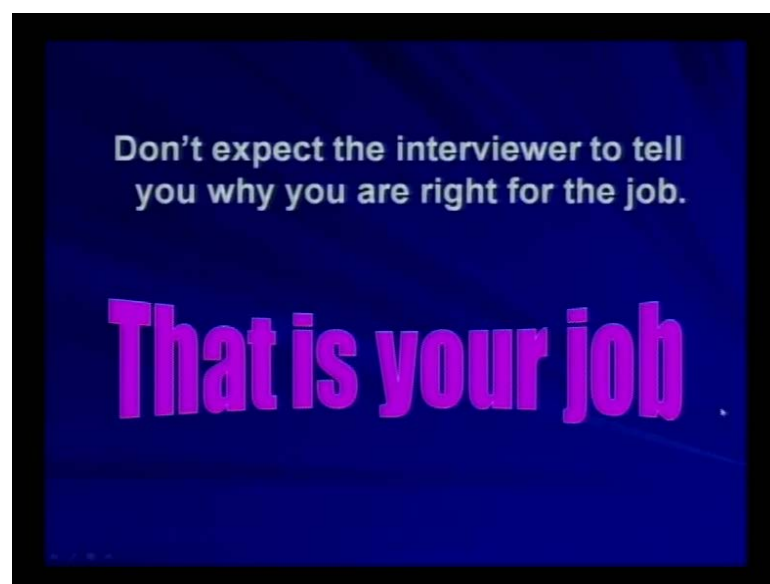


And then overall before that is the next day when you are going for the interview and, Before you can possibly convince the interviewer that you are right for the job, and you have to believe it in yourself. Before you trying to tell I am right for the job have conviction in yourself ask yourself are you really the most suited person.

Now, convince yourself by getting additional inputs about you by reflecting on you by pondering on your own talents by recollecting an incident where you brought 4th your conflict resolution skills by bringing another incident where your leadership skills was where on the top. Now recollect such moments recollect moments of victory where the whole universe came and uploaded so think of those moments and then realize that yes you are the one that suites the job most and once you realize that then you have enough material to convince the interviewer also and overall go with that killer instinct go with that killer instinct.

Now, why do I say this because many people do not go there with the killer instinct even sometimes when people criticize Indian sports personality they say that mostly they lack this killer instinct again exceptions are there they perform well even at any stage but, the general criticism is that Indians generally lack that killer instinct especially at the last crucial moment they may just accept defeat even before it comes to them and then they may behave in such a manner they play as if they have already given it up but, that killer instinct is that when you get.

(Refer Slide Time: 33:54)



Into that arena you go with that aim attitude that whom are is the opponent you are literally and figuratively going to kill that person, which means you will dominate you will get through come what may you will see through the whole event that you will emerges the winner, and you are not going to give any small thing to chance you will ensure it in all possible using your strengths only. So, that is why you can go with that killer instinct now, when you go there do not expect the

interviewer to tell you why you are right for the job that is indeed your job it is your job to tell the interviewer that why you are right for the job it is not the interviewer who is sitting there and telling you I called you because I found these good qualities in you no you highlight the good qualities in you which makes you right for that job.

(Refer Slide Time: 34:20)

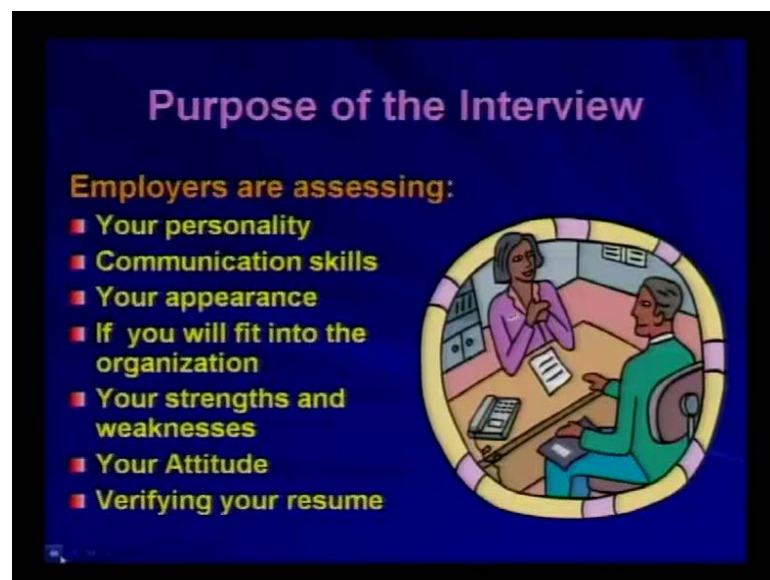


Then, when we talk about Successful Interview you should understand that there is a kind of negotiation that is taking place in successful interview negotiation between people who are equal now how you can see that as a kind of conversation between EQUALS on the one hand you have your talent your experience and then your qualifications for which you have spent lot of time and then develop some kind of expertise.

