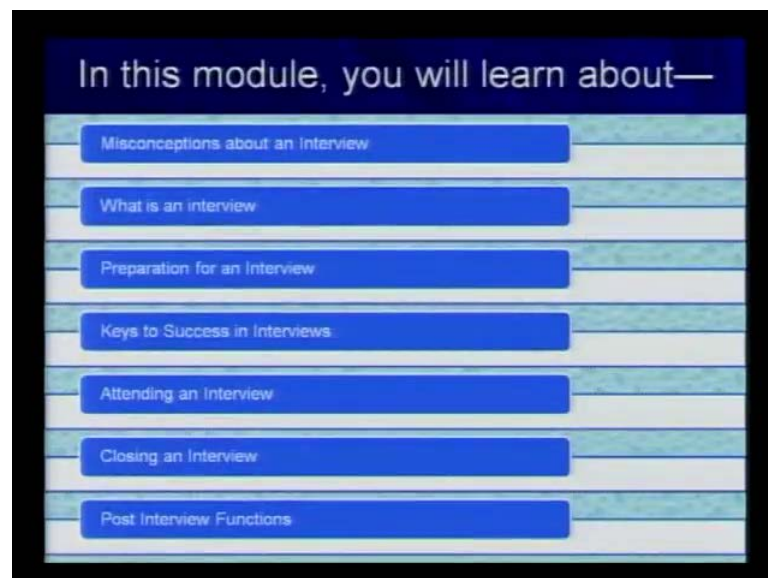


**Communication Skills**  
**Prof. T. Ravichandran**  
**Department of Humanities and Social Sciences**  
**Indian Institute of Technology, Kanpur**

**Lecture - 25**

Hello and welcome to NPTEL's course on communication skills. We are now on a very interesting module. This is completely on interview skills. As I have been telling you, this is a very major component of communication skills as well as it is going to be practically very useful. You can apply all the skills that we have been talking about in this module for your practical success in interviews also. So far, I have discussed certain items, aspects of interview in the past three lectures on this.

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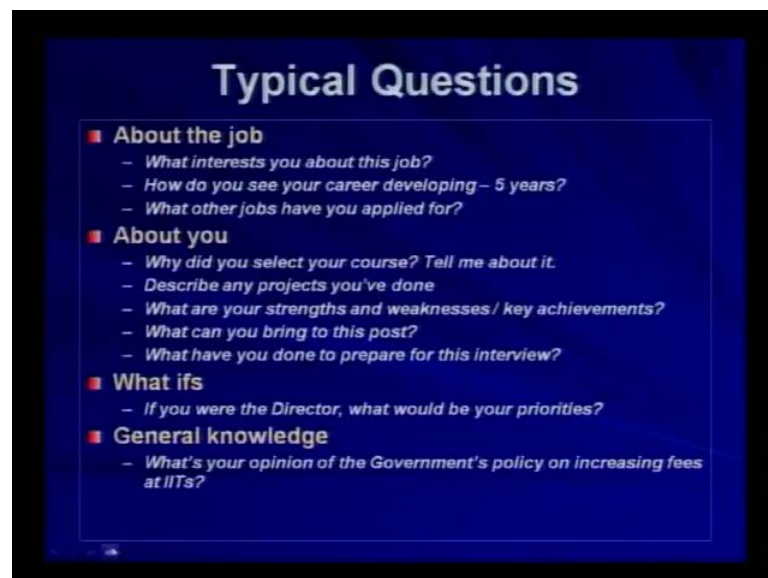
This is module number eight; lecture number four on interview skills. Overall, I have been telling you that the module will be covering or almost it covered in the past lectures certain things about the misconceptions about an interview and then what is an interview, what is a major purpose, why one should go and attend interview and then how one should actually prepare for an interview. Now, this is a major component of interview, how one should prepare. Now, we just stopped somewhere in the middle in the previous lecture when I was talking about preparing for the questions.

So, I started with telling you that there are certain aspects of preparation, in which first you can start with knowing yourself and then knowing the company, and in terms of

knowing the company, there are certain questions that you may be asking and knowing about yourself, you may also ask certain questions. Now, let us look at those questions in detail and then and there, I will also give you some acceptable answers , but I would like you to be as free as possible and then think of creatively answers, which will be relevant to your personality and your career profile. Then, I will also talk about some keys to success in interviews.

Overall, I will tell how you should actually attend an interview inside the interview hall and then how one should close an interview, what should be the closing, concluding thoughts followed by post interview functions, what one should do once the interview is over. So, this is the overall framework of this module.

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Now, coming back to the questions and then identifying them in terms of typical questions; the first group of questions will be always related to the job as such, so questions like what interests you about this job. As I have been telling you before, never say that the monetary aspect is the only thing that is interesting. Highlight on the challenges that the job is going to give you, highlight on the information potential that the job has got the experience gain that you will have once you get the job. Then, above all, by linking with that organization, you know that your goal and the organizations' goal can be merged and then you can emerge as a better person once you are through this interview.

How do you see your career developing five years now? Now, once again, you have to say that your career will develop as an integral part of this organization. Using this, you should be able to highlight that you will develop better in five years. What other jobs have you applied for? Now, again a tricky question, you must have applied for certain other jobs, you must be expecting some interview call letters and you must have also got an interview call already. Now, you have to be very discrete whether to tell them that yes, you got something. Now, even if you say that just to be on the honest side, then again you have to make it very clear whether you want to go for that job given a chance that these people are willing to give you this chance.

So, you should be clear about it. So, you cannot say that if you give a job, I will join. What about that other company? If they also offer you something, you cannot say that I will just leave this and then go and join. It shows your disloyalty, it is and then your indecisiveness also at the beginning itself. Be sure of what you want because you may get it, but once you get it, then you should be sure of continuing with what you have got, sticking to it, at least for some time. So, be sure about these questions related to job and be ready with the appropriate answers. Then, questions centering on you, this again I discussed in detail in the previous lecture.

Why did you select your course? Tell me about it. Describe any projects you have done. I just emphasize that as far as possible, try to highlight how the course, how the projects that you have done are actually related to the job that you are seeking for and that it is again correlated to your ambition, career ambition and your goals that you will achieve after five or ten years. What are your strengths and weaknesses, key achievements? Again, I spent so much time on describing about strengths and weaknesses. I said that think of something that is intrinsic in you. Certain things which are strengths could also be weakness.

For example, being a perfectionist is strength, but being a perfectionist and postponing things because you want the thing to happen in a perfectionist manner is again becoming a limitation. So, identify these things and more than that, they are interested in what amendments, what steps are you taking to overcome these limitations? If you have a postponement problem that is absolutely no problem in the sense, as long as you are able to do something, make some amendments to rectify that situation.

If you say that I am a late riser that is also not a problem, but if you can tell them that given a professional situation, I can get up at any time that is no issue. So, that is what they are looking for. Then, what can you bring to this post that is already the post has some designated strength on its own, but when you are there, what value will you act to it? So, this again, you have to think about your personality traits, your career ambition and the existing job values and see how far you can act to it.

