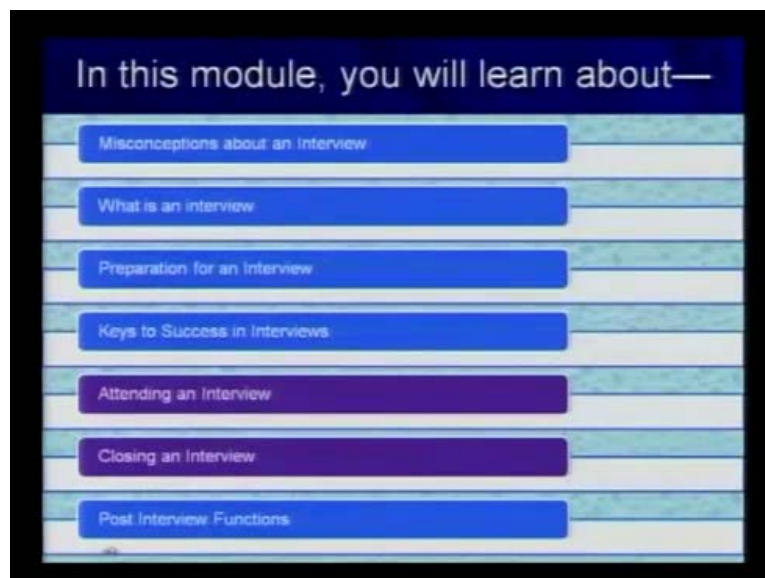


**Communication Skills**  
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**Lecture - 27**

Hi, hello everybody there, welcome to NPTEL's course on communication skills. We have been on a very interesting module and this module is on interview skills. We are towards the concluding part of this series of lectures on interview skills. This is module number 8, lecture number 6 on interview skills.

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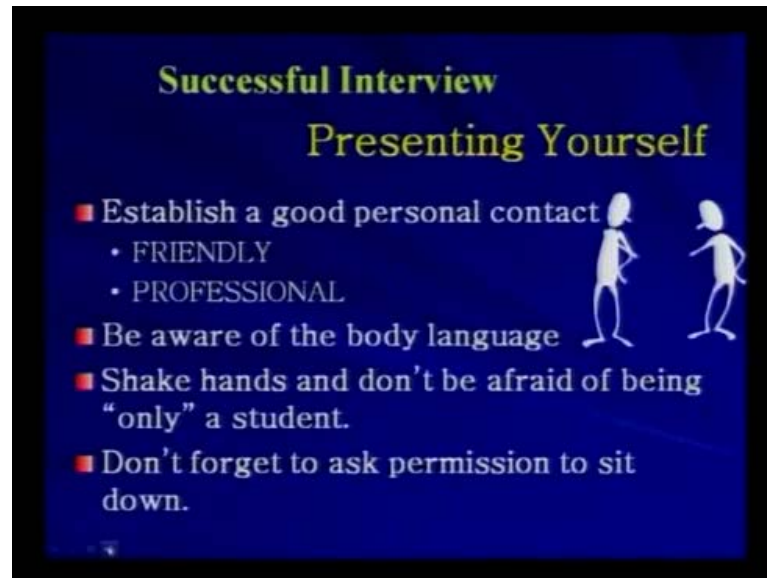


Now, in the past 5 lectures I have been trying to begin with the clearing of misconceptions about interviews, defining what is an interview, what is the purpose of an interview? And what kind of Ps. I said there are 3 Ps which are required. So, one is before preparing is to plan, to prepare and then to practice. Then, at length I discussed about how you can plan, prepare and practice. Particularly, in terms of preparation I said you should know about the company, you should know much about yourself, especially in terms of your limitations and merits and you should also know how to present your merits as well as defend your limitations. Then, we proceeded to discuss something about certain factors which appear to be key factors in determining your success in interviews.

Now, following that in the previous interview I took you up to the stage of getting into

the interview room and now we will just continue with that aspect of attending an interview. We will focus on this lecture on attending an interview and closing an interview. Then, we will look at some post interview functions.

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Now, in terms of attending an interview, in the previous lecture I was emphasizing on the fact that body language plays a very crucial role. So, here it is much about presenting yourself. Sometimes just your nervousness will actually be more and otherwise your presentation may be charming. So, you by nature spontaneously you may be quite a charming person but, your nervousness and then your reserve, your shyness in the interview can harm your whole performance. Confidence, apart from or along with the presentation skills that goes with your body language will ensure success.

Now, in terms of presenting yourself you should try to establish a good personal contact. When I say good personal contact, it means you should be able to create a dual image. One that is very friendly and another one that is very professional. It is a combination of friendly, but at the same time professional or you can say rather you should create a professional image, but at the same time friendly image.

Now, this means you are formal, but not too formal. You are slightly informal, but not completely informal. You are friendly, in the sense you are warm, affable and you are amenable. Then, you do not take some of their criticisms to your heart as you are not

very serious about them and you react very spontaneously and genuinely to those criticisms and you just forgive even if they try to hurt you by their aggressive rude behavior just to put you under stress.