So, you are offering actually a fruitful partnership to the company not begging for some money. Now, only when you think that you are begging for some money you develop a slavish kind of attitude which is unwarranted which is uncalled for so you should think

that you are offering a fruitful partnership and not begging for money now, they giving you money but, what is it that you are giving them you are willing to give your time and expertise for the money and status the company gives you yes of course, the company is giving you money the company is giving you status no problem but, and the company is so big, and then you can say that even getting a job any kind of job in the company itself is changing your profile changing your life style and getting lot of price from all the pear group the whole society now that is fine. But, you are also giving something back you are willing to spend the next 3 years, 5 years ten years sometimes it. So happens that you are so loyal to the company that you retire from the company.

(Refer Slide Time: 36:54)



So, you let us say joined at the age of 25 and retired at 65 you spent about 40 years for the company so you are willing to give your time you are willing to give your expertise you are willing to let the company use your knowledge and gain lot of benefit out of it.

Now, once you realize this you are not just there just like that you are there as an asset for the company. So let them pay enough to get you there so, do not have a kind of slavish mentality in which you just go and beg the person.

Now, having set this that preparing yourself with the positive frame of mind identifying why you most suit the job identifying the right job for building up your career not the job that will just give you money now knowing all this things knowing about the company

knowing yourself now you should go to the next level of interview understand the purpose behind the interviews.

Now, in the next few slides I will start talking about the purpose of the interview, and after discussing the purpose of the interview I will also discuss with you some questions which are relevant to ask about the person ask about your suitability to that purpose of the interview, and if you understand the purpose you will be also able to ask certain questions and get ready with the answers. So I will just now talk about, the purpose of the interview.

Purpose of the interview now what are the employers actually assessing you for in an interview basically they are looking for your personality looking for certain traits of your personality so it is about your personality. So, this means you develop your personality throughout even before attending the interview they are also looking for you communication skills your ability to express views succinctly clearly lucidly and then with proper enunciation they are also looking for your communication skills your appearance. Now appearance means a lot apart from just looking good your body language also we will talk about it, later and they want to see whether you fit into the organization would you suit the organization when some of us are the employed at a place like an institute like IIT in humanity stream for instance a person like me or a colleague of mine we are all basically doing something in literature out and out the literature people.

And then, when they want us to be selected qualification is masters PHD in English, English literature but, when a person like this is selected for teaching engineering students in the interview they would like to know whether the person would be interested in teaching something like communication skills because, there are some people who feel that it is not that good to teach communication skills and the person feels I can teach only literature I cannot teach anything else or I love poetry I will teach only poetry. Now, what they want to see is the suitability is this person flexible enough to mold according to the system where certain basic skills are first pre requires such as English language skills and communication skills are you interested in doing something about it have you done something about it, do you have competency in developing a language lab? or do you have experience in language lab? Can you run a course which is intensely based on language lab now? These are the qualities that they would look for in a technological

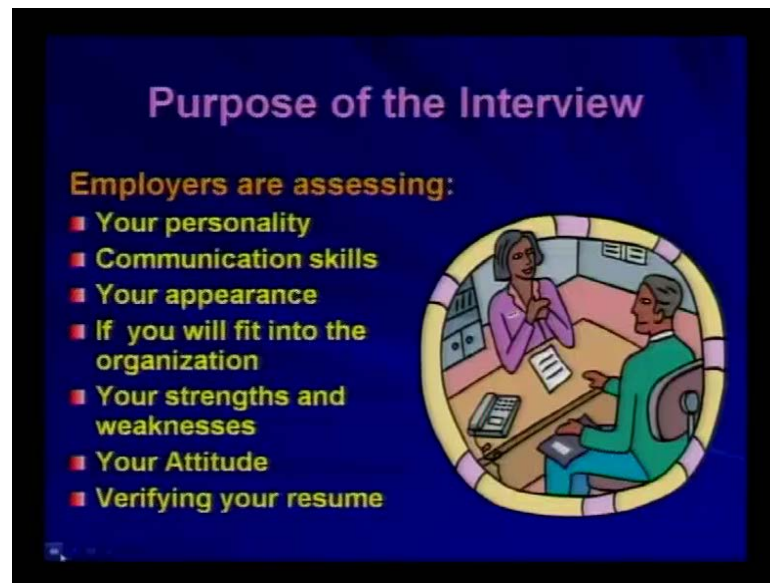
institute if they are going to employ a candidate who is basically literature oriented. So that is what I mean by suitability it can vary according to the discipline and the needs of the company that is how they see whether the person fits into the organization.