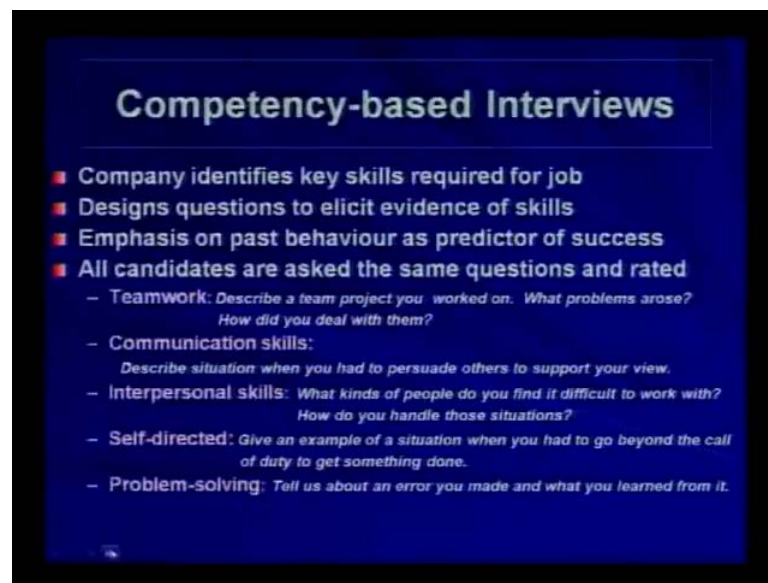
What have you done to prepare for this interview? Things like you had a thorough study of the company's profile, things like you know the persons who are going to interview, you have studied their CV, things like the project lying that is there you have done some homework and then you have even developed a kind of software and so on can actually create a very good impression. There could be what if questions, what ifs, if you were the director, what would be your priorities? They can even ask if you are the CEO of this company, what you would do. Suppose tomorrow you are given the power as the chief manager and then you have to change one thing in the organization, what would you do or which product line would you change?

So, be prepared to answer this what if. So, here again, they are checking your imagination, creativity and then your ability to foresee things in a given hypothetical situation. So, get ready for that. Then, general knowledge, are you aware of what is happening? Suppose you are attending as a student of IIT and then you are just going and joining somewhere or you are even trying for some higher studies in IIT, a question like this, what is your opinion of the government's policy on increasing fees at IIT's? So, there are already committees and they have been proposing that the fees at IIT's should be increased fourfold.

So, suppose it is fifteen thousand for the semester. The suggestion is that it should go up to sixty thousand. Now, what do you think of this? So, instead of just jumping into conclusion, if you are the student, it will be easy for you to say, no, no, it should not be increased. But, do you have a balanced view why the committee is recommending that it should be increased and what are the reasons? Is there any problem in maintaining it so low? Is there problem with subsidizing rates and all that? What is happening? Why is this issue coming up now?

So, have answers for these things. This will show that you are up to date. You are just reading what is happening and then you are analyzing this all. Now, these are the typical questions. Then, there could be other questions based on competency. So, what the company actually does in that term is it identifies key skills required for job.

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So, it designs questions to elicit evidence of skills, just to check your competency, proficiency. There can be questions like in for instance, computer related interviews. So, they can even put a small problem on a paper. Then, they can ask you to just solve the problem. They can give you piece of paper and then ask you to solve it or write a kind of program in the given time, so just checking your competency. What is the point in asking you, who invented the computer, when was this happened, what is a full form of as key and all that? Instead of asking you to do this, which anybody can mug it up and produce, they just want to check your competency.

If you say that you have done this, just show it before us. We are giving you half an hour time, one hour time. They can do this parallely also. You are asked to sit in one corner. Somebody is given with another program and he is also sitting in another corner. Now, three, four people are there in the room and when somebody says that I have done it and then the person is asked to go ahead and discuss further what he has done. So, competency based interviews will focus on questions that will directly test your competency on the subject, emphasis on past behavior as predictor of success. They

would also check your track record and if you can show I did a project and this is what I have done, then that can also be scrutinized. In such occasions, all candidates are asked the same questions and rated.

So, as I said one problem can be given to all candidates and it can be assessed as how much time each candidate took to sort out the problem and then to give a solution and how feasible is that solution, rating can be given accordingly. Same question, different answers, timing can be checked and the efficiency speed in which you are able to answer that can also be checked. Other questions related to this could be for instance related to team work. They can also ask you about a team project that you worked on. Then, they can ask questions like what problems arose? How did you deal with them?

So, as I said, you cannot say that there are no problems and then everything was absolutely fine. There must have been problems. Then, you just say how you solved the problems. So, that is very important. In terms of communication skills, they are not just looking for your vocabulary, fluency, your felicity of expressions, but then, how did you apply those kind of knowledge that you have developed in terms of communication skills practically. This means you should be able to describe a situation where you used your communication skills to persuade somebody to do something, influenced somebody to do something in your favor.

It can be in the form of conflict resolution skills. It can be in the form of just making somebody, buy your idea and making the feel quite happy about the fact that they have decided you in terms of getting that idea. Now, in that case, your persuasive skills are checked. So, they want to see an illustrative example. So, be ready with something that you have done. Interpersonal skills, again related to communication skills, they just want to know what kind of people do you find it difficult to work with? Then, how do you handle those situations? Again, you cannot say that I can work with anybody.

So, although ideally, it is appreciable, but they would still like to know that you may have some problem with somebody, so something like I do not like hypocrites. So, people who pretend that they are something than actually they are not; it is very difficult for me to deal with those guys. Actually, that is telling something about you, probably you are honest, and you are straight forward. So, it is very difficult for you to deal with those guys, but then they would like to know that given a job situation, given a team

work, given a kind of project, is it going to harm for your communication with them? If you could prove that no, not that way, I may not like working with that people, but I am always willing to cooperate.

Then, if there is a situation where you find that somebody has a personality that is harming that whole group interest, how did you deal with that situation? They are interested in knowing that also. Then, they want to see whether you are self-directed, so whether you have the initiative on your own or you are self-motivated. So, they could ask you question like give an example of a situation when you had to go beyond the call of duty to get something done. Now, what does this mean? So, something was told to you on Friday night, let us say and by Friday five'o clock, the office is closed. Saturday, Sunday is holiday.

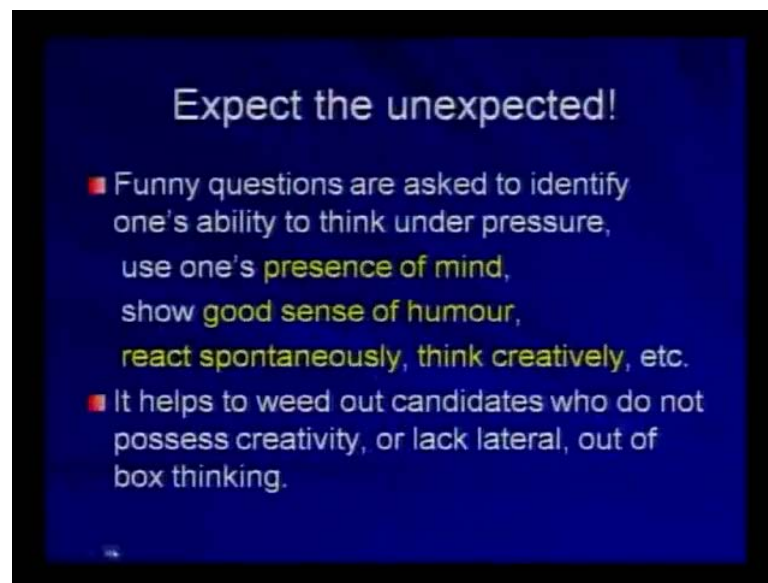
Then, that is not actually your job, but the person who is supposed to do is absent, has gone somewhere out of station. He did not even ask you to take care of that, but somehow it came to you. Then, it had to be sorted out by Sunday morning. So, you just went to the office, you took the key. So, you took lot of risk. You opened something, you called somebody, you installed something, and you sorted out the problem by Sunday morning. Then, Sunday evening, it started working. Monday, when everybody came, many did not know what happened, but except the higher officials who came to know and then they appreciated that you took that initiative, even when somebody who was responsible was not there on the spot, but you came out of your way.