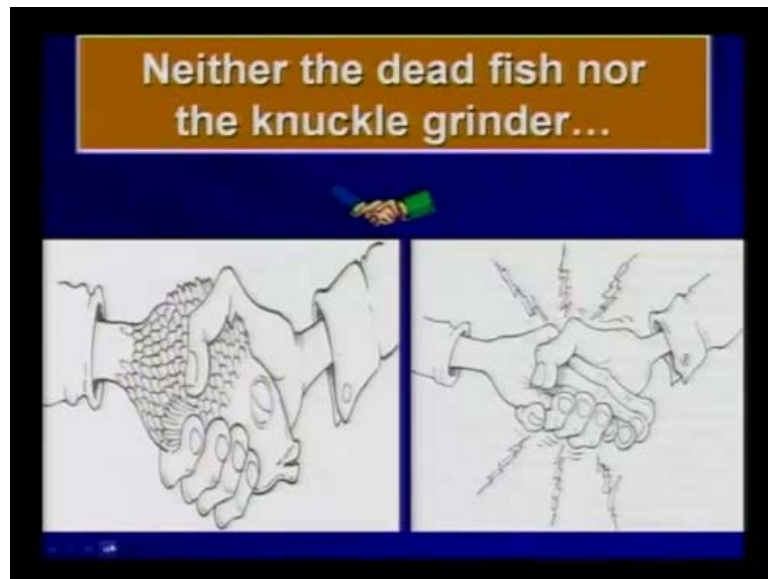
So, you are friendly and then you do not look at the limitations of the panel. You rather cooperate with them and at the same time you are professional. You try to emerge as a victor in any kind of stressful situation because you have developed some skill set in terms of interview skills. Now, the next important thing that I have been emphasizing on the past 2 or 3 lectures, is about your body language. Be aware of the body language, especially of the body language that can cause distraction. When you begin, the most important thing about body language is to shake hands.

So, shake hands and do not be afraid of being only a student. In case you are a very inexperienced first time starter, so do not be afraid of the fact that you are just student or just a novice without any experience. Remember, in the first lecture or so I mentioned that interview is something that is happening between equals. They are offering you money and reputation, but you are offering your time and expertise for which you are equally valuable. In certain cases you are much more valuable than what they are going to give you. So, why should you feel that your just a student or you are just somebody without any job? Do not feel so. You have something in you and then look forward to shaking hands with somebody as a peer or an equal person. While entering, again do not forget to ask permission to sit down.

So, in most of the cases they will say that please take your seat. Then, you may say thank you and take the seat, but there are occasions where they just want to see how do you react. So, you can ask, may I sit down Sir? So, then they may say that yes you can sit there or you can even ask which seat should I take sir or may I sit on this seat and so on. Now, indicating that you are seeking permission before sitting shows that you are polite and cultured. You are not doing anything intrusive which they do not want to happen. For instance, they must have designated a particular seat for the candidate and there may be another one for the visitor or somebody from the panel who is likely to come late. It should not happen that you go and occupy that seat in which the interviewer is suppose to sit. So, that creates lot of embarrassment from both sides. So, keep that in mind, but at the same time remember to ask permission and when you give the handshake look at this

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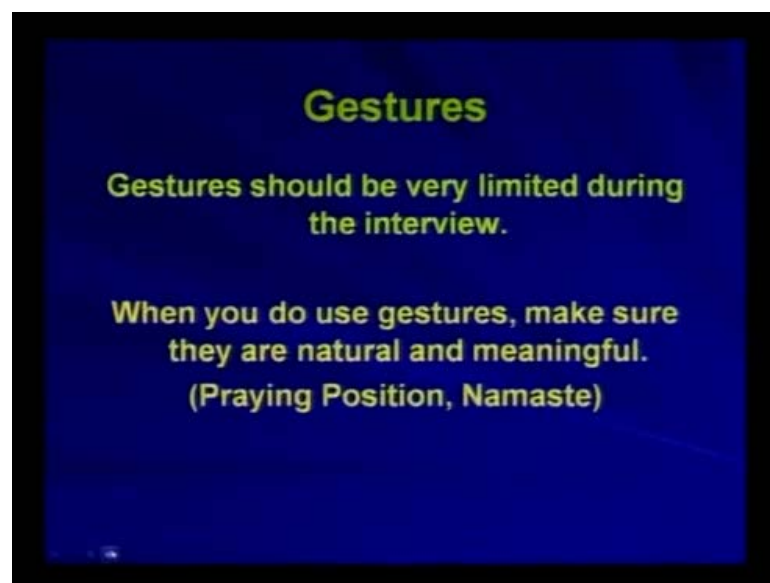
It should neither be the dead fish nor the knuckle grinder handshake. So, when I say dead fish, I mean that you just give the handshake because you are so nervous, cold, afraid and it is somewhat sticky and wet. Then you just wriggle out of the handshake immediately. The other person gets the feeling that he is actually touching a dead fish on this side. The knuckle grinding handshake, on the other hand is the extreme form of exuding confidence and then you grind the knuckle of the other person. This is also not advertised

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What is advised, actually is a firm handshake. It should be firm, exuding confidence and radiating warmth. It should not in any way make the other person feel uncomfortable because you are homing the other person by holding it tight and grinding this knuckles, or you are also just giving it for a second and then slipping out of it immediately. Then, also the person feels embarrassed. He feels the lack of warmth. So, avoid that and give a firm handshake.

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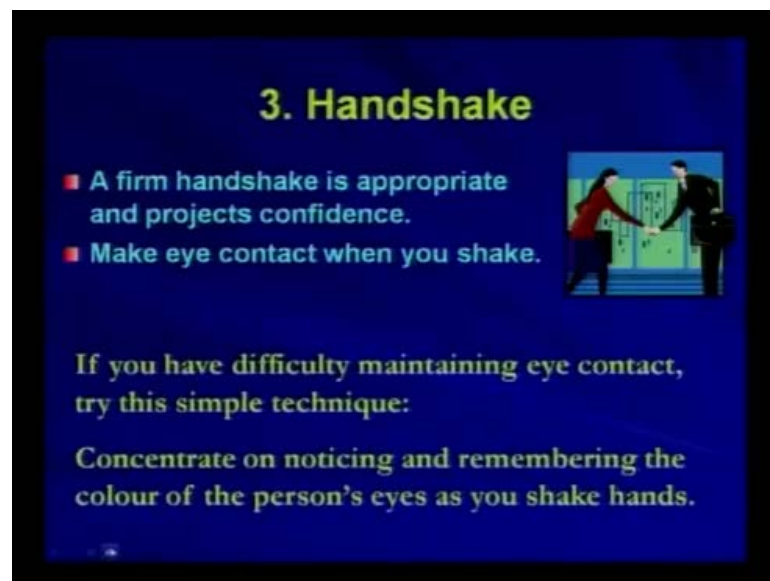
Now, other than handshake generally you should be careful about your gestures and it should be very limited. You should not be overusing gestures. There are some natural and meaningful gestures. So, in a conservative situation in an Indian context for example, people may not appreciate you shaking hands with the other person, especially the person who is suppose to be senior and then trying to sit there and then judge you. He is the one who is the boss, who is going to give you the job. In such occasion the praying position, as it is shown in the figure. Here, the praying position or the Indian equivalent is Namaste.