So, if the person does not fit what is the point in holding that person in the organization so they may make a good discrete judgment at the beginning itself, so they want to see this apart from that the persons strengths as well as the weaknesses there are some weaknesses so that could be an asset to the company so for instance the person works whole night then they want somebody to stay there at night and then they want somebody to enjoying there be also so, they can just leave the company with the person but, there are some weaknesses like this person always comes late to the company. So the company starts let say at 7.30 the 1st shift is starting and this person can be never given that first shift and they want a supervisor or a manager in the 1st shift.

So, this weakness if it cannot be overcome the person does not suit, so they also want to know the weaknesses which if it could be use to their advantage its fine if it cannot be overcome it cannot be used they will have 2nd thoughts and then the persons attitude as I have been telling in group discussion and generally about any topic on communication skills the right and the only attitude is a positive attitude they just want to see whether the person has a negative attitude and as I been repeatedly saying there is enough negativity in the world there is. So many negative thinkers in the world and there must be lot of negative thinkers already in the organization they just want to see whether you have that positive frame of mind to work in an environment where already there are plenty of negative thinkers whether you have the right attitude.

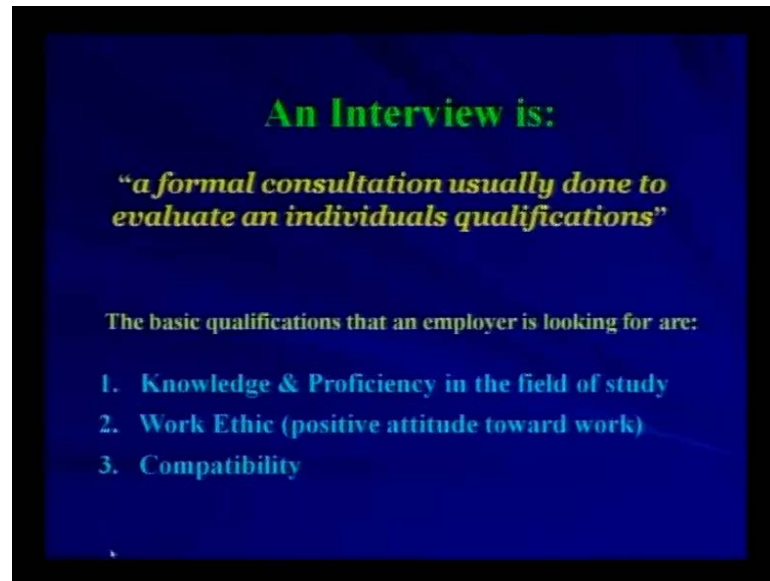
You see because the same situation different people will react differently so, the optimist will always look at the bright things in life whereas, the pessimists the negative thinker will always see something wrong in it. So, they do not want you to be the person who always see something wrong in it but, they want you to be the person who always comes with some solution to something that others are pointing out as a mistake and if you are the solution maker instead of being part of the problem, and if that is somehow imbibed in your attitude itself that is a right attitude that they are looking for combine with that interview is.

(Refer Slide Time: 43:26)



Sometimes just about verifying your resume verifying your bio data verifying your CV just to ensure that yah you said that you are a ten pointer we just want to see the original certificates and ensure that you are the one, you say that you have some extracurricular talent in this what did you? Do how did you do? can you demo? can you give some demonstration on that? in some interviews like a civil service interviews when somebody says that my interest is in music I am a singer, I can sing classical songs they been ask to even just sing for few minutes. So, they really want to asses when you say that you have a talent they want to see whether, you have that talent really whether you really have that in you, so interview is sometimes just about the physical verification checking your bio data but, that is at the basic level but, more than that its checking your personality your attitude your fitness to that job and once you understand this you also try to modify your qualities accordingly.

