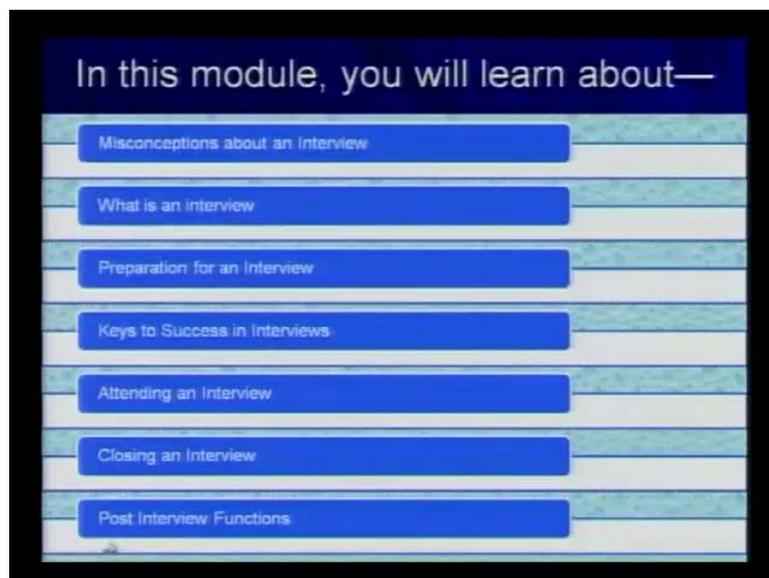


Communication Skills
Prof. T. Ravichandran
Department of Humanities and Social Sciences
Indian Institute of Technology, Kanpur

Lecture - 26

Welcome to NPTEL's course on communication skills. We are on a very interesting module and this module is exclusively on interview skills and this is module number 8 and this is lecture number 5, module number 8 lecture number 5 on interview skills. This as I said perhaps is the most beneficial and most interesting of all the lectures we have been having on communication skills, because this has a very practical relevance also.

(Refer Slide Time: 00:47)



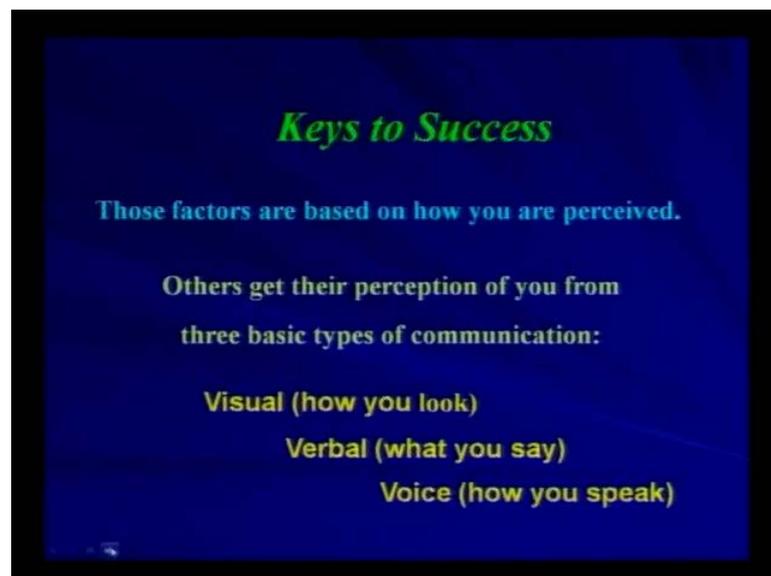
As I have been doing it in the previous lectures overall in the module I was trying to clear some of the misconceptions about an interview, things like what a C V can do and what a C V cannot do. C V is not a magical cart that will just take you up to the interview, but it will not fetch you the job actually. So, you should not be fooled by people who charge so much for writing a C V.

So, this is one thing and then thinking that looks, thinking that influence, thinking that things which are other than communication skills even just mere merit will get you in the interview is to some extent is also a kind of misconception, because all the time it is not just what you have, but how you are going to present what you have? This how is

accounting for the body language, the soft skills, the communication skills and combined with we put together as interview skills.

So, in the first module we saw about the misconceptions and then in the first lecture of this module we continued with the definition of what is an interview. And I then tried to tell you the purpose and then I slowly moved on to prepare you for the interview. I suggested methods for overcoming the fear and then I also told how you should prepare. Actually, basically there are two ways knowing yourself and knowing the company and then so many suggestions were given and I suggest that you get back to the lectures to have a quick revision of them. And then I started discussion about the keys to success in interviews.

(Refer Slide Time: 02:31)

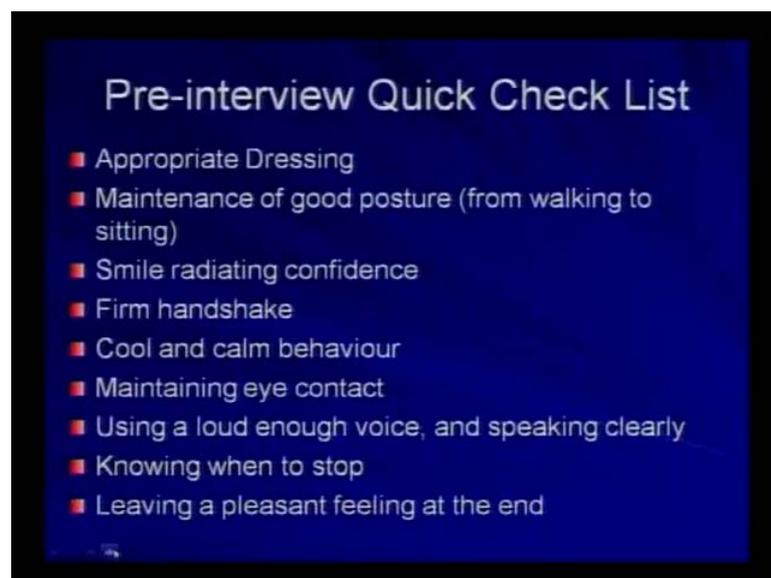


Now, in that context I just stopped the previous lecture and then we will continue in this lecture some of the keys to success and then some checklist that you should have before getting into the interview and what you should be doing inside the interview room, the venue. Now, one of the keys to success, are generally if you look at the basic keys to success these are factors which are based on how you are perceived. Now, generally we assess ourselves by what we think we are, but others assess us by the fact as how we perform, depending on our performance not by what we think we are, but by our actions, but by seeing what we do because what we are.

Now, this difference between assessing as by our own individual concepts and then people actually perceiving us by our actions will clear cut tell us that we need to have some skills to demonstrate what we really are. Now, in that context others get the perception of you from three basic types of communication, the pre most, the basic one is the visual aspect as how you look. How you look is related to the body language, the way you are dressed, the way you are moving, the way you are pulling the chair and sitting, the way your whole body is communicating a message about what you are.