So, it creates a respectful distance, but at the same time shows that you are still following the customs and the norms which are required for showing your body language in the given situation. You are not violating any norms. They should not think that giving a handshake at that level is too presumptuous in that conservative situation. But, now a

days in most of the cases they themselves would offer it.

So, in that case there is no harm. But, when you are trying to snatch a handshake from them which they did not want to give, that should be avoided. In that case, in an Indian context especially you can go for the praying position or Namaste, which shows that you are still following the custom, but at the same time you are respecting it. You are not violating any of the norms which they have kept in their mind.

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Now, more about handshake. If handshake is allowed in a firm, then if the handshake is appropriate, it projects confidence. So, when it is weak it is projecting that you are somewhat weak in terms of confidence. Also, while shaking the hand you should not look at the hands. Actually you should still try to maintain eye contact, look at the eyes and then give the shake. Looking at the face generally while giving handshake more focused on eyes is still better, but at least look at the face while giving the hand. Some people have difficulty in maintaining direct eye contact. They feel embarrassed.

So, in terms of cultural differences, if you remember the lecture on intercultural communication, we understood that people from South Asian part of the world generally think in a particular manner in which in order to respect their elders. They do not see eye to eye. They often bow down and then they show respect that way. So, because of this nature whenever the person sees an elderly and respectful person often the person bows

down and lowers the eyes.

Now this being the fact, if the person is not able to maintain eye contact there is no harm. Then, what is suggested is they say that you better remember the person's eye color. Do not focus just on the eye, just you focus on a general part of the eye. One thing, you can just go above and look at the forehead or slightly you can come down and look at the nose if you find it embarrassing, but at least focus on the front part of the face.

So, that gives them a feeling that you are still confident and then you are looking at them. You are honest, direct, plain and simple. So, it does not lead to any complication at the handshake level.

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Then, repeatedly it has been told that the first 30 seconds maximum and it has been said that in the first 5 minutes. There are some people who argue that it is just the first 90 minutes. There are many who say that it is the first 60 seconds.

Now, in the first 60 seconds if you observe so much happens, you knock at the door, you enter and then sometimes in your nervousness you may slip something. You may make noise while pulling the chair or you may fumble on something. Then, you may even fall down or you just nervously say something when you are not sure what to say. Then, you just go and take the hand of somebody and shake it. They have not asked you to sit down. You sit without taking any permission in that 60 seconds, so many things can happen.

Now, what are the tips for improving your nonverbal communication skills during that 60 seconds which often determine your success in the interview? One maintain eye contact. Never forget this, do not look at the wall that is beyond the panel members. Do not look above and do not look down. Look into their eyes, but maintain eye contact. Then, once you sit and then when they are talking something or even when they are asking questions or even when you are not suppose to answer immediately or when they are arguing something, you can just nod your head to show that you are agreeing with something. A slight smile to show that you are appreciating something. So, nod or smile to show that you are with them so that again it help you in building up a rapport. If you smile overall, you also show animation which shows that you are lively person.

The posture in which you are suppose to sit, you are not suppose to lean back completely as this will show that you are withdrawn and you are indifferent. You are not suppose to sit straight as this will indicate that you are stiff. Instead, you are suppose to slightly lean forward and not on the back of the chair, exactly somewhat in the middle and towards the end you occupy a position and slightly lean. This indicates that you are much more interested in what is happening. The lean back would indicate that you show disinterest.

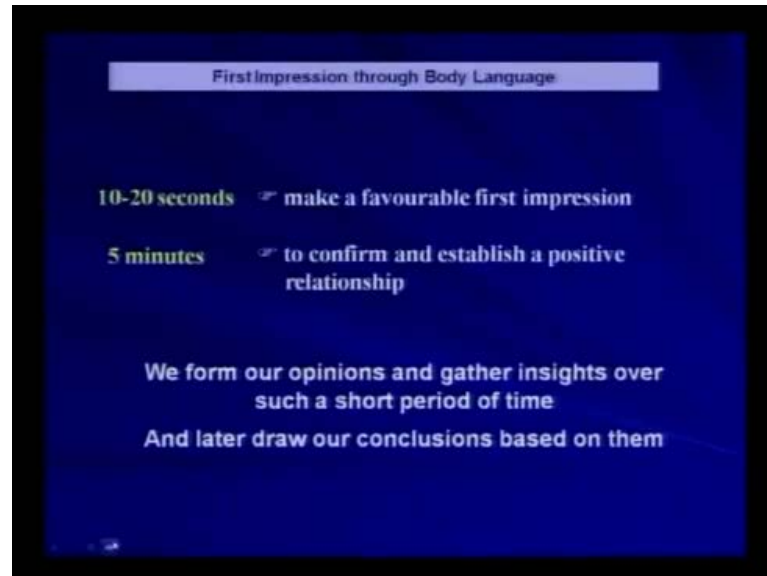
So, lean forward and one step ahead of leaning forward is that, they say if you could spontaneously mirror their gestures, then you are just on the winning side. Especially if you could do the positive gestures, then again you win. You will find that even the members of the panel are also slightly leaning towards you mostly. In rare cases, where 1 or 2 may be indifferent, may be they had decided somebody will sit there and so they sit aloof. But, most of the times especially the person who is quizzing you will be trying to lean towards you and then put forward some questions.