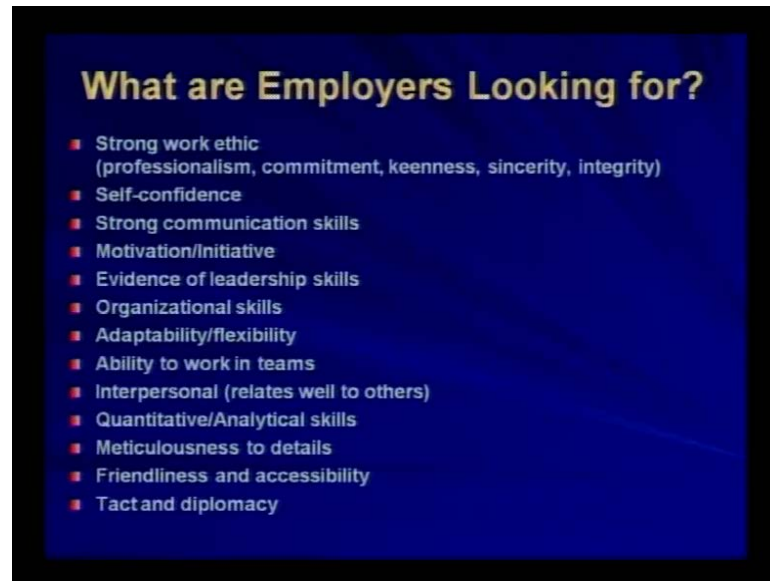
(Refer Slide Time: 44:41)



Now ,so far have not actually define what an interview is it is the right time to tell what an interview is in terms of definition it is a formal consultation usually done to evaluate an individual’s qualifications it is a formal consultation usually done to evaluate an individual’s qualification so, instead of consulting you informally they create a formal situation where they just want to look for some basic qualifications and what are the basic qualifications that they are generally looking for one knowledge and proficiency in the field of study I keep telling repeatedly that there is no shortcut to this point of interview or this point in group discussion or this point in any other selection procedure because it is something that people cannot give you overnight by some kind of magic knowledge you need to develop proficiency you need to enhance your skills in applying that knowledge that you have developed.

So, knowledge and proficiency they just want to check it is not just knowledge but, your proficiency ever ability to use it very well and your work ethic do you have the positive attitude towards it or basically you are a negative kind of person could you be.

(Refer Slide Time: 46:10)



Corrupted or you have strong values against corruption etcetera, compatibility do you suit or not basically these are the three aspects that they generally look for and then there are certain other things that they look for also in detail if you look at it overall apart from the strong work ethic when I say that what do they look for in that they look for professionalism commitment keenness sincerity integrity.

Integrity is honesty not even stealing one small pin from the office not even taking that fevistick glue stick not even taking papers so, thinking that no this is not my property if it is given to me it is a different thing but, then I will not use office property for my personal one. So, strong work ethic which means professionalism commitment keenness sincerity and integrity Self confidence Strong communication skills if you recall the lessons on communication I was trying to make a difference between communication and effective communication and I highlighted the fact that we are all communicators they and if you look at how we are behaving as a human being 24 into 7 we are communicating verbally or non-verbally we keep talking to people we keep sending signals to others and then we transact all the times but, the important thing is do we communicate effectively are we good communicators are we doing that in a very strong manner so, that we do not lose anything to noise we do not cause any barriers to communication and we get the results without any loss of communication without any communication gap or miscommunication.

So, if you possess strong communication skills you are a person who will get things done effectively using your communication skills and absolutely there is no miscommunication when you are doing it so they want to check whether you have strong communication skills not just.

Communication skills and then they want to see your motivation initiative there are people in the office who think that oh we can do the job if the manager tells us and then there are quite a few of the people in the same office who take initiative to do it whether the manager or somebody tells them to do or not. So, motivation initiative self-motivated individual people say that if you want to know the managerial skills of a person go to the office when the person is not there.

Now, if the person's managerial skills are bad what will happen when the person is not there whether it be a principal or director or CEO or manager or supervisor when the person is absent you will find people coming late you will find people bunking work you will find people going early he will find people working in a very sluggish manner you will find people doing empty chatting gossiping going for tea frequently sitting just in the canteen and whiling away their time watching something on computers video internet listening to songs playing cards doing anything else other than focusing on job.

The moment somebody says the manager is coming his car as entered into the office everybody will go and pretend that they are doing the work. Now, if the manager is good and skilled again you can assess the skill in his managerial functions when the person is absent here, you will find workers coming in time in fact coming before time when the manager is not there seriously seated on the chair not wasting the time focusing on the job and finishing the target and even trying to finish the target ahead of time now, this manager has somehow cost a kind of influence or motivation given them some kind of implicit values which they use it even in his absence.

