

Speaking Effectively
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Lecture 21
Conversation Skills (Continued)

Good morning. Today we are going to introduce you to how to make introductions. Introduce you how to make introduction. I am going to look 2-3 things. The first thing that I am going to (sh) show you is, how do you greet people? What kind of greetings to use? The second thing we are going to do is, what is the hierarchy of introductions? How does one introduce oneself? How does one introduce one person to another person? And the third thing we will do is, the rules for using first names titles and so on. Okay, so these are the three things you will do in the session today.

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Greetings and Salutations

- At work, make it a habit to greet pleasantly everyone you see for the first time in the day, particularly subordinate staff.
- Do not go on an ego trip and wait for others, including juniors, to greet you first. Initiate the greeting.
- Respond to all greetings, especially from juniors, with a smile and pleasant eye contact, and perhaps a brief word.

Now the importance of greetings. why do we greet people? Why do we greet people? Have you ever thought about that? Why do (pe) we greet people at all? What is the meaning of greetings and salutations? There are some kind of rituals, right? So what is the meaning of the ritual of this kind? When I come to the classroom you wish me, you wish me in the morning. What is the meaning? Why do we do it? When you pass a friend you wish them. in every culture we have some kind of greetings and salutations.

What is the meaning of these? Why do we do them? We do them because it is the way of saying, I acknowledge you. You want to show your friendliness towards another person. You want to acknowledge the presence of another person. Yeah just want to create the feeling of to build relationships with people. So such (rit) small rituals, they are very small gestures. But they go a long way in improving your relationships. They go a long way in showing your attitude towards another person.

Now in every culture we have people greeting one another using local forms of greeting. (Eve) In every language we have greetings. So, how many of you doing art of living? Anyone of doing art of living? In art of living they have greeting Jai Gurudev, Jai Gurudev. But what I am saying is that in every culture we greet somebody with a 'namaste' or 'Jai Ram Ji ki' or could be 'Salaam Walekum', 'Aadaab'. But in the western world we use greetings like 'good morning' and so on.

But it does not matter what the greeting is. The importance is whether you greet or you do not greet. Now if you noticed in India and the western world, I will not name the institutions, but most institutions people will just pass you by without greeting you. You know when you pass someone in the corridor, you meet someone in the parking lot, you know each other but people just pass you by without even getting you.

Whereas in the west, whenever you go to your work, when you enter your workplace, you meet somebody at the door, you meet someone at the parking lot, you meet someone when you are entering your room, you meet someone in the loo. Whoever you meet, they always say 'hi' there. they shout a greeting to you. They nod even if they do not use verbal greetings. So that is part of the etiquette. But in India we tend to forget that even if someone we know someone, we just pass them by without greeting. because there seems to be a confusion, whether we should greet or we should not greet.

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Greetings and Salutations

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- Respond to all greetings, especially from juniors, with a smile and pleasant eye contact, and perhaps a brief word.

So do not at work always make it a habit to greet anybody you meet pleasantly first time you meet someone, particularly subordinate staff. Now we, there is also hierarchies like, do not go on a ego trip you say, 'ok this person does not is junior to me, why should I be greeting them?' you could also greet your juniors. There is no problem with that. and initiate the greeting.

You can initiate the greeting. Let me give you an example. (A1) Like we have different kinds of people at the top and some say, directors within IIT Kharagpur, they wait for you to greet them. They feel , you know, the director is supposed to the highest authority in IIT and the director waits for everybody is junior to him. Whether you are students or staff or faculty and the director waits for you to (fa) make the first move and nods to you. Usually that is a position.

But then we had a director who would you know initially it was unnerving because that is actually polite but none of are used to it. So when he would be passing by you would find somebody (sh) shouting 'hello good morning' to you, nodding to you and you are not used to first of all, the head of the institution greeting you. But that is the normal thing. Whereas we had expected the other way to be normal that you greet your senior person.

Respond to all greeting especially from juniors with a smile and pleasant eye contact and perhaps a brief word. So usually you have seen the people, when you greet them, they very curtly nod to

you. Okay like I am doing you a favor just by greeting you. So you can be pleasant even if someone junior to you. Now you will look at some of the structures for greeting.