So, you try to mirror that gesture, you also try to lean towards the members. When you speak, speak at a moderate rate which anybody will be able to follow. Then, the person may be a slow listener or the person could listen so fast. But, in both cases you speak at a moderate rate so that both of them will be able to listen to you most of the times when you speak. When they are asking you is that possible or could you do this for us or have you done this, so when you are trying to answer it, try to answer it in an assuring tone. Yes Sir, how should it be done, because I have done this before? The overall tone itself



should be in a confirmatory, assuring manner. It should not be skeptical or doubtful indicating that you are fearful inside, but then you are trying to cover it up. So, do not do that. Be positive about it and give them this assuring tone.

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Then, to continue with the first impression that is created with body language in the first 10 to 20 seconds, try to make a favorable first impression. This of course, is generated by the way you are asking permission and coming in and then whether you are deciding between handshake or Namaste, whether you are just going to pull the chair or ask permission or sit and how are you going to sit, whether you are going to smile, all these things are determined in that first 10 to 20 seconds. Then build up the initial favorable impression for the next 5 minutes. When they are just simply asking very informal questions as if they are just chatting with you, build up the rapport. So, you confirm and establish a positive relationship during these 5 minutes.

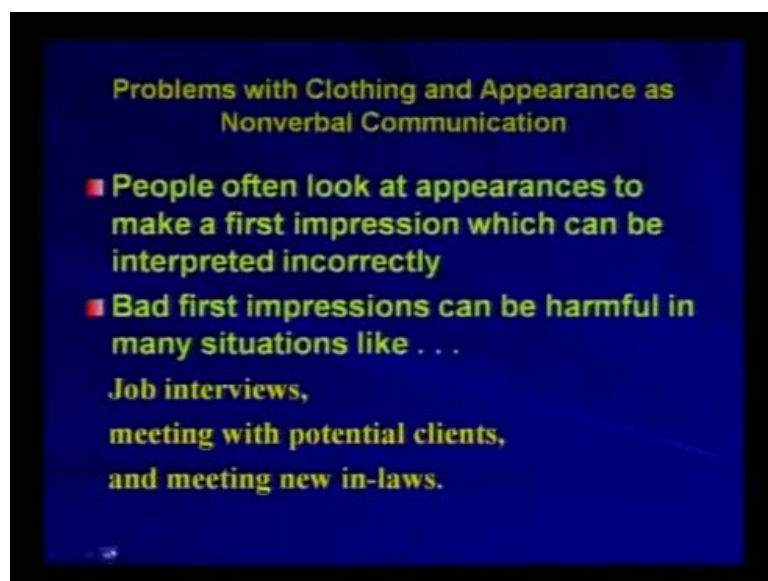
Now, most of the times as I have been repeatedly telling you that within these 5 minutes you are actually selected. The remaining 20 minutes to 30 minutes is just to confirm your subject knowledge and just to negotiate with you about the salary, position, etcetera, but these minutes are really crucial. So, think about it. Generally, how do we behave in such situations? We form our opinions and gather insights over such a short period of time. Although it is not justified, we actually do it and later draw our conclusions based on them.

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Now to look at it from another angle, if you ask what makes a first impression? It is clothing of course, followed by cleanliness, grooming, hair style, color, body weight, height and race. Now, race means so many things and legally speaking, things like race, color, age and gender are the ones a good employer is not suppose to discriminate against. In fact, it is illegal if somebody is basing the interview selection based on these kind of criteria, but still let us look into some of these aspects. Some of them you can really help and some you are actually helpless, so you cannot do anything about it.

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Now, first look at the problems with clothing and appearance as part of nonverbal communication. People often look at appearances to make a first impression which can be interpreted incorrectly. Often somebody with long beard, not trimmed, very untidy look, hair unkempt, dress looking very shabby, not even washed properly and then a kind of rugged or torn jeans. So when the person enters the conference everybody thinks that what kind of person is he.

So, he is among the audience and then the host comes and talks about a very eminent scientist. Then, everybody is clapping their hands when they hear about the CV, the achievements of the person and then the host requests the persons to stand up. To the surprise of the audience who must have formed a negative impression about this person, this person gets up. Then, they realize that he is so absorbed in his job that he does not get time or he does not care about this external appearance. Then, he holds the mike and speaks the first word. By the first sentence, the audience are obviously mesmerized.

So, he has the power in terms of his intellectual and spiritual knowledge that has made him academically so superior. So, he is just a person who is defying these kind of norms, but even otherwise you could understand that most of the audience would have formed a negative impression initially. Then, they correct it when he actually delivers the talk. Now in your case, often you would not be able to correct that impression unless you are extraordinary, when you have created a negative wrong impression at the beginning because of your clothing.

So, take that seriously. Although they may interpret incorrectly looking at your clothes, if you pay enough attention you will be able to create that favorable impression which you can reinforce later using your verbal competence. Then, why bad impressions can be harmful? It can be harmful in many situations, particularly like in job interviews when you go with the bad impression. Like in the previous lecture, I told you despite an intelligent candidate that she was, she was rejected because of the slightly upper modernist kind of dressing which they thought did not suit the conventional background. Hence, they rejected the candidate.

So, job interviews can cost your job in just the first impression itself, based on clothing. Just by looking at the dress, the clients form their own impression and in personal

situations like you are suppose to meet your new in-laws, they first look at your appearance, even before deciding whether to give the girl or not. So, just look at these situations where dressing plays very crucial role.

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How should you make a good first impression in an interview? Once you have taken care of the dress part, the clothing part, generally if you know before about the company and if you have researched about the company to find out its values, it is of great help. How? Once you know the values, you can even choose a clothing that suits their values. If company will be very modern and very informal, then suit a dressing that suits that somebody, else if it is quite traditional and conservative, then suit something that will be according to that value.

So, know the company first. Then, know the values and dress accordingly. The clothing often speaks louder than skills. If you do not dress up for the interview, you send a message that you are not interested in the job.