Now, motivation and initiative if it is there if it is self-driven so it is very good even without the manager the person will work. So this is something that they would like to look for. Then, evidence of leadership skills Organizational skills Adaptability flexibility Ability to work in teams I said more about this in group discussion because, somebody will be good to work as an individual but, not possessing the ability to work in teams interpersonal relationship relates well to others now a days the business environment can

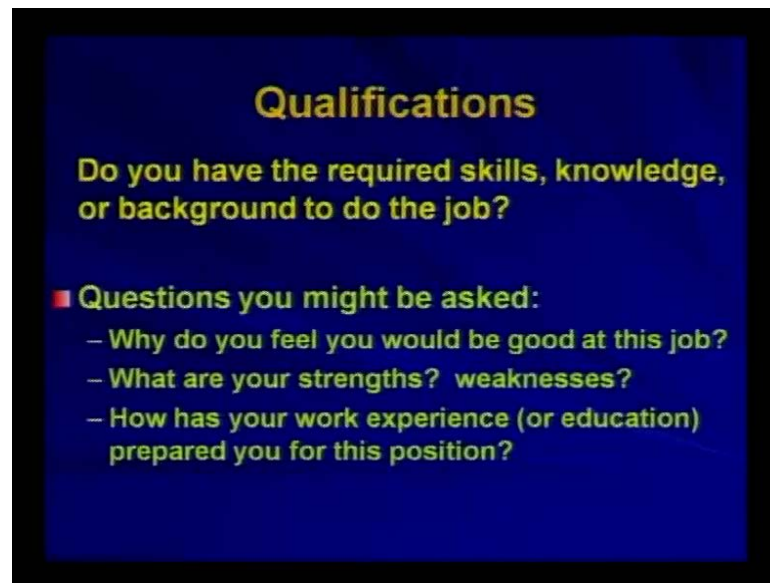
be very positive and potential for healthy relationships but, can be very harmful how if there is one person who is poisoning the environment who is not able to relate well to others who is negative who is bickering who is complaining all the time the person can spoil their environment.

So, now a days there is focus on Interpersonal relationship Quantitative Analytical skills so whether the person is able to use logic analyze the things and then apply that in practical dealing with tasks meticulousness to details so, the people that who will expect that each in everything should be told to them and then there are others only you set something ugly and then they come out with all intricate details possible and everything has been taken care of so, the manger is asking. So I thought of telling you this the person says yah I have done it and what about this that is also been taken care.

So, meticulousness to details attending to the minute level even without being ask to its something that is there in the blood of the person something that he has inherited as a kind of work ethic, so that is something that they are looking for Friendliness and accessibility friendliness does not mean that you give up your work ethics but, its combine with accessibility that is a problem whom would I look for in the organization. So, immediately let us say there are about 50 workers a small thing like it is a virus in my computer or my printer is not working and I am not technically so good who would I immediately look for I know that so and so if I go however busy that person is would at least spare a minute and then check and come and sort out the issue.

So, I see that the person is friendly in that sense accessibility I also know that there is another person who is technically much more intelligent than this person but, I dare not approach him because he will get angry he is short temper fellow so how do co colleagues assess these kind of situation because they assess by this accessibility they know that, they can go to the front or they should not go tact and diplomacy you are part of the decision making process and then you come out of that and immediately people are asking you tell us tell us what?

(Refer Slide Time: 54:43)



What did the manager decide immediately you blurt out some very important things you lack tact you lack diplomacy tactics knowing what to do what to say when to do when to say that and diplomacy is sometimes even saying the things in such a manner that you cannot be misquoted later you are just trying to be politically correct and make only those statements which are not quoted again to your embracement, so you are tact you are diplomatic also.

Now, combine with this in terms of qualifications they just want to check whether do you have the required skills knowledge or background to do the job the questions that you might be asked in terms of qualifications are why do you feel you would be good at this job? again your unique selling point you have to highlight here what are your strengths what are your weaknesses I will talk I more about strength and weaknesses very soon how has your work experience or education prepared you for this position. So, sometimes you have a qualification and you seek a position which do not match that easily just try to show them some connection or try to show them some kind of extra degree that you have done that will connect you to the work position.

So, you should be able to think over these questions in terms of qualifications and then be prepared especially focusing more on strengths and weaknesses and then you are just slowly in that mode of preparation and this as I said will start giving you the confidence that is required for facing a very tough interview situation. I will continue in the next

lecture with more questions with more items related to preparing and then I will follow it up with, how you can actually get into the interview room as I was telling in the previous lecture many people consider interview room as a kind of torture chamber and think that there are monster sitting and then they are just waiting to eat them up now, how get rid of these inhibitions will be the focus on the next lecture.