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Greetings and Salutations

- At work, make it a habit to greet pleasantly everyone you see for the first time in the day, particularly subordinate staff.
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- Respond to all greetings, especially from juniors, with a smile and pleasant eye contact, and perhaps a brief word.

May I have some of you come here and look at the range of greetings? I will quickly show you the slide, to show you the range between, the very formal greeting and the very informal greeting and the responses to that. If it is a very formal greeting, then the response also should be a formal response. If it is an informal greeting, then the response is also informal. Otherwise it is very odd. So and then there are cultural norms.

Now in western cultures, like if you when you go to US or wherever you go to study abroad you will find that you can shout a 'hello' to your supervisor or your professor. It is okay to do that. But in India some senior people more traditional academics do not like being (rate) greeted by a 'hello'. I do recall a former professor who complaint in fact. He said, 'This person has no etiquette. If an American student comes and says hello to me, I do not mind. But an Indian student coming and saying hello to me, it is not acceptable to me.'

So you have to think of who you are greeting and depending on that you have to decide accordingly what greeting you would use. So, let us have some role plays on what kind of greetings, going from the very informal to the very formal. You run into your friend on your way to class.

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Student 1: Hey Yashpal.

Student 2: Hey yo man.

Student 1: So, going for class?

Student 2: Yeah, had your breakfast?

Student 1: Yeah. Oh, I remember one thing. Have you done your math's assignment?

Student 2: Oh, I totally forgot about that.

Student 1: Okay, no problem man. See you later.

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Looking for his way to some room in IIT.

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Student 1: Hi, this is my first day at IIT. Can you please tell me the way to NR222 classroom?

Student 2: Hi, actually just go straight and take the first left, there is it.

Student 1: Thank you very much.

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You meet a stranger at the CAT interview.

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Student 1: Hello, have you come for the interview?

Student 2: Ha yes sir, ha.

(Refer Video End Time: 08:56)

You have come to meet me in my office.

(Refer Video Start Time: 09:03)



Student: Good morning mam.

Teacher: Good morning.

Student: I just to see my answer a bit.

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Another way of greeting as they do it in the US.

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Student 1: Hey man, how are you doing?

Student 2: Fine bro.

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So this is the range from very informal to the most formal. It is a range. We will begin with the most informal.

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Student 1: Hey Zeniya.

Student 2: Hey Anjali. Going to class?

Student 1: Yes, you?

Student 2: See you then.

Student 1: Bye.

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Little more formal.

(Refer Video Start Time: 09:53)



Student 1: Hello Zeniya.

Student 2: Good morning, have a good day.

Student 1: You too.

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Most formal.

(Refer Video Start Time: 10:02)



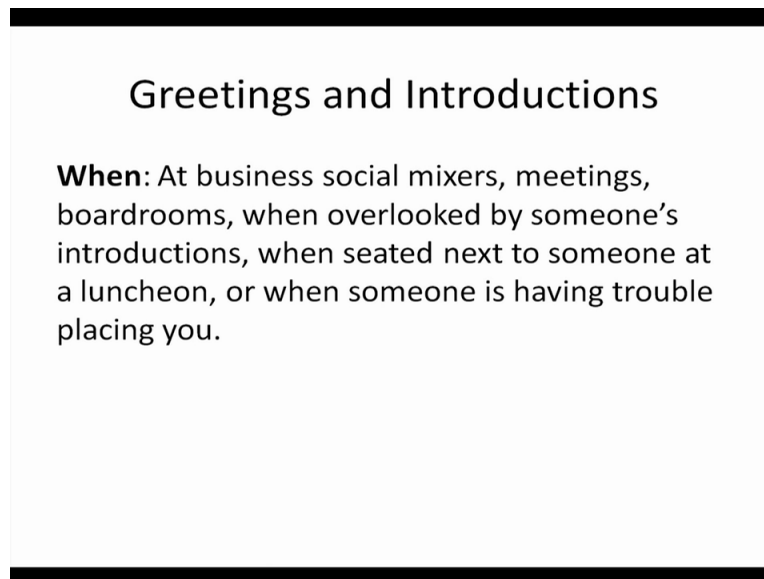
Student: Good morning mam.