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Once you dress up for the interview by finding out what type of dress code is enforced, when you dress appropriately you are showing that already you are ready for the job. Now, companies report that they base 90 percent of their decision on whether an interviewee is right for the job based on appearance alone. They just look at the appearance and then they decide whether the candidate suits it or not. Many employers decide within the first 30 seconds if an applicant will fit into their company based on looks. So, in the previous slide also I was telling you about clothing and its importance. In this one, I am just trying to highlight how you should look at it from the company's prospective, the company's point of view and make appropriate modifications in your dressing behavior and in your presentation. There are some appearances that we can change and how do we deal with them, for instance weight, height and race.

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So, this is something that you cannot do anything about it. Although in terms of weight, you can take great pains to reduce weight. However, increasing weight is easier than reducing weight all of you know this. But, at a point the weight, sort of stabilizes. So, you are known for instance as that fat man, as that fat lady or as that lean guy or as that tall lady or as this short woman.

But, again they will say that dark fellow, that white man and so on based on the color, based on even the hair and all that that comes with race. Now, these aspects we are actually helpless about on the one hand, but still we should be able to defend and argue for them. What you can do is you should have notable examples in whichever race, or in whichever height. So, suppose it is short you have so many examples in the history to quote people who are short, but have conquered the world. If they consider height as a kind of negativity, you should have enough examples. You should be able to quote your anecdote where your own height was very helpful in winning something and same thing in terms of weight.

So, if you appear to be over weight you should be able to defend it. You should be able to say I am still sportive, playing some games or my office is on the sixth floor, but I just do not use the lift as I climb, I am fit and I am flexible. So, that is what they are looking for when they think at somebody as fat. What they want to see is whether that fatness is going to be a kind of obstacle in their performance in the job. So, if the person can prove

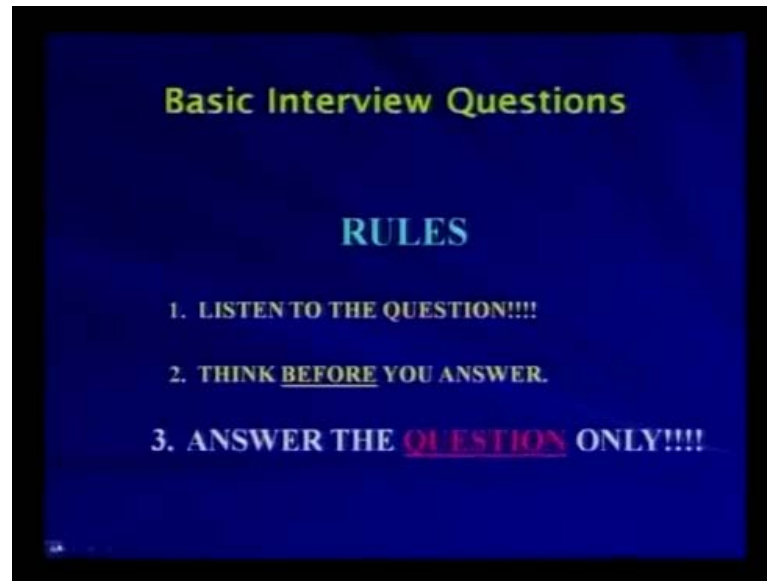
that is not an obstacle, then it is fine. So, you should be able to change the views on appearances which we cannot actually change. You try to change their view. You try to argue, but at the same time accept who you are, whatever race that you belong to, whatever kind of appearance that you have, accept who you are and be proud about it.

This nonverbal communication is also powerful especially in cases like civil service interviews. I have seen successful candidates defying these physical norms. A very lean and thin lady for IPS, but when she is talking its very powerful oratory skills, highly influencing capacity, very forceful personality and very dynamic in thinking. Now, this comes out of the whole nature and the whole personality is exuding confidence despite that thin stature. So, that probably the person is maintaining using diet and being healthy and all that. But, if you think of the post, he wants somebody who is strong.

Now the person is defying that kind of notion, but then the person is also able to defend that, come what may I may look like this, but my thinking and my action will totally differ from the impression that you will form based on my looks. So, do that and that kind of nonverbal communication, that I am not the person whom you think of just by looking at me. So, if you could prove that and if you can show that in form of confidence, that also radiates positive energy.

On the one hand, when I say that you should be able to work out, you should be able to defend that which you are helpless about. On the other hand, I should also tell you the appearance features that you can change. When I say basic interview questions, I mean the most fundamental questions that the panel members will be asking about your subject knowledge and the questions related to verifying your CV. Questions related to your application of knowledge, the most fundamental ones and these are the ones you should be quite serious about while answering. That is why, I told that you should remember these 3 rules. The first one is to listen to the question quite seriously

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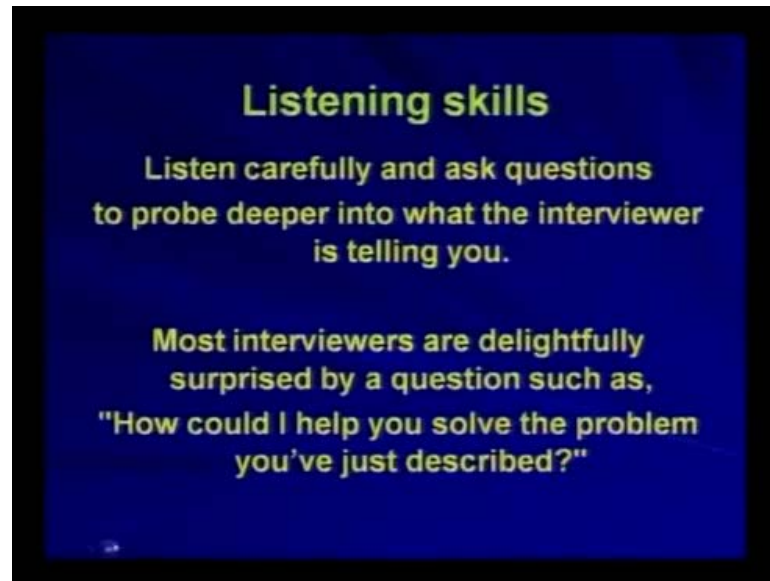


The second is you do not have to rush in to give the answer, that is you do not have to appear so spontaneous and natural to give answer. As the saying goes, fools rush in where angels fear to tread. So, intelligent and smart people do not want to create an impression that they are rash and impatient in giving answer, but they are rather interested in creating the impression that they are very cautious and prudent in giving the answer. This is what they are expecting also. Then followed by that, I suggest that answer the question. The only thing why I said this because, you tend to do two things. Firstly, you do not know the answer and sometimes instead of saying that you do not know the answer, you try to create an impression that you know something else much better than this. So, you do that. Secondly you have answered this and then slightly you are nervous to just complete.