So, that is a visual part and then the verbal part. What you say, do you say it without mumbling, do you say it clearly, confidently and so on combined with voice. The intonation, the modulation are you speaking within yourself, are you casting your voice. So, these three aspects visual, verbal and the way you are casting your voice is the one that is creating an image, together in terms of getting success in interview.

(Refer Slide Time: 04:43)



Now, before you get into the room let us take a quick look at the pre-interview quick checklist. You should ensure that you have these things before actually getting into the interview room. Check first whether your dressing is appropriate.

So, you may be interested in wearing a very informal kind of dress. I was there in a kind of post-interview discussion and then I was quite curious to know why one particular candidate was not selected for that particular job although I knew that the candidate is very highly qualified. I was quite surprisingly told that the way the candidate dressed

looked slightly off the track and then they were not able to accept. Now, my feeling is probably if the candidate is good I thought the panel should have selected the candidate and given a feedback that the way the candidate dressed for the interview should not be the way in which the candidate should be dressing when the candidate is going for teaching, actually the job was for teaching.

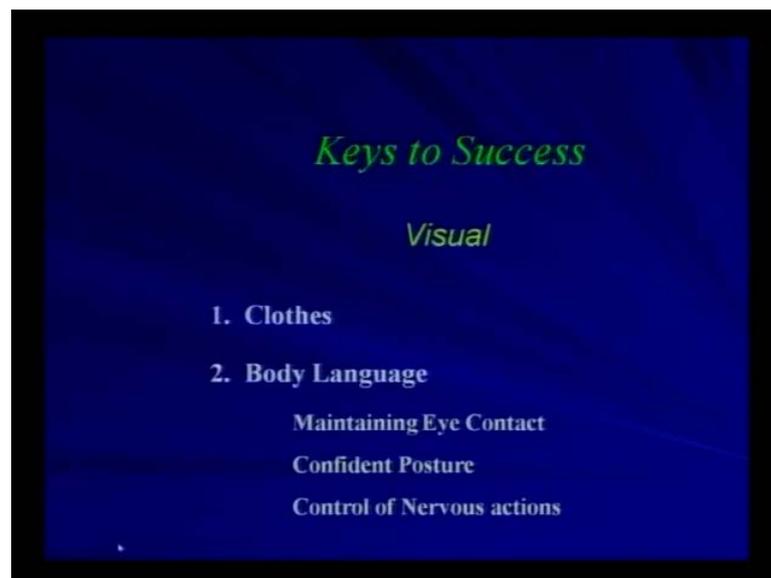
Now, they thought that this is a very young candidate and then the way the candidate has dressed could send some wrong signals to the students and they may be distracted and all that. So, on the one hand I find that the candidate has been done some kind of injustice, but on the other hand the caution that I am trying to give you appropriate dressing. Now, see how the panel decided just the way the candidate dressed for the occasion has something that is final and predetermined. They thought that the candidate is never going to change her behaviour even if they would give positive feedback.

So, dress for the occasion appropriately and if you know that they are looking for a conservative kind of dressing style go with that conservative kind of style. Maintenance of good posture, posture includes the time you are entering the interview hall, the way you are walking, reaching the chair that is kept for you, the way you are sitting and so on. And the smile with which you are entering the hall and it is not a nervous smile, but a smile that is radiating confidence and that smile with lot of cheerfulness and enthusiasm and looking forward to the kind of questions even troublesome that you are willing to take some kind of challenge.

So, that kind of attitude it is radiated through their smile and at the beginning itself giving a very firm handshake, I will talk more about this. But remember this as an aspect of checklist, cool and calm behaviour throughout, controlled, relaxed mannerism, maintaining eye contact with all the members of the interview panel, not one whom the candidate likes. Using a loud enough voice so that everybody in the room is able to hear the candidate and at the same time to speak in a clear tone. So, that everybody hears it clearly without asking the candidate to repeat it again and again and then knowing when to stop. So, there are candidates whom if they are given some kind of choice of answering a question, fearing that they may be asked some difficult question they keep on answering it endlessly.

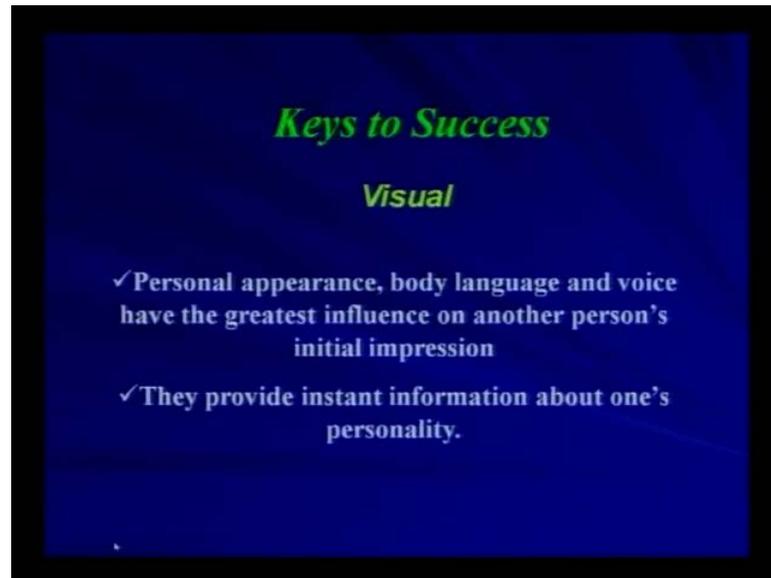
Now, one should know when to stop. Once, one knows that the question has been answered sufficiently, succinctly well the candidate should stop. Then after everything is over once the answers have been given succinctly, one should leave the hall by saying thank you, bye, but overall leaving with a very pleasant kind of impression. So, everything is complete and the people are quite happy and the person is leaving the hall with that kind of happy environment created at the end. Any argument is resolved; any questions they wanted to ask have been answered clearly at the end and at the end polite mannerisms and pleasing etiquette. So, that makes the panel members feel quite pleasant about the candidate even when the candidate has left. There is a lingering feeling of satisfaction and pleasantness even after the candidate has left. So, this should be the quick checklist when you are actually going to enter into the interview hall.

(Refer Slide Time: 09:23)



Now, once you are thorough with this going back to the keys to success, the first one I said is visual. Visual is predominantly known through the clothes and the body language. So, let us spend some time on these clothes and body language. In terms of body language we can divide body language into three aspects. First one is maintaining eye contact and then showing confident posture and controlling nervous actions.