Are you this kind of guy who will do things out of your way, even when it is not expected, even when you know that you are not going to be paid any extra money for taking another shift or taking your time away from the family and spending that whole day in the company? Knowing all these things fully, are you willing to do that? So, that is something that they want to know. Overall, problem solving ability tells us about an error you made and what you learnt from it.

So, most of us like as they say in computer programming, most of the programmers learn during debugging, when they identify the mistakes and then when they try to sort it out, then they learn more. Just like that in life also, we learn more once we commit mistake and we realize that we have committed those mistakes, then there was some problem in we committed it, then we try to overcome those problems, then we learn. We improve,

we progress. They just want to know whether you have that ability, problem solving learning from mistakes. If it is there, you just give an example. Then, another interesting and funny thing about interview is that always apart from questions, generally expect the unexpected.

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Now, when I am saying all these things about interview, do not form the impression that if you are thorough with this, this is the only thing that we will see through in the interview. Then, that your mind is typically built up in such a manner that if this kind of situation happens in the interview, you will do very well, but having given you this much information, I would also like you to know that you should always train your mind to expect the unexpected.

When I am saying, almost we are going to discuss about hundreds of questions. I am sure at least ten, fifteen, twenty, in some cases, thirty, forty questions may be asked in different manner in the interview. You are almost 60 percent sure of the basic questions, but there could be questions which are not covered here. Then, there could be very funny questions, which catch you unawares. You never knew that such a question could be put to you.

So, expect the unexpected. Suddenly some question catches you and then you are caught unaware. Then, you get nervous although you are cool, confident till that time. So, look



for those questions and be prepared also. Now, funny questions are asked for what reasons? They are asked to identify one's ability to think under pressure.

Now, if a person is very well trained to answer questions under normal circumstances, the panel members would like to put the person under pressure by catching him unawares and putting some embarrassing questions, funny questions. They also want to see how, when a tight corner is created, the person is able to use his presence of mind and how quickly he is able to use it; combined with that, if the person is really having a terrific personality, he will have a good sense of humor. Is it there?

More than that, it also indicates one's ability to react spontaneously to the situation and think creatively over the situation. These are the things they will check just by putting one question, sometimes embarrassing, funny, ridiculous, but nevertheless can check all these things at one point, one question only. Now, on the one hand, it helps one test all these things, but on the other hand, it also helps to weed out candidates who do not possess creativity. Those candidates who do not have these qualities can be removed very easily. Those who do not have creativity or lack of lateral or out of box thinking, they can be just removed easily because they will not be able to answer such questions.

Now, what kind of questions are they? What could be those funny questions that can catch you unaware? Now, look at this. There could be a question like this. If you were an animal; which animal would you choose to be and why?

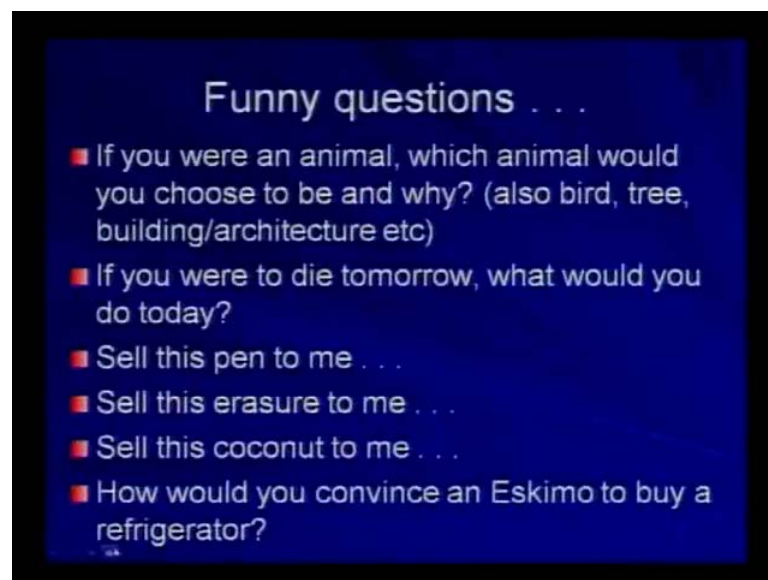
Now, any animal you can say, provided you are able to highlight one good quality in you, which is found in that animal. Now, they want you to say this spontaneously, quickly and then something that you like easily. Then, they want to see how you are able to connect? Why you like that one? Suppose you say even dog. So, you should be able to highlight the faithfulness that it has for its owner, which will be appreciable in this organization situation, you it will be loyal to the company. That is an interesting thing. So, think of an animal and a quality that will actually be intrinsically related to you with the animal. That will also be of interest to the company.

When they said tree for instance, they can even say imagine that you are a tree and then which tree would you imagine and why? So, again some fruit tree, you can easily justify. Even a fruitless tree, but you can still justify because it is giving shadow. So, you can

always link your helping tendency. You can always link your tendency to give others without any expectation with the kind of tree that you are going to choose. Bird again, so what kind of bird?

Even you can say something like crow, but will you be able to justify that? So, there are some good things in a crow like even the things we throw as waste, so it is consuming. So, you can highlight that even things which people throw as waste, I always find a mechanism to use it, reuse it. I have a program to recycle waste in that sense, I like crow very much and so on.

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So, when they ask you bird, tree, animal, they can even ask some funny questions like if you have to select a building and imagine that you are that building, so which building or which architecture, which monument that you like? So, if you say empire state building, why? So, you can say the tall structure or if you say Taj Mahal, you are bringing another kind of image between empire state building and Taj Mahal. So, you should be able to justify. When it is Taj Mahal, there are certainly certain other emotional aspects, which are involved. Is that relevant for the company?

You should be able to show how relevant it is. Probably you can say that even a thing that generally people neglect, I will do it in a very magnificent way. Whenever I look at it, I remember of magnificence. So, you are able to link it. So, again if questions like, if you were to die tomorrow, what would you do today? So, things like I will say, I love

somebody so close, I will send an s m s, is quite normal, but there are people like, if they were to die tomorrow, they remember that simple thing like they have to go and switch off their pc, simple thing like they have forgotten to sign that cheque, very simple thing, but then it tells lot about their conscience and then inner nature.

So, what you do now just before your death will also determine what kind of person you are when you are living. So, that also they want to know. Other interesting things, especially in case of management situations, questions like sell this pen to me. So, you have to highlight some values, quality, standard or you have to create a situation where the person is able to buy this. I remember a student who was selected with high ranking. Then, he was just asked to sell the pen. Then, there was just one pen before him and then he took it. Then, he first instead of selling the pen, he just said that before I sell the pen, I just want to know certain things about the organization.

So, they said what kind of things? I just want to know how many posts are there, how many you have interviewed. Then, even if I sell the pen, I want to know whether I have a chance and he kept on asking them lot of factual things. Then, he just finally persuaded them to say that they should just put that fact on a paper and then give it to him. Then, they were so absorbed in his argument. Then, he said that why do not you write that on the paper, which is here? Then, the person was just about to write and then he was looking at his pocket, there was no pen. Then, he just showed would you like to buy this pen?