So, you keep dragging on and then you try to answer something else, both of which are unwarranted or unwanted. Do not do this. So, answer only the question and once you answer it succinctly, then just make a pause. If you are cool you can give a gentle smile indicating that you are finished about that question. So, that will indicate that they can go to the next question. Instead, sometimes they themselves deliberately let you feel embarrassed about the silence and make you drag on and meander with something else. You just stop it with the gentle smile, so that it will indicate that the answer is over. Give a pause, that is enough.



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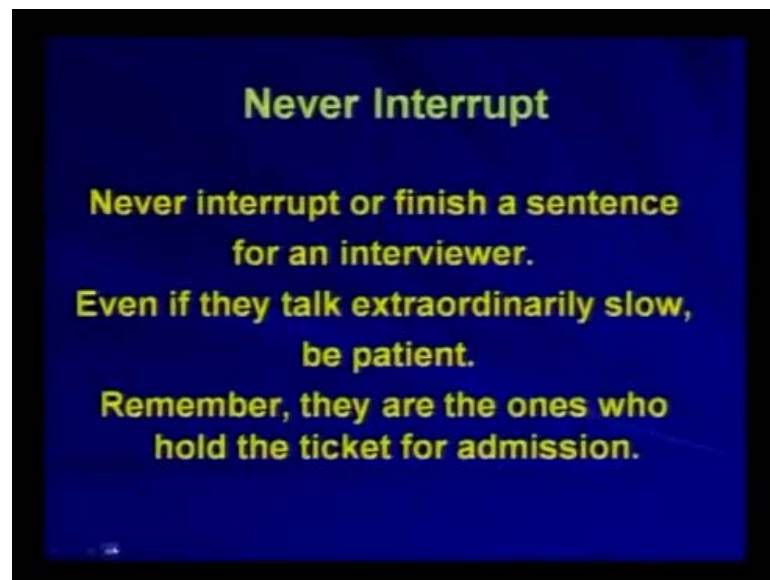
So remember these three rules and then let me re-emphasize the most important aspect of attending an interview, that is listening skills. Now while I said that listen before answering, I would like to reemphasize and tell you that listen carefully. Do not be a marginal listener. Do not be a superfluous listener. Do not look for specific bits of information. Do not look only for the key words. Listen carefully and ask questions to probe deeper into what the interviewer is telling you. This means you are not only getting the details just like that, you are also trying to get the whole picture. As they say, people who take care of the forest miss the woods, miss the trees and vice a versa.

Now, you should be able to take care of both. You should be able to count the trees at the same time and have a holistic view of the forest. This means you are paying attention to the details. At the same time, you are also trying to know what the interviewer is actually trying to ask you. Then you also try to go one step ahead and try to understand that not only this if you answer this question, what else the interviewer will ask further and keep thinking. So, this makes you a very active listener. So, mind is very active during this time and then sometimes while listening you put them some questions. Answering by asking another question, that itself is a very smart way and if you could put it in a very nice and appropriate manner, your sense of humour, sometimes intelligence will be very much appreciated.

Look at this situation. Most interviewers are delightfully surprised by a question that

comes from you such as, how could I help you solve the problem you have just described? Let us say the person is describing a basic problem that is there in the company and that is there in the organization for about decades. Now, the problem has been described just as a matter of fact. Now you listen to it and then you ask them, would you like me to help? Would you like me to give some suggestion to it? Would you want me to do something about it? So, this makes them feel very happy that you are not only just hearing what they are saying, but you are listening and you are paying keen attention to what is being told to you. More than that, based on your listening skills you are also willing to take responsibility as a leader. So, that you can show through active listening skills

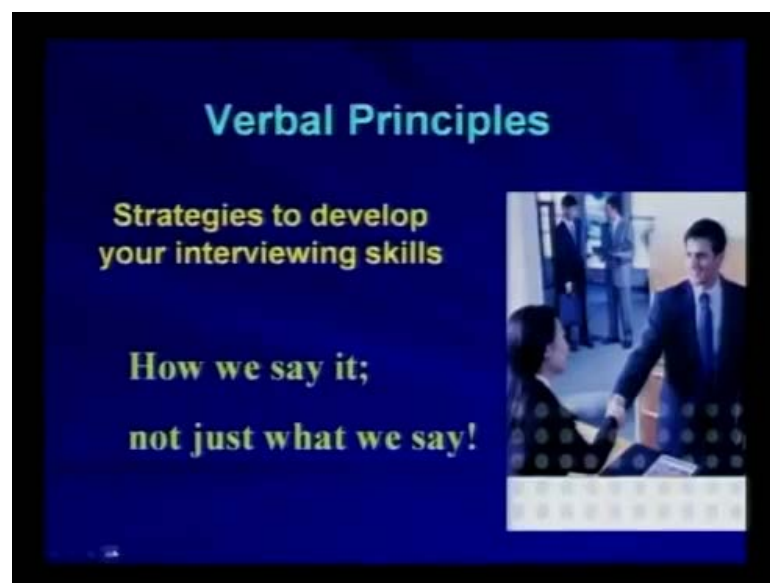
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When I say that being an active listener is never interrupting what is being told to you, people have a tendency to interrupt may be because of over enthusiasm. They knew what is going to come. So, they interrupt and they give the answer to show that they are ready with the answer. But, mostly the second part of the question may change and the answer may be a different one. Secondly, not only just over enthusiasm, just sometimes it is impatience and uncivilized interview skills. That makes a person just jump at something and overreact. What does the person do when he or she over reacts? The person tries to fill in the sentence that comes from the panel members. The panels members are putting a question and then somebody is speaking deliberately slow and the interviewee is getting impatient and starts filling in the blanks.