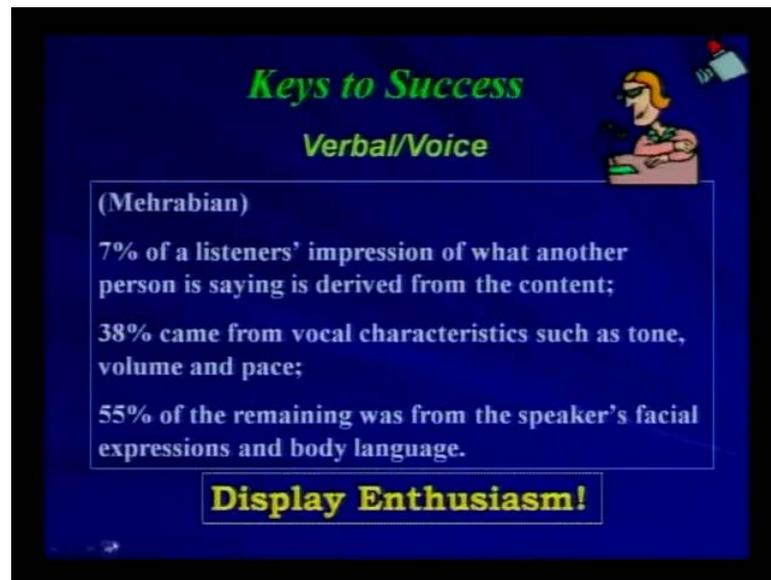
(Refer Slide Time: 09:54)



Now, first about clothes which I keep telling you repeatedly is very important because it is coming under the visual category. It is very important in terms of personal appearance. Why? Personal appearance, body language and voice have the greatest influence on another person's initial impression. There are slight differences of opinion with regard to the timing of initial impression. Some people say about one and half minutes, some people say it is 2 minutes, some say that it is 5 minutes.

Now, whatever it is you can understand that minimum of a minute and maximum of 5 minutes the initial impression is formed. So, this initial impression that is formed through body language which includes personal appearance, body language as such and voice they all together provide instant information about ones personality even before the person starts speaking, saying something about himself. Immediately they come to know even before the person utters the first word, through the appearance and body language and the voice in which he is starting they come to know so much about the personality. So, one has to careful on these three aspects.

(Refer Slide Time: 11:16)



Keys to Success
Verbal/Voice

(Mehrabian)

7% of a listeners' impression of what another person is saying is derived from the content;

38% came from vocal characteristics such as tone, volume and pace;

55% of the remaining was from the speaker's facial expressions and body language.

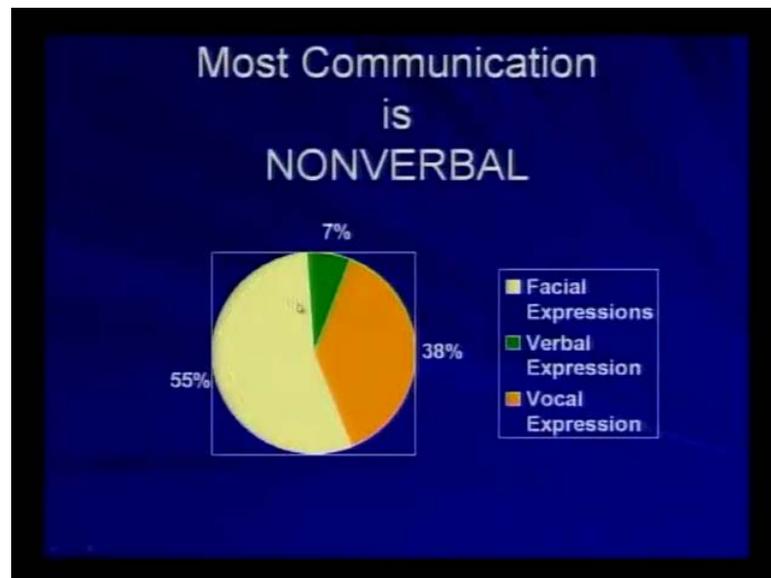
Display Enthusiasm!

Various studies have been conducted and then one famous study is by Albert Mehrabian and according to him you will be quite surprised to know that the content, the verbal content that was given in the form of word that is received by the listener and the impression formed only through this verbal component emanating from word is just 7 percent of the whole communication. Only 7 percent of the words that were uttered were actually contributing to creating an impression in the mind of the interviewers. 38 percent came from vocal characteristics such as tone, volume and pace. Tone, volume and pace, pace is the speed in which one is delivering or the deliberate slowness in which one is delivering because of nervousness may be and then 55 percent of the remaining was just from the speakers facial expressions and body language.

So, you can understand 55 against 45. And 55 completely on body language and even the remaining 38 if you include around 93 percent it is nonverbal. Only 7 percent is literally verbal, literally the words which are being used, the schematic part is taken into consideration only 7 percent, 93 percent is totally related to the non schematic, non verbal the body language aspect of it. So, keep that in mind and then do not focus only on the verbal, try to give equal importance, more importance to this non verbal component also.

So, in order to show that right from the beginning start displaying enthusiasm. So, that kills all kind of negativity that will emanate through words. Start displaying enthusiasm as soon as you enter the hall.

(Refer Slide Time: 13:29)



When you want to have a quick look about communication in general, this graph will show how 7 percent is the one that is related to verbal expression and then 55 percent is again related to facial expressions and then about 38 percent is related to vocal expression. So, remember this graph, keep that in mind.

(Refer Slide Time: 13:47)

The slide has a dark blue background. At the top, the title '2. Dress For Interview Success' is written in white. Below the title is a light blue box containing the text 'Your appearance will speak volumes before you ever utter a word.' To the left of this box is a cartoon illustration of a woman with brown hair, wearing a grey double-breasted suit jacket over a white shirt and red tie, and holding a black briefcase. To the right of the illustration is a list of four bullet points, each starting with a white right-pointing arrowhead. The text is white on a dark blue background.

2. Dress For Interview Success

Your appearance will speak volumes before you ever utter a word.

- Be Well Dressed
- Nice Looking & Smiling
- Stay conservative & traditional
- Dress for the position you want
NOT the position you have

Now, having emphasized on the point of non verbal let us get back to dressing for success in interviews. Why, it is important because your appearance will speak volumes before you ever utter a word, before even you say a single word it is your appearance that is going to create an impression. So, what should you do? You should be well dressed, well dressed does not mean going with very expensive dress, very costly dress, the most costliest dress in the world, studded with diamonds and golds. No, well dressed means dressed suitably for the occasion, looking good in terms of neatness. It is not looking dirty, it is not looking shabby, it is not looking overused. It is not too new, it is not too old. It is just good, just fresh and it is combined with your nice looking behaviour overall added with smiling and then when you go with this kind of dress as far as possible stay conservative and traditional.