So, he purchased the pen without even highlighting the qualities about the pen. He just created the need. His presence of mind that there was no pen in the pocket of the person, so that he saw that and then he created, developed a need that he should write something on the paper. He persuaded him to do that. Then, finally he sold the pen. As I said, it is needless to say that you are selected with high ranking and very good salary at the start itself. Now, its looks like selling a pen or pencil is nothing but how your creativity is used, your presence of mind and how good you are in communication skills.

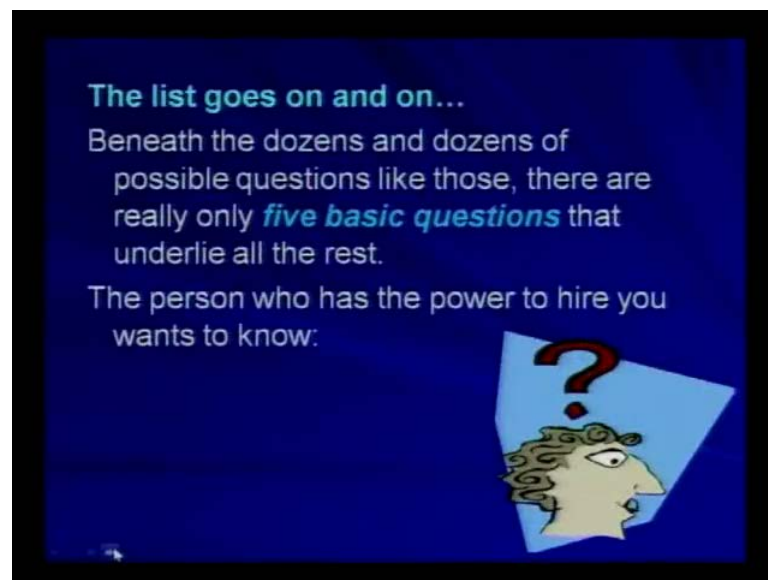
It is a funny situation. Will you be able to use your sense of humor? Then, it could be pen or it could be eraser, it could be coconuts, it could be mangoes, it could be anything, just selling. Sometimes it could be like this, how would you convince an Eskimo to buy a refrigerator? So, Eskimo being in a cool place, he need not get a refrigerator, but some of

the probable answers, some of the answers in which students have convinced the panel members happen to be like this. So, when the Eskimo is living there, even there, there are certain things which he wants to keep at a moderate temperature, which he does not want to go below zero degree, which is likely to happen if he is keeping it just out.

But, in a fridge, you can moderate the temperature, you can set it at fifteen degree c, twelve degree c. So, you can adjust it and you can control it that it does not go below zero degree centigrade. So, this seems to be probable. Then, they have also selected candidates who came out with this or candidates without technical, scientific, logical thinking just using their persuasive powers saying that you buy this refrigerator. I am going to give you something else, using all kind of tactics. They are also rewarded amply.

Overall, I just want you to know that you should be ready to answer these funny questions, ridiculous ones apparently, but not so deeply because they are testing certain interesting aspects of your personality, your presence of mind, your creativity, your spontaneity and so on. Now, when we look at the questions, the list goes on and on.

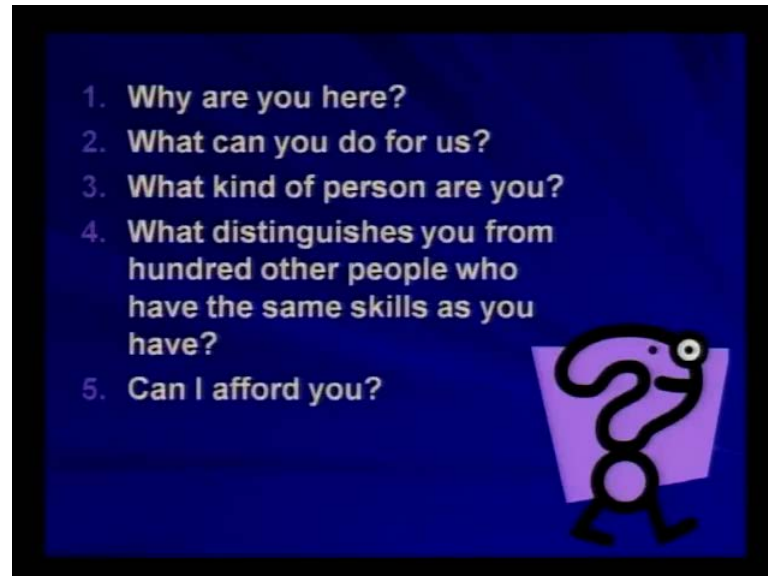
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There are questions and questions and questions. Then, one can go on discussing about them and giving probable answers. Beneath these dozens and dozens of possible questions like those, there are really only five basic questions that underlie all the rest. If

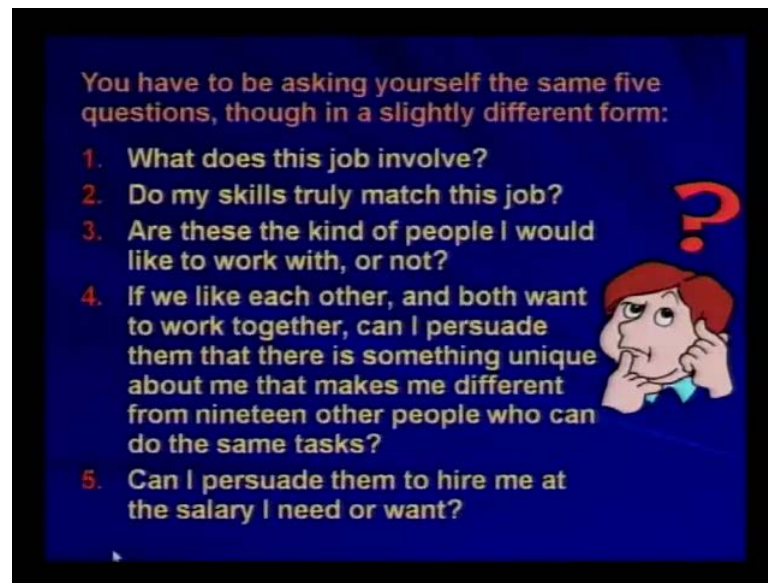
you think of these five questions, again it can be asked in different forms. You will be able to understand its ramifications.

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Now, the person who was the power to hire you wants to know basically why are you here, why are you here. So, you should be able ascertain what reason you have applied for the job, what are your career goals etcetera. What can you do for us? Then, what kind of person are you, your personality traits? What is your unique selling point? What distinguishes you from hundred other people who have the same skills as you have? Can I afford you? If you have all these things talent, potential, knowledge, information, everything, can I really afford you? Will you be able to join my company with the kind of salary that I am giving you? So, these are the questions that the employer has in his mind.