Teacher: Good morning Anjali.

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From greetings, we move onto introduction. (Wh) Why do we need to introduce and (wa) where?

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Whether you are at business meeting or at social mixer, board room, when overlooked by someone's introduction, when seated next to someone at the luncheon, when someone is having trouble placing you. So we need to introduce yourself and we need to introduce others. In the olden days when the people knew each other, one did not have to introduce them. But today we often come into contact with strangers, people we do not know. So it is very important, introduction has become a norm.

We need to introduce people to one another. We need to introduce ourselves to others. How does one make introductions? And what is the hierarchy of introductions? We will look at that next. introducing yourself. How do you introduce yourself? That is the first thing we are going to do. So how would you do it? So suppose you go to a party, we will begin with the social situation and then we will move to the business situation. We go to a party and you are standing there and the host is too busy to introduce you, so what would you do?

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Introducing Yourself

- Sometimes, the hosts are too busy to introduce you. Or you may meet a group of people who assume you already know the new person so didn't think that introductions are unnecessary. Anyhow, you may simply have to introduce yourself if you're going to be talking to anyone in a party with unfamiliar faces. If you're a single woman – this is a great way to meet people.
- Remember that if you forgot your introduction etiquette, a bright smile goes a long way.
- "Hello, I'm Sheetal. Nice to meet you." would suffice. You can begin with light-hearted conversation...
"What a lovely evening isn't it? It's so nice of Maya to put all this together."
"Did you get a chance to try the blueberry cheesecake?"
- Sometimes you may join in the conversation because you know somebody in there, if that person forgets to introduce you, you may wait for a pause in the conversation and introduce yourself to the person you don't know.
"Hello, I'm Sujata."

Or you may meet a group of people who you assume you already know the new person. So they do not think that introductions is necessary. So you might have to introduce yourself if you are going to be talking to anyone in a party with unfamiliar faces. Remember that if you forgot your introduction etiquette, a bright smile goes a long way. So you are in a party and you are introducing yourself.

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Student 1: Hey, my name is Nichiketa.

Student 2: Hi my name is Dairyya.

Student 1: Nice meeting you.

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Introducing yourself in a business setting. The first version.

(Refer Video Start Time: 11:58)



Student 1: Hello, my name is Nichiketa Vagela. I am in the account section.

Student 2: Hi Nichiketa Vagela, my name is Dairyya Solanki, I am in the shake office.

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Now we have a second version

(Refer Video Start Time: 12:16)



Student 1: Good morning, I would like to introduce myself. My name is Anjali Jha.

Student 2: Hello Anjali, nice to meet you, have a good day.

Student 1: Thank you.

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Okay. Which version was better, the first or the second? And which response was better? How do you respond when someone introduces himself or herself? How are you supposed to respond? When someone says, 'how do you do?' You are supposed to say, 'how do you do?' You do not say, 'I am doing well'. You say, 'how do you do?'

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Responses

- Introductions are usually followed by a handshake and the words: 'How do you do?' to which the response is: 'How do you do?'
- With younger people and in more informal settings you may prefer: 'Hello' or even 'Hi' but resist adding: 'Pleased to meet you.'
- Never assume that 'How do you do?' means: 'How are you?'
- If genuinely asked how you are the answer is: 'Very well thank you, how are you?' Do not give a true account of your state of health.

With younger people and in more informal settings you say 'hello' or 'hi'. But do not say 'pleased to meet you'. Because you can not mix up, remember you can not mix up the formal and the informal. If you are using formal, use formal throughout. If you are using informal use informal. Never assume, 'how do you do' means 'how are you'. That is what I said when you say 'how you doing', 'how do you do', that does not mean you start a string of a list of the element you suffering from or the problems you had in the last week. You are just supposed to say 'you are good'.