So, instead of thinking that in case of male candidate thinking that what would have happen if I go with jeans and t shirt and t shirt with some flashy captions. It is always safe to go with suit if it is winter or go with dress, simple dress with tie if it is possible to create a conservative image and for the female candidates it is always better instead of risking once again the informal jeans or t shirt or tops which are quite fashionable and modern, instead of that. So, in an Indian context it would again be either salwar or saree. So, these are the conservative ones which would definitely create a safe impression followed by the fact that you should understand, you should dress for the position you want, not the position you have. Position you want, not the position you have. What does it mean? You may be the daughter of a millionaire. So, by birth you have achieved a position, but you do not have to display that in the interview panel, before the interview panel. So, you are supposed to dress still simple for the position that you are aspiring for in the organization that you are interested in working not the position that you already have in terms of your birth. So, keep that very clearly in mind. Dress for the position you want, not the position you have.

(Refer Slide Time: 16:44)



What are the dress codes? Are there some do's and don'ts. Yes of course, what are the do's, what should you do? Now, business like outfit, the type that reflects you personality, character and values, just by looking at you they are able to assess your values just by the way you have dressed, your character, your personality. The person is simple, determined has conservative lifestyle, may be inheriting some kind of old values etcetera, etcetera. And generally cleaned and ironed clothing. You may have a spare in case something is going shabby because you are carrying on a suitcase. Matching clothes simple; clean, polished, conservative shoes, again not sports shoes and especially not very flashy sports shoes with the spikes on the back and all that, fresh hair cut a couple of days before interview. I am again going to emphasize on some of these points.

For instance I say fresh hair cut a couple of days before interview. Not exactly on the day of the interview; clean, trimmed finger nails. So, when you put your hands the finger nails do not show lot of dirt inside it. So, they are cleaned and then clean teeth also. When the person smiles and opens the mouth. So, so much of foul smell and teeth is completely coloured because the person has chewed some tobacco or paan and did not bother to brush his teeth after that, came in a hurry. Appropriate accessories, now accessories would mean the perfume that you are going to use, the belt, in case of ladies the handbag, jewellery that the person is deciding to use, the hair clip. So, these are all accessories. Even watch, even the pen that is kept everything else that is been displayed, but used as an added one to the dressing, these are accessories.

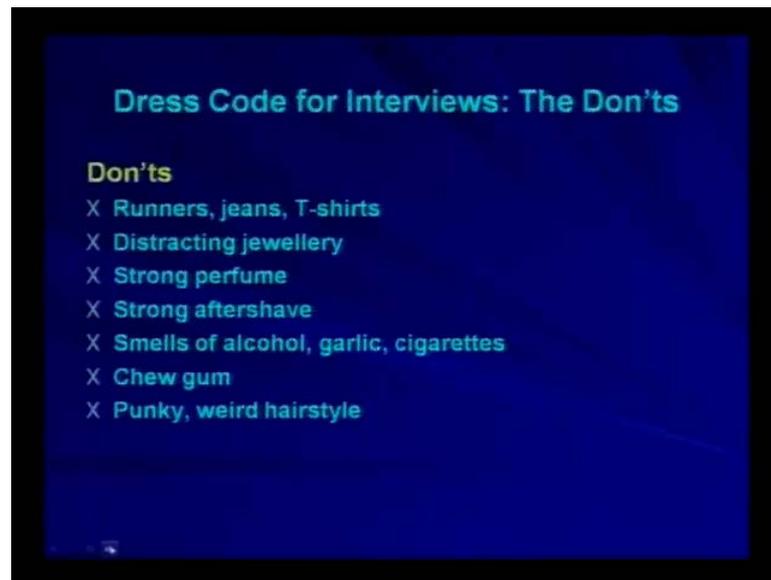
Now, when I say appropriate accessories you should be very cautious about even using some of these accessories, why? Take for an example there are perfumes which are meant exclusively for women and then there are perfumes meant exclusively for men. Imagine a situation where the panel members, interview members are quite busy looking down at something and writing something, taking some notes, discussing something and the candidate is just entering.

Now, they did not have time to look at the candidate, but before the candidate comes very pungent fragrance touches their nostrils, they are able to smell the candidate from a distance because the candidate has used so much of perfume. Now, first so much of perfume, fragrance causing pungent smell should be avoided on the one hand, on the other hand the smell that emanated was of jasmine, was of a flower that is actually meant especially and exclusively for women.

So, they were just looking at it and they were wondering that oh, a female candidate is coming and then they look at it and then a male is standing there and then he is just giving a sheepish smile and then they say come in take your seat. But the psychological impression that they had expecting a woman, and then a man has come so some kind of psychological disappointment on the one hand and then the shock and surprise that here is a guy who is using a female perfume, what kind of a person is he? Is he not aware of the fact that this cannot be used by men or if it is used, it is creating a different kind of symbol. So, these are the questions they have in their mind even before the person starts answering the first question.

So, use of perfume even such a simple thing one has to be very careful and so all other accessories just be careful, if it has to go with makeup especially in case of ladies, it has to be again simple, it has to be simple makeup. One need not spend thousands of rupees just as if it is a very rare occasion, just like one's marriage or engagement ceremony where one spends so much of time in using lot of cosmetics and decorative item and a specialist is called for hair dressing and all that. So, that is not required, if at all a makeup is required it should be very simple. So, simple that it should be deceptive, people should not even feel that somebody has applied some makeup, it should look so natural. So, genuinely coming from the person, and minimum cologne or perfume, no pungent one and no distractive one. So, that you keep it in mind.

(Refer Slide Time: 22:10)