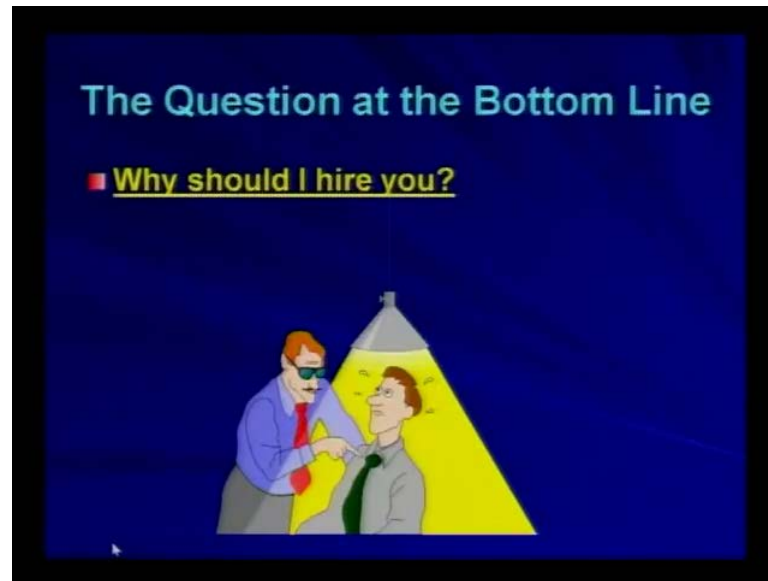
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Now, from a different perspective, you have to be asking yourself the same five questions though in a slightly different form. How would you be asking the same questions? Question one, you must be asking what does this job involves and what can I do for this company? Once I know what this job involves, do my skills truly match this job? Do I have the ample talent, skill required in this job? Followed by this, are these the kind of people I would like to work with or not? If they give a chance, would I like to work with these people or would I leave this organization?

This is something that you must be asking. Then, your unique selling point, if we like each other and both want to work together, can I persuade them that there is something unique about me that makes me different from nineteen other people who can do the same tasks. How am I different? Can I persuade them to hire me at the salary I need or want? On the one hand, they also want to know whether you would join them with the salary they give? From the other perspective, you want to know whether they would give the salary that you desire. So, from both the sides, there are similar concerns, but different questions. So, once you have that clear in your mind, you will be able to understand the bottom line.

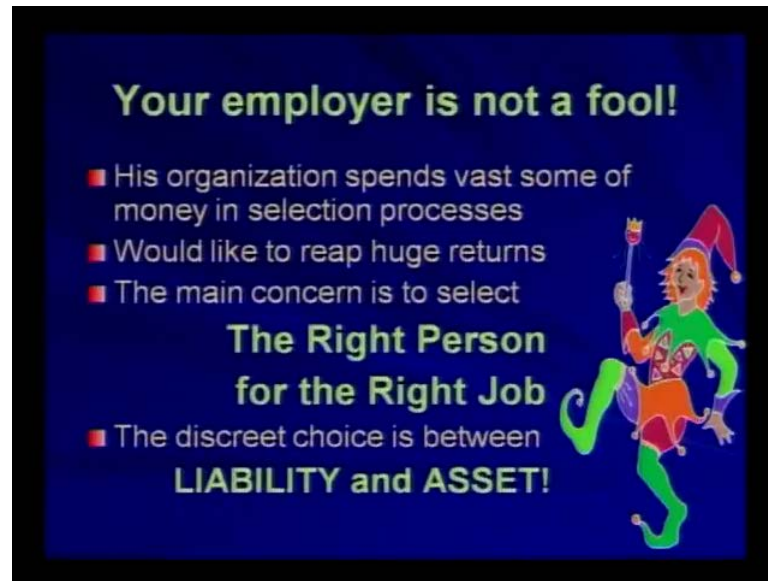
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The question at the bottom line is this. Why should I hire you? So, you should be able to tell. You should hire me because of my qualification. You should hire me because of my experience. You should hire me because of my communication skills. You should hire me because of my conflict resolution skills. You should hire me because I have good presence of mind. You should hire me because I work over time. I do not look at my watch. You should hire me because I am loyal.

You should hire me because I am different than the rest of the people whom you want to hire who all have these qualities, but I am different. I can prove it because of my track record that I have. Look at the project that I have and give ample examples. So, answer the question why should I hire you through different perspectives, different angles and try to answer those other questions also.

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**Your employer is not a fool!**

- His organization spends vast some of money in selection processes
- Would like to reap huge returns
- The main concern is to select

**The Right Person  
for the Right Job**

- The discreet choice is between  
**LIABILITY and ASSET!**

Now, overall if you look at your employer, understand this aspect your employer is not a fool. Why I am saying this? When you are called for an interview, his organization spends vast some of money in selection processes. Huge amount is spent. The panel members are given flight fare. They are kept in parse hotels. They are given good food. Then, they are sometimes taken for site seeing. So, sometimes they stay through three four days. Lot of expenses is spent on them. Then, advertising itself for the post, sometimes fifty thousand, sixty thousand, if it is repeated, sometimes lakhs of rupees, sometimes a company spends even a crore; for one huge recruitment, they spend that much.

Now, is the organizer or the manager or the CEO or the owner of that company, the employer is a fool to spend so much money and then at the end of it, not select the candidate, is he a fool? Now, apparently not, because once he is spending that much money, he would like to reap huge returns, one crore in this interview. But, then by the end of that year, having employed these people, he should be able to get at least ten crore as profit. Then, he does not mind this one crore. What is the main concern then? The main concern is to select the right person for the right job; selecting the right person for the right job. No matter what amount of money is spent, ultimately the discreet choice is between liability and asset.

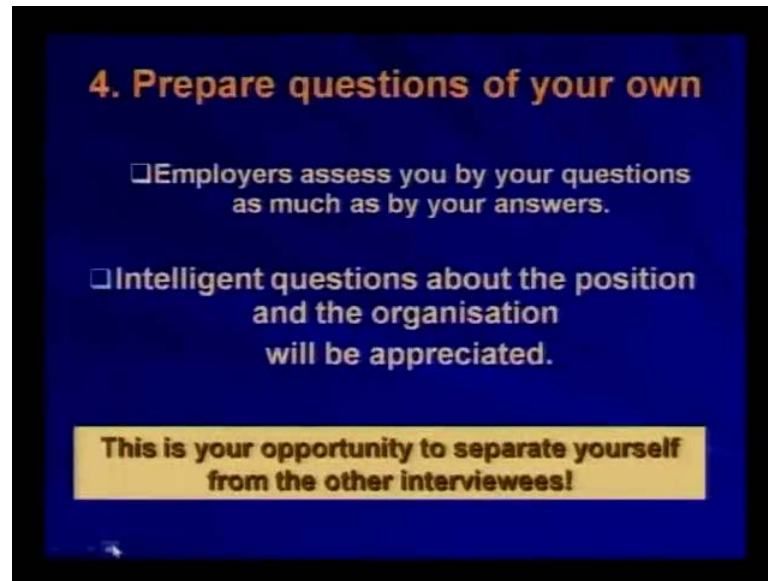


What is liability? Somebody who is liable, all the time he is the problem creator, all the time, he is weak minded, all the time, he is negative thinker, all the time, he keeps complaining, all the time, he is late. He is not able to perform tasks within time, very inefficient. Then, in the company, he becomes a kind of pain in the neck. The company keeps him because the company after all selected him by some kind of mistake. They cannot throw it because of the image of company, because of certain labor rules, loss etcetera. They cannot throw the person just like that because he is the permanent person and so on.

So, he has become a liability now. Till the retirement, the company has to take care. But asset, they just want to take those people who are actually assets to the organization. Asset, as I said, you spend one crore on this person. In the first year only, this person is going to get ten crore for the company. So, what is the big thing about spending that one crore of rupees? So, get ten people like this, twenty people who are assets, so you will earn in billions. The company will grow. Along with the company, these people will also grow. They will also become much more valuable as the time grows.