Now, this is undesirable even if the person talks extraordinarily in a slow manner. It is expected that the interviewee remains patient. It is also the time for testing one's skills in terms of patience. Remember that patience is again a part of active listening skills. Then, remember they are the ones who hold the ticket for admission. So, they decide they can be very slow. They decide the pace. You are not the one. They decide the time they can conduct the interview, for just 5 minutes they can conduct it or for whole 1 hour. So, you are not the one who is running and jumping into conclusions. You are trying to control the pace, but they hold the ticket so keep that in mind.

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Now, once you are aware of this basic thing about verbal principles, then you should remember that often it is not just what you say, it is more about how you say it. What does it mean is the confidence in which you are saying, certain things will go with a lot of emphasis than when the same answer that is just mumbled and said with doubt.

Now, sometimes even you would find that somebody is getting away with a wrong answer just because the person is emphasizing so forcefully and the other persons just believe that to be the right thing. Now, I am not telling that you just try to bluff your way through or tell lies in the interview by just giving over emphasis. I am just saying that say the right thing and be truthful, but with emphasis and a lot of confidence and trust in you. So, that will show how you are saying the things instead of just what you are saying. Now even if you are 100 percent thorough with what you are going to say, remember that how

you say it and how you perform it also matters. Now, here you bring in that confidence, enthusiasm, smile, your intelligence and presence of mind.

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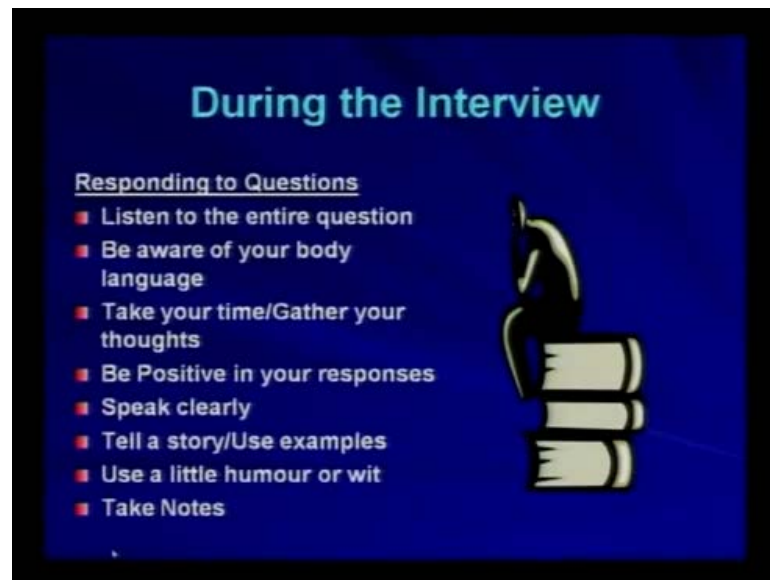
Now, once you are aware of this, during the interview what should you do and what you should you not do? Now, you have just entered there getting inside the interview room. So, as soon as you go you greet the interviewer or interviewers. So, as I said before if it happens to be a group of male members you may say; good morning Sir or good afternoon Sir or good evening Sir depending up on the time. If there is a madam also, then you will say; good evening Sir and Madam.

So, you do not neglect her also. As soon as you go, you decide between a hand shake and [FL], based on the environment. You take permission for sitting there and then start making the eye contact. Do not look at the wall behind them. Do not look above at the clock. Just look at them gently, but try to maintain eye contact. Once you have maintained that, give them a firm handshake especially if they are the first ones to show, be more than willing to do that. Be polite, but at the same time give a smile and remember to greet everyone in the room. Do not miss anyone and be self confident.

As I said that, just before entering you should have just thrown out from your mind all kind of negative chatter. You should believe that you are that twenty first candidate and they are quite frustrated with the twenty candidates they have interviewed. They have not

decided and you are that candidate who is just entering and creating that warm feeling right from the beginning. Also, they knew that it is going to be you from the beginning itself. Now, go with that kind of self confidence that if they are not going to select you, who else they can select?

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So, have that kind of confidence and trust in your own abilities. Go ahead with that and then in terms of responding to questions let us look at it more precisely. Listen to the entire question. Do not listen only to the first part or middle part, but listen to the entire question before you answer and while answering be aware of your body language.

So, do not slouch. Do not reduce your eye contact. As I said, do not look at the clock above. That is the worst body language you can generate because time is not so important for you at that time. If they are willing to sit with you for three hours and you are willing to give the most important time in your life, then that is not the time you look at your clock or you just look at your watch.

So, you do not do this even just for the fact that you are nervous. Then, you want to do something, but then maintain that eye contact. Do not get distracted. Be aware of your body language. Do not do anything negative to distract them. Whenever a question is put, take your time to gather your thoughts. If you do not know, you just tell them that would they mind if you take a guess. If you make a guess and then you tell them that you

can even answer it after 10 minutes or 15 minutes, then you will be definitely given the time. Whenever you are giving some response be positive in your responses.

So, never say I do not know this or no I cannot answer this. Rather you may say I am not aware of it. I have not come across that yet. I have read about this, but somehow I missed this. So, they may say, do not you know that this is the most important thing? So, you may say that yes I am aware of the fact that it is most important, but for some reason probably I was not able to get that book or that material. Now that is easily available, I have just recently downloaded or got it. I will be reading that, but until now I would be honest to tell you that I am not able to get through it. Fine, instead of doing that if you say I do not know this or I cannot answer this or just worst interview response, the candidate just looks down and never looks up. He does not say anything, but sits in silence.