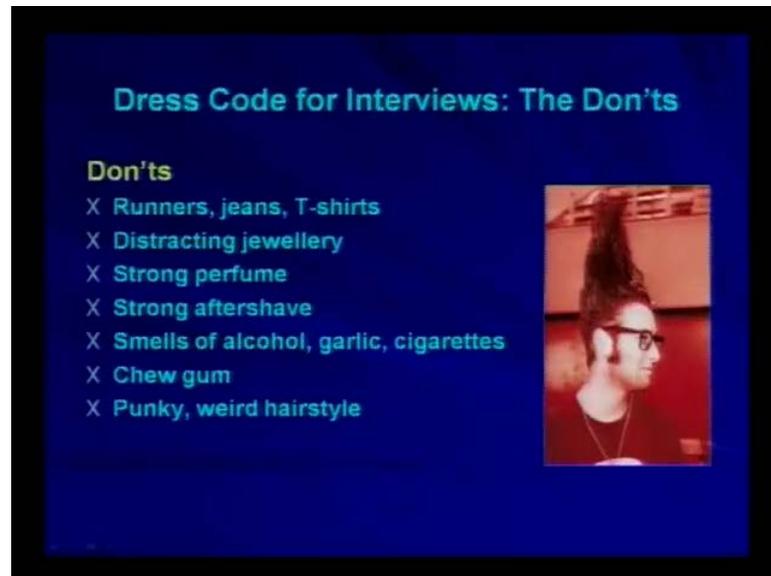


What are the don'ts with regard to the dress code for interviews? Basically, runners as if you just went for a jogging and then directly got into the interview room, jeans, t shirts, especially t shirts with very distractive kind of slogans, captions that attracts the attention immediately, that shocks the reader and so on, distracting jewellery. So, very costly ones, very gorgeous ones, but they are not suited for the occasion, strong perfume you should avoid, strong aftershave, some person may think that aftershave is harmless, but there are some aftershave lotion perfume which comes with strong smell. So, which should be avoided again and then smells of alcohol, even if it was taken on the previous night, garlic, somebody enjoyed taking a heavy food just before the interview, some garlic fried rice, but then the smell is emanating and then worst of all smell of cigarettes.

Now, use something, use a mouth freshener, mouth washer, you can even brush your teeth again and again, do something, but control this smell. This again can create very negative image. Then chewing gum, you should not chew gum even if you are habituated towards it, you should throw it in a suitable place before entering into the interview hall. Inside when somebody is asking and then you keep chewing the gum and thinking and you think that it is stylish, to them it can appear rude, it can appear to be very impolite, it can appear to be casual, unconcerned, disinterested any negative image that goes with that nothing positive about it. They can even think you are a nervous person and you are using it to control your nervousness. No, positive image will emanate by looking at a person who is chewing gum inside the interview hall.

So, keep that in mind and generally Punky, weird kind of hairstyle.

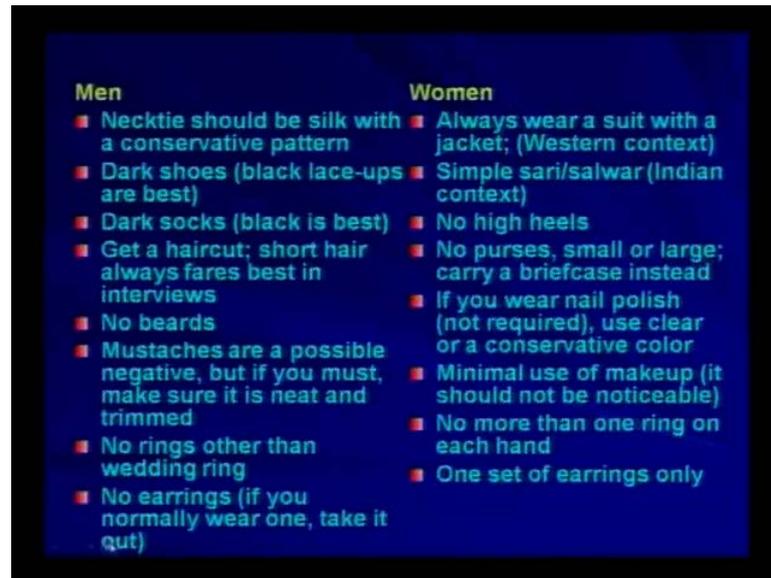
(Refer Slide Time: 24:37)



Look at the picture that I am trying to show. This is what I mean by Punky, weird kind of a hairstyle. So, one thinks that this kind of a hairstyle is cool and then thinks that this is fine and then I am okay with it, but then this will not go with the conservative interview background. So, this can even go against selecting you as a candidate, however brilliant you may be, however excellent your communication skills may be, this one negative body language symbol can just mar your whole chance.

So, take note of it and then later whatever you do that is between you and your boss, but interview is not the time to display your weirdness, your strangeness and that your Punky in terms of thinking and all that, that is not the time. So, keep that also in mind.

(Refer Slide Time: 25:33)



Men	Women
■ Necktie should be silk with a conservative pattern	■ Always wear a suit with a jacket; (Western context)
■ Dark shoes (black lace-ups are best)	■ Simple sari/salwar (Indian context)
■ Dark socks (black is best)	■ No high heels
■ Get a haircut; short hair always fares best in interviews	■ No purses, small or large; carry a briefcase instead
■ No beards	■ If you wear nail polish (not required), use clear or a conservative color
■ Mustaches are a possible negative, but if you must, make sure it is neat and trimmed	■ Minimal use of makeup (it should not be noticeable)
■ No rings other than wedding ring	■ No more than one ring on each hand
■ No earrings (if you normally wear one, take it out)	■ One set of earrings only

Avoid this kind of weird style and what are some other tips in terms of men and women. For men necktie and generally they say that it should be silk with a conservative pattern. Nowadays, you get very good cotton ties also which are conservative in pattern. So, no flashy images, pictures, just the simple dotted ones, plain ones, striped and so on, but which is conservative and suits the dress that you are wearing, colour also one has to be quite careful.

So, not something like reddish and then completely going totally against what you are wearing as a shirt. So, keep those things in mind. In case of women it is better to wear a suit with a jacket in western context and in case of Indian context it is better to wear a simple saree or salwar in Indian context. For men dark shoes especially black lace-ups are the best ones and then dark socks again black is supposed to be the best, the only other alternative could be dark blue. In case of women no high heels for various obvious reasons. So, again you are showing that you are stylish, uppish and all that, but you can also fumble down, you can also fall down because of that. So, avoid the risk by going on the normal slipper or normal shoes.

In case of men you can get haircut, short hair always fares best in interviews. In case of women no purses, small or large; carry a briefcase instead. Now, today women tend to carry keychain and then mobile is also carried on a small pouch and then there is a purse,

small one for carrying money, sometimes something for carrying coins and then there is also a handbag that has certain other items.