It is difficult for the company to retain them because they are strong assets, unless and until they create some kind of bond, some kind of loyalty by giving them some shares; by making them part of the company, making them feel that the company is quite appreciating their loyalty and all that. So, when the employer is actually spending so much money, the employer is much more interested in selecting somebody who is an asset and rejecting at as far as possible to filter who are likely to be liable candidates. So, the choice is between liability and asset.

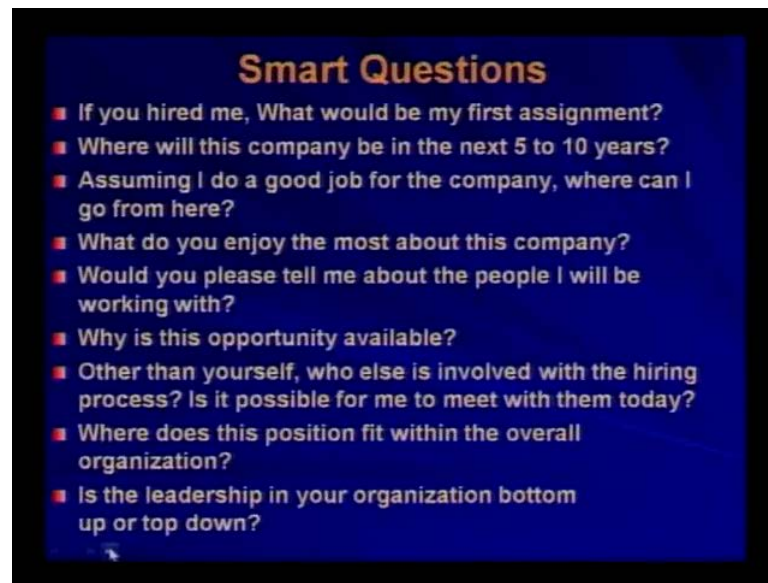
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So, in that context, once you prepare all the questions, once you understand this, try to prepare questions of your own. Try to prepare some of your questions because the employers are as much interested in your answers as well as your questions. So, they would assess you not just by your answers, but the kind of questions, the smart, intelligent questions that you would ask at the end or in between the interview process itself. So, they are equally concerned about what questions you have in your mind. Then, when you ask intelligent questions about the position about the organization, it will also be appreciated because they know that you are just already preparing yourself to get into the organization and you are ready.

They do not even have to give you some training. They have to give you some tips only. More than that, when they ask you towards the end or in the middle, so these are the questions that we wanted to ask you, and now, if you have some questions, you may ask us. So, when they are throwing it open to you and they are telling you to ask some questions; that is that time you should definitely ask. You should be prepared for those questions because that is your opportunity to separate yourself from the other interviewees.

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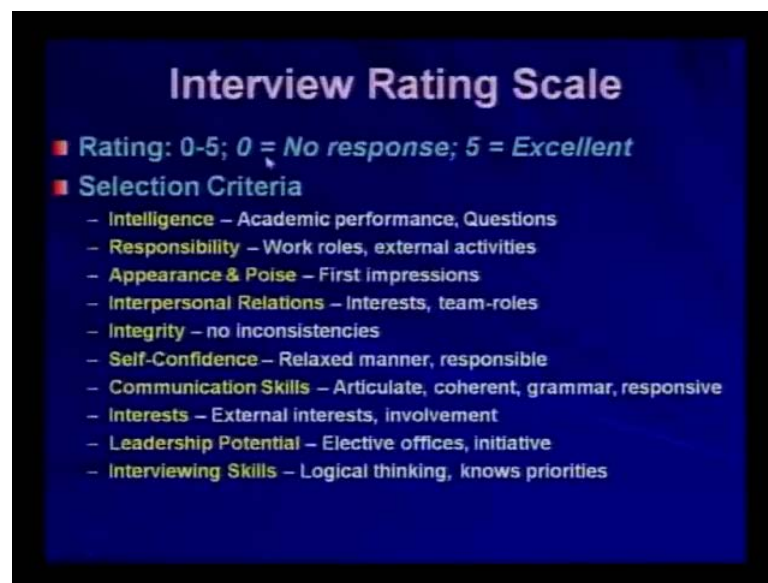
Now, you can show that you are distinct. What kind of smart questions that you can ask? Questions like, if you hired me, what would be my first assignment? Where will this company be in the next five to ten years? So, you are also checking whether they have a vision, they have a goal, they have a plan. Assuming that I do a good job for the company, where can I go from here? It means what kind of promotion, what kind of perks can I expect if I do a terrific job? What do you enjoy the most about this company? You can ask this personally, sometimes in the group situation where only these employers are interviewing, you can ask them, what is it that you like?

What is it that you want me to like in this company? Would you please tell me about the people I will be working with? So, I am from this branch. What kind of people are there in the whole team? I would like to know. Why is this opportunity available? If this opportunity is available because somebody ran away for some reason or the manager is always short tempered and then, there is nobody who stays there for long time, so I would like to know what the reason is. Why is this available? Other than yourself, who else is involved with the hiring process? So, sometimes it may be like that these people are one nodal point. Then, there are other people hire up than them who would also interview you. So, it is better to know those people. Is it possible for me to meet with them today?

Where does this position fit within the overall organization? Then, is the leadership in your organization bottom up or top down? So, when it is bottom up, so they get the feedback from the employees at the lower level and take it to the higher level. When it is top down, you always take the instruction from the top and then it is disseminated to the next level, next level. Then, it reaches, may be they do not take it from the lower level. So, I mean both organizations will have its merits and demerits, but it is worth knowing what kind of organization is that.

So, I will just continue with more questions. Then, slowly I will take you to the interview room and how you should be prepared to get into the interview room, what kind of frame of mind. In the next two, two or three slides, I will be talking about that. Before I actually take you to the interview room, so you should also keep in mind the kind of rating they give you depending on your performance. What is the interview rating scale? Generally, that is applied in interviews.

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So, in a rating, let us say that is five point; they will give zero for no response and five for excellence. It will be excellent. What could be the selection criteria? Despite these points that they are giving, you will be assessed in terms of intelligence, which is related to your academic performance as well as the way you are answering the questions, responsibility, your ability to take this responsibility, your sense of responsibility, seeing

in the work roles you have taken, external activities you have performed, appearance and poise.

These are all related to first impressions, which we are going to look into in quite detail in the coming slides, appearance and poise related to body language also, interpersonal relations, your interest, your role in the team. Integrity, how have you performed your role? Is there any inconsistency? So, that they want to see. Self confidence, are you relaxed performing in a responsible manner? Communication skills, are you articulate, coherent? Is your grammar not that bad? Are you able to communicate? Is it good?

Then, responsive nature based on your listening skills, interest, external interest involvement, leadership potential, have you been elected to some office? Have you taken some initiative and certain things? Then, interviewing skills itself, how logical thinking is there? How are you able to asset your priorities and all that? Overall, these are the qualities they are checking for.