Do not give a true account of your state of health. So if imagine how odd it will be if somebody says 'I would like to introduce myself', and you say 'fine fine'. Because you are mixing the very informal and very formal. If someone says, 'I would like to introduce myself', you say 'pleased to meet you', 'I am happy to meet you', 'I am pleased to meet you', 'it is a pleasure meeting you'. So you always use the formal in the formal. Do not mix up the informal with the formal.

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Hierarchy of Introductions

- Precedence and respect is signalled by the name said first. Courtesy gives honour to those who are female, older or more distinguished.
- Men should be introduced to women. 'Chandana, may I introduce Amit Sengupta? Amita, this is Chandana Basu'.
- Aim to introduce younger people to their elders or junior employees, say, to more senior people, such as directors. A new arrival should be introduced to a group.
- Husbands and wives should be introduced separately by name (Puja and Aditya Mehra'), not as 'The Dewans'.

Now we come to the hierarchy. Introductions, greetings are all about hierarchy. As I said earlier the senior person always waits for juniors to greet them because there is a hierarchy. You say, 'okay, this person is junior to me, so he should be greeting me, not the other way around'. And the older days, the rules were very clear. But now the rules are so confusing, that people just do not greet. Because the Old Army rule is that the men always (gre) greets a women.


So if you meet friends from, our Air Force officers from Salua or Kalaikunda, they are extremely well-mannered because they immediately greet a woman because they are trained to do it. They will open doors. Now all the things are considered very old fashion now when the Old Army rule is the men always greets a women, the woman does not greet a men. But today the business world has changed.

Precedence and respect is signaled by the name said first. Courtesy gives honor to those who are female, older or more distinguished. Men should be introduced to women. 'Chandana, may I introduce Amit Sengupta? Amit this is Chandana Basu'. You always introduce younger people to their elders or junior employees, say, to more senior people, such as directors. A new arrival should be introduced to a group and husbands and wives should be introduced separately by name, Pooja and Aditya Mehra, not as the Dewans or the Mehras. That is not how you do it.

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Introducing Men to Women

- “Sujata, I’d like you to meet Jatin Khera. He’s a hiking enthusiast, and climbed the Alps last year. Didn’t you say you wanted to go to Switzerland too?”
- “John, this is Sujata Sikka, she takes the most interesting travel photographs.”
- Sujata says, “Pleased to meet you John.” extending her hand and with bright eyes, proceeds to ask him about his trip to Switzerland.



introducing men to women. So let us do role play. Watch a role play on how a men is introduced to a women. Role play on introducing men to women, first version.

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Student 1: Hello Astike, she is Vibhuti Singhaniya.

Student 2: Pleasure to meet you.

Student 3: Hi Astike. Nice meeting you.

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The second version now.

(Refer Video Start Time: 16:08)



Student 1: Hello Astike. I would like you to meet my friend Vibhuti.

Student 2: Hi Astike.

Student 3: It is a pleasure to meet you.

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Introducing younger people to older people. You are introducing your friend to your mother.

(Refer Video Start Time: 16:25)



Student 1: Hi Vibhuti, she is my mother Anjali.

Student 2: Hello ma'am, nice to meet you.

Mother: Nice meeting you.

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The second version.

(Refer Video Start Time: 16:37)



Student 1: Good morning mom. I would like you to meet my friend who has come from IIT

Student 2: Hello mam.

Student 1: Astike.

Mother: Hi Astike, how are you?

Student 2: I am fine mam.

(Refer Video End Time: 16:52)

Introducing people to someone in authority.

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Student 1: Good morning sir. sir, I would like to meet fresh MBA graduate who is the head of finance team of our company , Mr. Sandeep Tandy. Sir, who is the CEO of our company.

Student 2: Okay, nice meeting you.

Student 3: Nice to meet you.

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Introducing a single person to a group.

(Refer Video Start Time: 17:20)





Student 1: Good morning everyone. if you would allow me, I would like you to meet the new person, this gentleman who is the fresh graduate from IIT Kharagpur who joined our company. So you already met Mr. Sahil. So, he is Mr. Vishwanath and he is Mr. Basu.

Student 2: Nice to meet you.

Student 1: And, they are there in the finance team along with you.

Student 3: Hello.