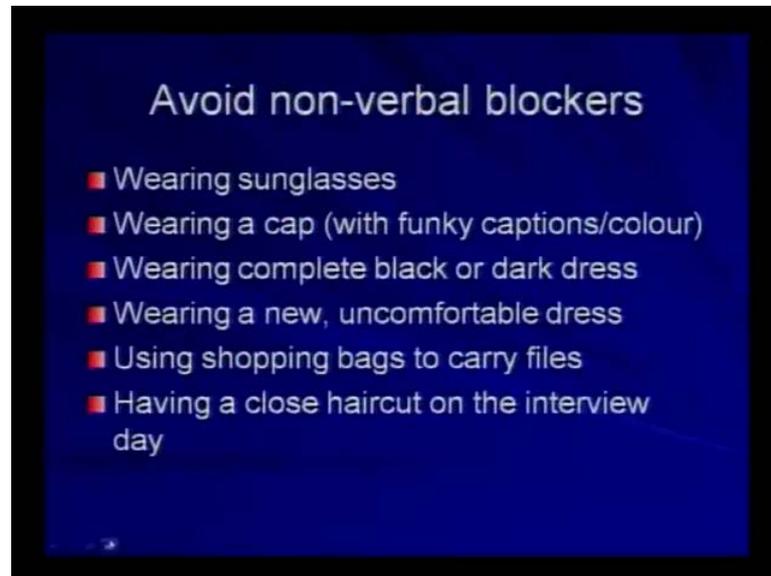
So, 4, 5 items on the hand it looks very awkward. So, use a kind of briefcase in which you can put everything in place. In case of men again no beards. So, except if the religious ceremony is recommending that you should have it or you have some kind of custom and practice which sometimes you may have to explain in the interview also. Other than that generally if you are using it as a stylish statement, French beard and different kind of beard, so it should be avoided. It can again indicate shabbiness, again indicate lot of negative things. So, better avoid it.

In case of women if you wear nail polish which is actually not required, which is not required that you do that use clear or a conservative colour. In fact these days you get transparent colours. So, try to use transparent colours so that it looks clean and neat, but it does not show any pompous display of colour. Then in case of men mustaches again in certain context in India particularly, the northern context people take that as a negative one, in southern context it should be treated as a positive one, but overall if you wear that as a kind of personal choice it should be trimmed at least, it should not be overgrown. It should be trimmed and neat and then in case of women minimal use of makeup and it should not be noticeable. In case of men again no rings, especially displaying different rings with different colour stones and then one ring on each finger, the only thing that could be allowed is perhaps an engagement ring or a wedding ring that is used as a kind of token of love and then that is kept for a long time. Other than that no rings are allowed.

Now, same thing goes with women also. No, more than one ring on each hand. May be she has one given by her father and another one given by her husband, but not more than two of course, one in each hand that is fine. And in case of men no earrings. So, again the punky kind of thinking, so they think that earrings are cool for men also. These days even they go for nose rings and two earrings. Now, all these things even if you are habituated to wear it just remove it before the interview. So, before the interview you are not supposed to have these kinds of things which are not considered to be norm.

So, why you want to take a risk? Why you want to distract their attention by wearing it? Then in case of women it should be one set of earrings then less attractive, less distracting. So, it should be simple, as simple as possible. So, keep these things in mind.

(Refer Slide Time: 31:02)



There are some nonverbal blockers. I would also say that they are sometimes shockers. The moment they look at it they are shocked and then it is kind of blocking them to form a favourable impression at all. What are the nonverbal blockers? If you quickly look at some of the nonverbal blockers wearing sun glasses irrespective of the fact whether it is summer or winter, irrespective of the fact that you are inside a cool air conditioned room, there is no glaring sunlight and absolutely no problem you still wear sun glasses especially dark ones and they are not able to look at you. Obviously, they have a negative impression because I keep telling you that maintaining eye contact is the most important thing in interviews and in any communicative situation.

So, you are just blocking that eye contact first of all and when you hide your eyes you also project a kind of impression that you are somewhat not honest or rather you are dishonest, that is why you do not want to give any straight forward answers by looking into the eyes of the other person and you are avoiding and so on. So, wearing sun glasses should be avoided, but if you wear it understand that it is a blocker, it is a shocker and it goes against creating a very favourable impression. Same thing with wearing a cap, when it is not necessary, especially inside the room it is absolutely not necessary. If you have

worn it outside because it is hot, but when you come inside just remove it, especially with funky captions and colour and as soon as you go people look at the cap only, they do not look at what you are saying and they keep looking at it for some reason or other.

So, that should be avoided. Then there are people who think that they will create a striking impression by wearing something that is totally black, black shirt, black pant you know especially in an Indian context it is also used as a sign of protest, sign of mourning, so and then there are occasions when people with complete black are not even allowed to enter into some auditorium like a convocation that is going on where all are supposed to wear white or a cream colour dress and somebody with black is not supposed to get into that auditorium. Same thing goes with interview.

So, if you are thinking that you will wear dark dress, dark brown which as good as looks like black and same colour pant and shirt, no contrast and completely you are going with that kind of thing, you are again shocking them and blocking in terms of creating a favourable impression about you with regard to your body language. Then wearing a new, but totally uncomfortable dress, many people think that for the interview I will wear this brand new dress that is not a correct attitude and practically not a good idea. It is better to wear a dress that you are quite comfortable with, that you always feel that when you wear it you are quite happy about it. In fact I would go one step ahead and say that not only the dress that you feel happy about it, people sometimes even associate sentiments or even associate luck with that dress, some people think that if I wear that dress all the things go smoothly, easily and I have a cake walk. If I do not have this dress, and if I wear some other dress things go wrong.

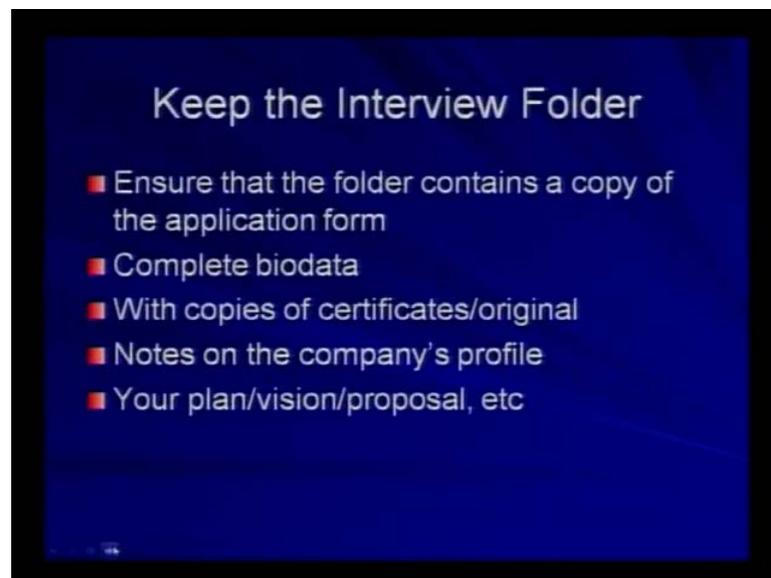
So, avoid that dress and avoid that kind of dress that in your psychological frame of mind is already giving you a negative thinking, but at the same time avoid a new dress which may give you happiness, but then you feel some kind of itching, you feel that may be the dress should be slightly shorter or should be loose or the length of the trousers are too short or too long and then you are not comfortable while walking. So, you walk in an awkward style, it is not your usual posture. So, avoid wearing a new especially uncomfortable one which you have not tried it at all.