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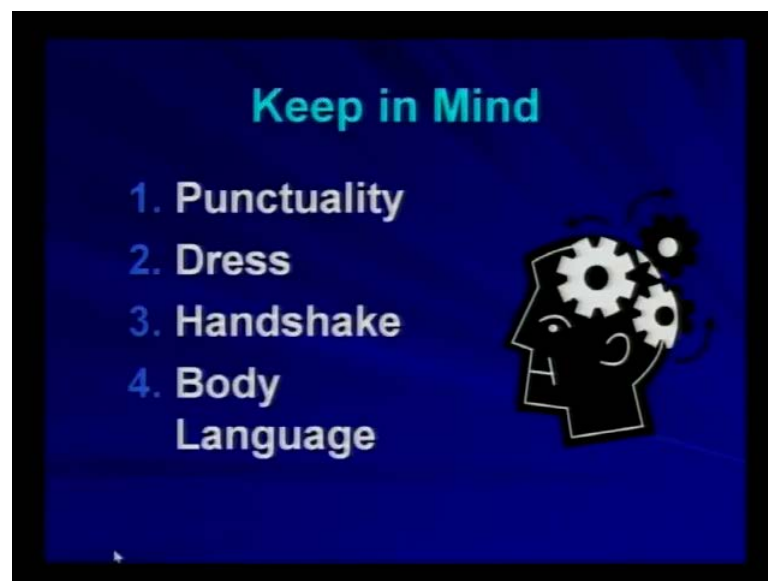
Now, I just said in the previous one that you should be worried about the first impression, making a good first impression because first impressions count often for far more than is logical. Now, I will be talking more on this soon because the first five minutes and the first few seconds, many nor verbal lists believe that are the ones which determine your faith. So, why should we be so concerned about that? This is because the

result of the interview will depend largely on the impression you make during the first five minutes.

Your subject, your marks and your experience got you to the interview, but it is the soft skills that will take you to the next level, the body language, your Para linguistic clues, even without looking up, literally looking at you, just let us say the panel member is just focusing on the papers on the table, but he hears the way you are knocking at the door. They also listen whether you are saying, excuse me sir or may I come in.

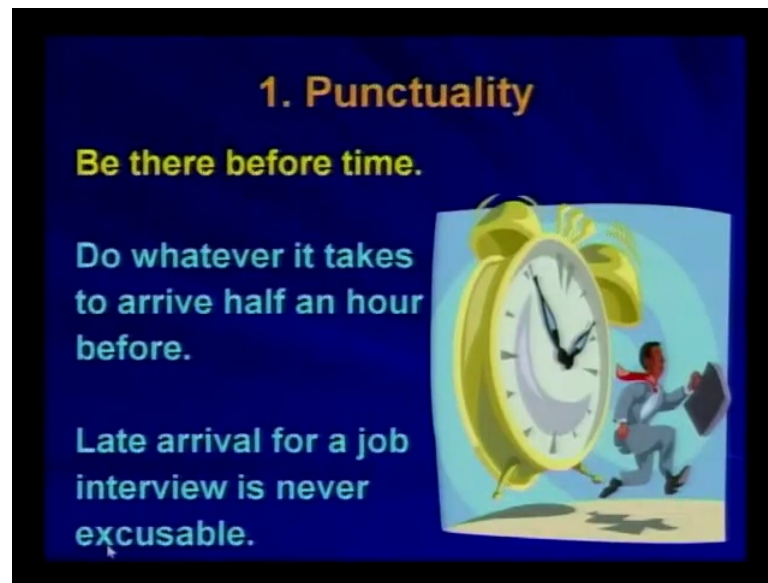
They are also looking for polite markers. They also check whether you are asking for permission before sitting. They also check what kind of dress you are wearing. Then, are you coming confidently? What kind of steps you take? All the things are noted, the dress and then the handshake or in an Indian context, just saying Namaste, how do you say; all these things are just noted.

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It is this that is determining that first five minutes and the final result also most of the times. So, you should keep in mind certain things, which are related to body language as well as creating that first impression. So, first keep in mind punctuality. Then, second keep in mind dress and thirdly handshake and followed by this, the overall body language.

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Then, let us look at punctuality as the first one. What do I mean by punctuality? Just be there before time. If you have to travel from one place to another, I would even suggest be there one day before. If the interview is today at eleven o'clock, do not take the risk of reaching the place at six o'clock or seven o'clock, eight o'clock in the morning because expect the unexpected. That day your train may be cancelled. The flight may not take off because of fog or heavy rain or there is delay. The flight itself is cancelled or you reach the place, but then, you are not able to identify the place.

So, the auto rickshaw driver mistook you to a different place and so on. So, do not give chance or do not take the risk of being there at the last moment or going late for the interview. So, if you have to travel, be there a day before, at least reach there in the evening. Then, relax, take some rest, good food, good sleep.

Then, get up normally in the morning. Then, ensure on the previous day itself how would you go to the venue. It would be nice if you could stay just somewhere near to the venue where you can even just go by walk in ten to fifteen minutes, although it is better you take some kind of conveyance to reach that place, but in worst case, let say there is a strike. Then, all auto rickshaw drivers and taxi, so they are on strike, so thus nothing, so could you go by walk. So, if you can assess those things on the previous day itself, it leaves you that last minute stress and unnecessary tension which will again mar your performance.

So, take note of that. Be there before time. If you are the local person and if you know the avenue, so if it is even at eleven o'clock, be there at nine, nine thirty because there is a reporting time. Take note of the reporting time. You report there with all your certificates when you are going there. Remember to take all the certificates. They want to first check the certificates. Then, they also in some cases, they also give a chance like first come, first serve. They do not decide an order. In certain cases, the order is decided depending on various categories. But, if you are on that category of first come, first serve and if you happen to be the first person, the panel member will very much appreciate your sense of time and respecting others' time.

There is also another advantage if you are called for the first time because they are in a mood to give you more time. They are much more receptive. They are not tired. They are they are not thinking that you should go as quickly as possible so that they can go and catch their flight or train. So, no pre occupation is there in their mind, no kind of prejudice is there because already they like the candidate so much that they think that no other candidate can perform much better than this already they had finalized. But, when you are the first one, you have another added advantage of setting the first as well as the last impression as the best candidate.

So, utilize that time by being punctual. Be there before time and do whatever it takes to reach there, to arrive half an hour at least, sometimes one hour depending on the case. What is the other thing that I am worried about that is I am cautioning you about is that late arrival. Late arrival for the job interview will almost cancel your chance of getting through in the interview at all because it is never appreciated. The panel members never like somebody who is coming late, whatever reason you give. You may give that there was strike. The bus broke down.

Then, there was an accident or you helped somebody who caught in the accident, anything that you may tell, but then generally, late arrival is not excused at all. Very rare organizations these days consider, thinking that you are from a long distance, faraway place, they give contingency to this. But, why should you take that risk? So, be there before time.



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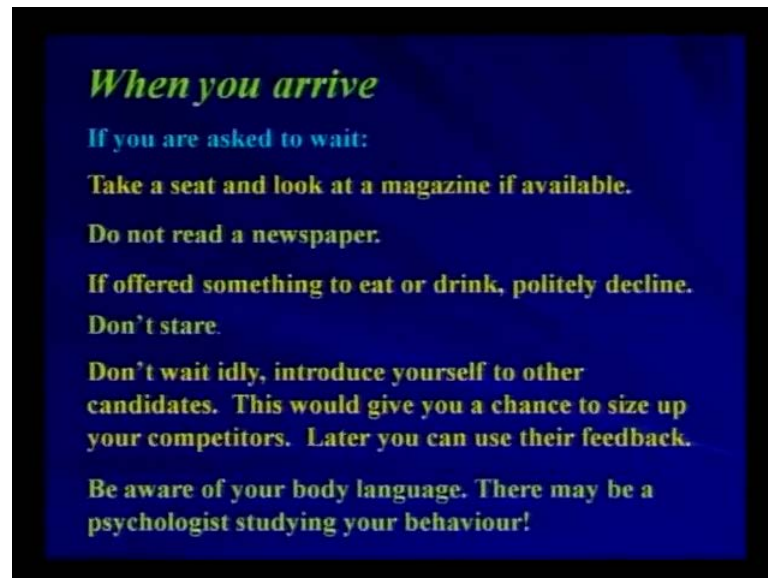
Then, before you arrive that venue or before you just enter there, during that time, the transition time, if possible, just stop by the restroom and make sure that your hair is combed. So, do not give them the impression that you are just in the climax sequence of a bond movie. Then, just your all, your hair everything is uncombed. Then, shirt is not in good condition, buttons are not kept properly. So, just check your hair is combed, make up is fresh. At least, you do not have to apply any make up. Just wash your face and then wipe it. So, it gives a fresh look so ensure that your face is looking fresh. If it is so much of oil, so see whether you can get some soap and then wash it.