So, be positive even if you do not know anything will happen. Heavens will not fall now. Nothing will happen. No negativity will follow if you are honest about it, because whatever we know it is just like a drop in the ocean of knowledge. So, whatever we know and the more we know, we know that the less we know actually.

So, it will keep on revealing our ignorance. The more research you do, the more you know that you know very less. Now, when that is the fact that nobody can be 100 percent thorough with everything, that is happening in the world and as human beings we have limitations. Even a super computer cannot hold everything that has happened or that is happening in this world. When that is a fact, why should we be so pretentious and pretend that we know everything? So, be honest and then tell that you are not aware of it. At the same time be positive about the things that you know. When they ask what is it that you know, be positive about the things you know. Then give favorable responses about those ones which you know. Followed by that, speak clearly. When you say something, you do not have to rush through your answer. You do not have to be so slow. Maintain a moderate pace at the same time and speak clearly.

This means for the enunciation of the word that you utter, you must give proper space timing and pace also. That means in terms of intensity of the rate in which you are delivering the speech, give appropriate time. Allow pauses when you are completing a

sentence. When you write something, you know that you use comma or you put full stop and then you give some space and then when the paragraph ends there is some wide space.

So, when a person reads from a book the person is able to understand easily by looking at the wide spaces that the sentence has ended. The thought is complete. The paragraph is finished now. When you say the same thing, you need to speak that very clearly and pronounce the words clearly. You must complete the sentence fully. Do not miss out any words to make them understand that I am finishing this sentence and I am going to the next one. My whole idea is now completed with this paragraph. You can give only by meaningful pauses, breaks in between and emphasis.

So, speak clearly. This is another aspect that you should keep in mind. Then, if required and whenever possible, try to tell a story and use example. Why it is important? This is because people are generally interested in listening to stories or things which are narrated in the form of a story, rather than telling them in a very direct, plain and boring manner. Again, instead of telling some theory directly, if you can illustrate that with an example it becomes very powerful. They are able to get it very clearly. They can even challenge you with other examples. But, go ahead with further examples to prove that you are right and of course, they are wrong if required. But, if they are right partially, tell them they are partially right, but give suitable example to prove it.

So, be ready with as many examples as possible and whenever possible use a little humor or wit. So, that is always appreciated. That is always throwing another side of your personality, that is a very light hearted side. This indicates that you are a very serious academician, you are a thorough professional, you are scientific, meticulous in your approach, but look at that you have a good sense of humor. Also, this means when everybody is serious and then so monotonously tied up with the job, you can just break that moment by a small wit of humor or by making a small joke. Then, you can just reduce the tedium and then make them refreshed and go ahead with another task.

So, use it as and when possible. Another thing that I can tell you about humor is that if you can make the interview members laugh at your wit and intelligence, if you can make them spontaneously laugh at something, if they are genuinely smiling and appreciating

the kind of humor that you are exhibiting which is no nonsense, it is not just for the sake of cracking some joke you are doing it, but then it is just going with the subject line. Then, you are just throwing an occasional wit. So that is catching them unaware and then they are quite happy about it and then they are laughing at it.

So, if you can make them laugh you can be almost sure that you will be selected. In the interview, I know some candidates just went and then from the outside they said something and then the candidate responded in a manner that evoked laughter. The candidate continued to respond in a similar manner unknowingly, but then it continued to evoke laughter. I was outside the corridor listening to the sound. It was just roar and laughter. The candidate came out laughing. We thought that the candidate would be rejected, but the candidate was selected with good credits.

So, generally interview members are not that serious people who are all the time looking like monsters, inviting people to the torture chamber. They are also looking for people who are genuinely human and this is 1 thing that is seen from the humor and wit the person is exhibiting. So, keep that in mind and use a little humor or wit whenever it is possible. Take notes either mental or physical, in the sense sometimes there will be small papers and small note pads. Then, they will even allow you to take notes. In interviews related to checking your technical skill, what they will do is they will actually put some problem. For a computer engineer job, they tell you to write a program. They can tell you to do something in the form of a flow chart and so on.

So, they themselves will make you take notes in certain cases. They may think that notes taking is not a desirable thing. Take mental notes. Remember some key words, if physically it is not possible. Where physically it is possible, just when you listen, note down certain things very quickly which you can recall, especially the question that you do not know the answer right now and which you are likely to know it much later. Because, you have read about it or because of the pressure that is there, some people function very efficiently. In that pressure some people however efficient they are outside, become very weak and perform like a jelly. They become very volatile. They start melting within. If you belong to this category, it is better that you warm up and things which comes to you in the first 5 minutes, you may just take the permission to take notes. So, take notes so that is also a desirable thing. Especially if they allow you to do that, it



is fine. So, overall during the interview when you are going to respond to the questions, listen to the entire question. Be aware of your body language. Do not slouch. As I said mirroring their gesture and slightly leaning forward towards them and showing inclination towards the questions that are put to you, gives you good body language. Combine it with your eye contact and smile. You do not have to rush to give the answers, just gather your thoughts. Wait for the time, appropriate movement to give the answer. Then whenever you are giving the answer do not generate any negativity. Never say no. Say that you are not aware of certain things. Say that that you will get hold of it soon and even when you say no it need not be a very emphatic and negative No, can be just a matter of fact. Speak clearly, which is very important because they need to understand what you are trying to communicate. Often in your fear you will be literally tongue-tied. So, be free. Talk freely and clearly and use stories and examples to illustrate your point. Use a little humor that shows of the other side and sometimes it guarantees success in interviews. Last, but not the least if they allow, you take notes.

Now with this, we will go to the concluding part of the lecture where I will go further about the interview and the closing part of the interview. So, till I go to that lecture I would like you to go through all the other lectures and other modules once again. Keep asking these questions which will be in the interview and keep preparing yourselves for the answers. Do some rehearsals. I am just going to tell you in the next lecture that in case you are not selected what will happen and in case you are going to be selected what are the things that you should be sure of . So, until then I will say bye. Thank you. Prepare well for the interview and get ready.

Thank you so much.