So, avoid that new dress. Wear the one that you are quite comfortable with and then some people use shopping bags to carry files or any materials. So, that should be

avoided, it should be a briefcase or a professional bag which creates an impression that you are quite professional. Shopping bag creates a very shabby impression and creates a feeling that you use shopping bag everywhere and you are so casual and you have no attitude and you have no respect for the interview panel. Then having a close haircut on the interview day, this again is not desirable as I said have it 2 days before, have it a week before, week before you can have close one and then the interview day it is just exact, giving you a pleasant appearance.

So, instead of showing them that you had that haircut, so close and sometimes when it is so close it also creates a kind of funny cartoon kind of impression. So, that caricature image should be avoided, professional image comes once it is shown that the face is looking good with regard to haircut which is neat and trimmed and just may be 4 or 5 days before in some case even 2 days before, but just on that morning should be avoided. But when I say this shaving on the morning is still desirable. So, you give a clean shave on the morning itself. So, that again gives a very neat and tidy impression.

(Refer Slide Time: 37:24)



Keep the interview folder. Some people think that as I said they will carry everything on the shopping bag, but remember to keep the interview folder. Keep everything in the folder and the folder should contain a copy of the application form that you have sent it. Combined with that the complete biodata, anytime they want any detail like if they ask

you when did you qualify that examination? What was the year? Was it 83? You say I am not sure whether its 84 or 85.

So, instead of saying I am not sure you can always say let me have a quick look. Yes sir it is 83. No, sorry sir it is not 83 it is 84. So, can I look at it? Yes sir, this is the certificate that I have. So, complete biodata along with copies of relevant certificates and the originals which will be checked, most of the interviews before even you enter into the hall the originals will be checked. So, you should also keep the originals and the copies. Sometimes they will say that we missed this certificate, so can you just give us a copy. Always keep a spare copy that can be given immediately, you can say yes of course, and give the copy. Even you should be ready with one complete C V biodata with all certificates attested in certain cases, ready and if they say that they do not have it just give it.

And remember the homework that you have done, take notes on the companies profile and keep the notes and in certain cases they will ask you to give a plan as how you are going to execute your job, your vision for the organization, your major goals and objectives and then in certain cases they will tell you to come with the proposal, business proposal. Get all these things in one folder and keep that with you. The folder itself may look like a briefcase or it may be just a folder, but keep that with you handy all the time.

Now, once you are ready with this let us look into some more aspects of getting into the interview hall, related again with body language, related again with creating a favourable impression, I will talk about in the next slide.

(Refer Slide Time: 39:44)



Some more keys to success in interviews. Now, before you walk in that door have a good frame of mind, optimistic frame of mind and clear your mind with all negative chatter that will be happening there.

Now, understand that even if there are so many candidates who have gone before you, you understand the psyche of the members who are sitting there. They know very well that they are not very satisfied with most of the candidates, maybe there is one candidate whom they are okay with, but there is a possibility that they are not happy with most of the candidates although many have gone before you. So, do not think negatively that many have gone before me, so I may not be selected. So, do not keep that thinking. Instead of that think in your mind, many have gone mostly the members are not satisfied. They are looking for the most appropriate candidate and as soon as I enter I should radiate that feeling and I should make them feel that it is me whom they are looking for.

So, with that attitude you enter, stop all negative thinking and it is not the time to think whether you will be selected or not. It is the time to perform. Now, other important things if you have a mobile phone instead of even putting it in silent mode, it is better to switch it off. Sometimes what happens you think that you put it in silent mode or you put it in a mode that it is vibrating and then the vibration itself can distract you because some people would not stop calling you till you answer, there is no other way, so it is better that you switch it off and put it inside your bag. So, that there is no disturbance in terms

of your mobile or any other device that will attract your attention or distract your attention when you are trying to pay attention to the questions asked in the interview.

Then understand that once you enter there is nothing more important at that time, when you are giving your time and when those people are giving their valuable time to listen to you there is nothing more important, not a call from your friend saying that all the best. So, where are you? Are you getting into the hall, oh, so wish you good luck. Now, this is not important as getting into the hall and actually performing and making chance do something for you. So, do not wait for those calls and then think that they will send SMS, so do not wait, switch it off. There is nothing more important than the interview, keep that in mind and give full attention, give complete body language towards it.

Let them know before you even say your first word that you are the right choice. So, your body language will emanate that kind of radiance that they feel, they sense, they psychologically perceive that you are going to be the first choice, create that one. To do that radiate confidence and smile when you enter.

(Refer Slide Time: 43:09)



Relaxed Concentration

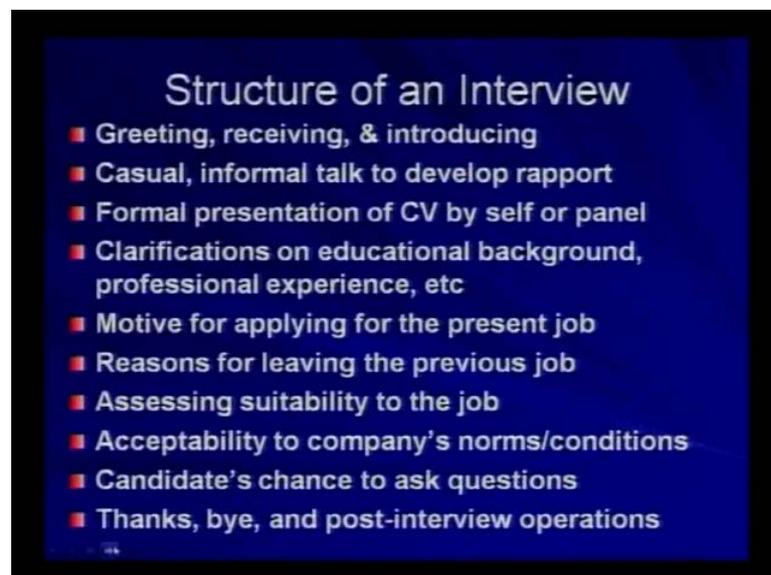
- Enter into a state of relaxed concentration.
- You'll need to quiet the negative self chatter in your head through meditation or visualization.
- Focus on the present moment.
- Act spontaneous, but be well prepared. Be your authentic self, professional yet real.

You must have heard of relaxed concentration especially in Olympics and all that. People who win gold medal after gold medals are generally known for their relaxed concentration and it is something that you should aspire for when you are entering into the interview hall. What is this relaxed concentration? Look at this picture and especially if you look at the person who is about to dive and then you must have seen sometimes in

Olympics or any kind of international competition, sometimes kids are coming for diving just 10 years old, 12 years old, 7, 8 years, 13 years, 15, 16, but you will see them just entering into a kind of trance, kind of meditative stage for a minute and then they just take the dive.