So, just give that fresh look that. Do not give them the look that just you have, just you came running away from the railway station or airport. Then, you are just dashing into that interview hall. Do not give that impression. When you arrive, when you look at some people smile and say good morning, good afternoon, hello, how are you, so are you there for the interview, so it is nice to see you here and so on, are you from this institute, I am from this institute and so on, so anyone whom you meet, you be the first one to greet and you be the first one to smile.

Now, the general psychology is that when you stare at them, the other person will also feel somewhat insecure. The other person will also return the stare, but if you happen to smile, the other person will also respond by a smile. The other person will find you as a friend and an accessible person also. That is important because you create a repo here. It

will also reduce your stress. You also make others reduce their stress. You create a kind of positive environment even before getting into the interview panel.

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Then, when you arrive, think about certain other things also like if you are asked to wait, take a seat and look at a magazine if available. But, I would suggest that even without the magazine, if you have some points, if it is an interview that is going to be based on checking your technical knowledge, I would suggest that you have a small note book. Now days, you have a kind of reader, e book reader or something where you have all the important points noted. Then, you can see that at a glance, you can just quickly revise if it is possible. Now, if you are so confident and thorough that you need not revise it at all, leave it.

Then, you look at a magazine if available, but generally, they say that reading a newspaper does not give a good impression. May be two three reasons, one when you keep the newspaper, you are just completely blocking the eye contact. The other person is not able to look at you. You are the person. You are attending the interview at eleven o clock, but you should have read the newspaper by five o clock, six o clock in the morning and you should know what is happening there.

So, so many things can be said about newspaper, super flushness as compared to reading a magazine. But, most of all, you are cutting, you are burring yourself. Then, you are avoiding that eye contact with the neighbors and the other interviewers. So, keep that in

mind. If offered something to eat or drink, it is better to decline politely. Unless you have plenty of time, they say very sure that you have it only in the afternoon, and there is no harm in drinking it. Now, so you can do that, but things like you took a cup of tea, and then you sort of spilt it over your shirt and the shirt is a new one.

It is the one that you are quite comfortable with and you have nothing to change it. There is no time to run to the shop and buy a new one, so you will attend with that kind of tea stain on your shirt. Is it worth doing it? So, think of those things carefully and generally better to avoid any kind of offer and it is better to politely decline. Then, do not stare at the people who are sitting. Try to introduce yourself and then smile. They are also interviewees along with you. So, create that warm environment. Do not wait idly. You can introduce without waiting for others to do that. This would give you a chance to size up your competitors. Later, you can use their feedback.

Now, instead of thinking that let the other person speak, you initiating and you going and talking to the other person is going to help you in another way because in case the other person is the one who is attending interview before you, sometimes most of the candidate would come back and give you the feedback, how many people were there, what kind of questions were asked may be, they may even consist some very important questions, how they felt about it, that is fine. But, you get an overall idea about what is happening inside. That again reduces your nervousness, builds up your confidence.

More than that, it also helps you to size up when the person says oh, that kind of silly question. I do not know how to answer, but you have a very good answer to that question. Probably the same question is asked already. Are you are ready with the answer? So, talking to them is helpful to you as well as to the other people. You are making the other person feel comfortable. The other person will also come and help you with their feedback about the interview, which is giving you very important quos, so that you can perform better even than the other candidate.

Then, all the time, just be aware of your body language. Do not think that even when you are sitting outside the interview panel, you can do anything. So, putting your legs cross legged and then aggressively facing the other people, sitting there or avoiding eye contact or giving any kind of negative distractive posture, now avoid all these things.

This is because there may be a person who may be sitting there silently who may be a psychologist who is observing your behavior in a non official situation.

Even if there is no psychologist present just next to you, now a days, technology has become so sophisticated, there could be a hidden camera recording all your movement. It can be rechecked before sending you the interview call letter. So, your behavior here also is important. So, behave in a proper manner, especially with regard to body language.

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Once you are sure of this, think of certain keys to success. What are the keys to success? Understand that interview success is basically based on three factors. In fact, they are the three basic factors. One is believability, now believability in your side as well as believability from their side followed by likeability and trust. Now, believability is you believe that you are going to get through on the one hand, but on the other hand, can you create believability? So, everybody will say that how are you going to do this in five years? They will say I will work very hard and I am very determined. Then, I will do this, I will do that.

People just listen to that as a story. There is no response; creating believability, conviction, strong opinion, so that through your communication skills and through your illustrative examples, showing examples from your proof and track record, so that will

create that believability. Now, apart from believability, another important aspect of this is likeability. There is something in you that the people should like you.

May be a very positive smile, may be the way you dressed up, may be the way you are just making some jokes in a very crucial pressure point kind of situation, you are just able to relax for a minute and show the other lighter side to your personality. So, that is also seen, but overall, may be you just left with the very warm feeling when you left the hall although you argued, quarreled, debated, but overall, you generated enthusiasm and warmth. There is something there when you are leaving, you are creating that likeability. If you create it you are sure to be selected. Then, trust, they believe in you, they like you, but it looks like they cannot trust you.

It looks like that you are job hopping. They spend so much time in this interview and they select you. They have not kept anybody on waiting list. You joined there and in a month, you have left that place. It looks like they cannot trust you with that important position because you are just a kind of person who will blurt out things. You cannot keep secrets. So, you say that you are an open book, but then you do not know how to use diplomacy in a situation where it is demanding. They cannot trust you in terms of tact and diplomacy. They cannot trust you in terms of keeping you strict to the job.

So, overall see how you can create these three basic ingredients to success; making yourself believable whatever you say. Then, once they believe, they should like you. Apart from believing and liking you, they should also trust you. So, think on these three aspects of success in interviews. Think over these points and ask yourself. Ask your friends whether they believe you, whether they like you and whether they trust you. Ask your teachers, ask your parents where do you lack and what should you do to improve on these aspects? Keep asking these questions and try to answer the questions.

Then, while answering, while introspecting, while reflecting, you will sort of implicitly imbibe certain qualities, which will slowly, if not you do not have these qualities now, gradually make you develop these qualities and get ready for the interview and then be successful in the interview.

I will be discussing more on these ingredients, which are required for success in an interview in the coming lecture. Till then, I will say bye, thank you. As I keep telling, keep thinking over these issues, questions. This will help you to be receptive to next

lecture that I will be talking. If you are prepared with this, I will take you to the next level. Slowly, you could understand that we are getting into the interview hall itself and there, you need to be doing so many things. I will talk about that in the next lecture.

Thank you. Thank you so much.