So, that is the time they completely control the nervousness of the body movement and at the same time they are fully focused. So, relaxed concentration and try to enter into that state of relaxed concentration. To do that you will need to quiet the negative self chatter in your head through meditation. So, very quick meditation, just calming your mind and focusing on the task at hand or just visualization that you are going to emerge with flying colours, you will emerge as the victor, visualize the result and then close your eyes focus on it for a minute and then just enter there. And do not think about the future, do not worry about the failure in the past interview, just focus on the present moment and once you are there act spontaneous, act naturally, do not try to control your behaviour, act naturally. But at the same time be well prepared. Be your authentic self, it should be professional, but yet it is real, that is what I mean by your authentic self, a professional self, but yet a real self.

(Refer Slide Time: 45:28)



Now, once you are there how is an interview structure? So, let us quickly look at the structure of an interview, what is it, how is it that they are going to start and how will it end. First it starts with greeting. So, either you go and say good morning sirs, and if there

is madam, you also say good morning sirs and madam, so that you do not create a feeling that you are excluding the other gender. In an Indian context you say Namaste. Greeting, either you or as soon as you enter they greet, they welcome you, they receive you, they also say good morning and then there is this chairman of the interview or somebody who is leading the committee. He introduces you to the rest of the people, he calls you by your name formally and then tells all the other people he is so and so from this institute, from this company and makes a brief introduction. And the professional panel, the person will also introduce to you the members who are there and from where they are coming from and a brief introduction before starting.

Now, this is just to relax your nerves, just to keep you cool and comforted. Then this is the first one. Then there is a casual, informal talk to develop rapport. So, just they may ask something about, oh it is raining so heavily. How did you manage to come without getting drenched? So, you say that I carried an umbrella oh, but it is so heavy I thought you may even slightly get drenched and so on or some funny jokes related again to the weather or some kind of happening may be continuous derailing happening in some place which has become a normal thing.

So, something referring to that and then saying that how could you travel by the same route when 5, 6 trains have derailed in the past one week. So, it is a wonder, so good luck to you. Now, just casual talk related to weather, related to travel, related to simple mundane things, just to make you feel normal and to develop a rapport. This is the time you can also smile; you can also say some light hearted things. So, things related to punctuality that you came by a train which is expected to come 6 hours late all the time, but then so happened that that day it was correct in time and they were also surprised and everybody laughs at the thing. So, you also relax and laugh at it and then it goes to the next stage where there is a formal presentation of your C V either the chairman presents it, describes everything in that case, it is a kind of verification with you.

So, you did you undergraduate from this institute and then you got this many percent and you also came first in the college and you also won the gold medal for this thing. So, you will be just saying yes sir, yes of course, yes. Now, on the other hand they can also tell you could you please say something about yourself. Now, this is not the moment where you just speak of you achievements etcetera in a very boastful manner, this is actually a

C V testing kind of question, they just want to know your brief background, your academic background, your experience and then your goals and objectives.

So, instead of them telling the C V they can also ask you to present it from your side. Questions may differ, but this is the next level. Then followed by this there can be some clarifications on your educational background. There may be some typing error in the form that they have in which they had cumulatively entered your data. They say that oh you say that you have 8 years experience and we find that it is 3 years experience in our form so you can correct it and then if required they may say that could you please show that experience certificate. Yes of course, you are able to show it.

So, the next time is just clarifying, verifying whether you are the person whom the C V is describing you to be and they keep verifying some very important data. Followed by this slowly they may start asking you your motive related to applying for this job. So, tell us why you are interested in this job. So, again they can start in a very light hearted manner or if you are likely to move from let us say in India from the southern part to northern part they would like to know so why from Chennai you are coming to Delhi.

So, the institution is same, the perks are same, but why would you like to change? So, why are you interested in this organisation? So, this is just slowly moving towards the main objective of the interview followed by this in case you are leaving a previous job they just want to know why you left the previous job, the reasons for leaving the previous job. So, most of the times if you left with a very unpleasant thing it is better not to talk about that at the beginning itself and unless you are pushed. So, you can still be honest, instead of telling a lie and you can try to highlight the challenges that the present job that is likely to give and then you can show that whatever happened in the previous one you are looking forward towards a very optimistic and a healthy career in the present one, the one that you are pursuing now.

So, that can still create a kind of neutral image and in certain cases positive image depending on the way you present it. And then slowly they will go to the next level where they start assessing your suitability to the job. This is done at various levels, just checking your skills, asking questions related to your subject knowledge, asking questions related to your personality traits, putting you into hypothetical situation, but overall they are just trying to assess whether you are suited to the job or not. Then once

they realise that okay, they have a good feeling that you are the most appropriate one. The next one, can they really afford you. So, they want to know whether their company's norms, their conditions are acceptable to you.

So, you may have to travel a lot or your first posting may be in a desert in a remote place. So, would you be interested if your given that or you may be asked even to sign a contract. So, would you be interested in signing a contract, the period may be 3 years, 5 years. So, these are the terms that they may be telling, the norms of the company. So, there are companies that would send you abroad. So, you are so much interested in going abroad by joining the company, but they will make it very clear that we will send you abroad after the first year when the training is over and you have a choice of 3 countries, you can go there, but when you come back after 2 years you should serve in our organisation minimum for 3 years and expected time is 5 years.

But if you break it we take the money from day one till that period with interest and it would come to a maximum of or a minimum of they may say 10 lakhs to 15 lakhs or in certain cases it can go more than that depending on your pay package. So, they may even ask you are you willing to take it up, if this is the situation. So, this is the level where you can be almost sure that they want you, but only they want to know whether you will be able to accept this. You can also understand this is the stage where they have entered into negotiation. You can also understand that they are quite satisfied with your performance or there may be some hiccups, but then they think that they can train you and manage it. So, this is also the time you can also try to negotiate and this is also the time they give you a chance to ask some questions.

So, if you have some questions left this is the time that you can ask after they finish negotiating with you their terms and conditions. And once this is done the concluding part you should always remember to thank them, thank all of them in general, in particular if they are giving the hand shake hands, say bye and then they will also tell you how you can contact them if required after this. Some post operations will be suggested to you. So, keep that in mind.

So, the concluding part once again leave that with a pleasant feeling and remember to say thanks and bye properly and get ready for the post-interview operations. I will talk more about the post-interview operations in the coming lecture and how detail you

should do all these things inside the room also in the coming lecture. So, once again go back to the previous lectures think of the points that I said in this one and get ready for the next one.

Thank you so much.