Student 4: Nice to meet you.

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Let us look at the rule about using names. When do you use surnames and when do you use names?

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Names

- Bear in mind that introductions should help people to decide what mode of address to use. If you know someone very well, and use a nickname, it is more helpful to introduce your friend by the name the other person may be expected to use.
- If you suspect that people are likely to have met before, you may want to say: 'Chandana, I am sure you know Joy Bhattacharya?'

Bear in mind that introductions should help people to decide, what modes of address to use. If you know someone very well and use a nickname, it is more helpful to introduce your friend by the name (ot) the other person may be expected to use.

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Student 1: Okay, before we proceed with the meeting, I wanted to introduce you sir to them so we will quickly go by the introduction once again. meet Mr. Vishwanath.

Student 2: Hello sir, my name is Vishwanath.

Student 1: Mr. AV Ramacharlu.

Student 3: No, I am sorry but my name is AV Ramacharilu.

Student 1: And Mr. Sandeep Tandia.

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Are you one of those people who forgets names? I always do that. if you are kid soul and you forget names, what do you do? You have just been introduced to someone and you have forgotten there name.

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Student 1: Nice meeting you. sorry, I usually forget the names. So may I have your name please?

Student 2: Vishwanath.

Student 1: Vishwanath. Is this the right way of pronouncing your name?

Student 2: Okay.

Student 3: AV Ramacharilu.

Student 1: It is AV Ramacharilu?

Student 3: AV Ramacharilu.

Student 1: Nice meeting you too.

Student 3: Thank you sir.

Student 4: Sandeep.

Student 1: Sandeep, nice meeting you too.

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In the more formal context, you may also use titles such as Lord or professor.

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Use of Titles

- In a more formal context you may also use titles such as 'Lord' or 'Professor' – older people will expect to be introduced by their title. It is then up to them to say 'Please call me Jane.'
- The person you are introducing should not have to guess that the other is, for example, a doctor or a lord, or even someone who would rather be called 'Mrs'. It is considerate for the person making the introduction to provide information that may avert future embarrassment.

Older people will be expected to be introduced by their title. So suppose you go to the Jaipur festival and you meet the author Nair Paul. Are you going to say this is Mr. Nair Paul? You know that now he is Lord. You say, Sir Nair Paul. And in IIT for instance, people are very particular, you can not dare to introduce someone as Mr. so and so. Even medical doctors if you dare to introduce a medical doctor by saying Mr. Bhattacharya. He is going to be very offended. You say, Doctor Bhattacharya, Professor Roy, not misses Roy. So you must be very careful about titles.

The second thing is about using first names. You must always play it safe. Always address people who are senior to you by their surname. It is always the appellation followed by surname Mr. so and so, Dr. so and so, Prof. so and so, unless the person himself says, call me John or call me Jayne or whatever. You wait for them to tell you. You do not initiate.

the person you are introducing should not have to guess that the other is for example a doctor or lawyer or even someone who would rather be called 'Mrs.' It is considerate for the person making the introduction to provide information that may avert future embarrassment. Now this embarrassment is very common in the Indians very because everyone assume that the women above a certain age should be married.

And I myself being I have heard people introduce colleagues of mine who are single, very happily single, but they were introduced as Mrs. so and so and these women they have learned to take it in their stride that they would never correct them, they will just say 'ok its fine' because they have got used to the idea that everybody should be Mrs. so and so. But in today's world you dare do it, you address somebody who is single as, even married women as Mrs. Because today the correct title is Miss. Let us watch some role plays.

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Student 1: For you go ahead with your presentation. I have already introduced you to Mr. Daik.

Student 2: Sorry, you should say, Dr. Daik.

Student 1: I am sorry. Dr. Daik.

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Using first names. it depends on your organization, different organizations of different cultures. in IIT Kharagpur for instance, even if we are talking to a junior colleague, we always at the designation, doctor or professor before we address them. We do not use first names. But in IIT Bombay everyone uses first names. You can call your senior by their first name and they do not feel offended. So it depends on which kind of organization you are in.

Advertising companies for instance or software companies, you call your boss by your first name because they allow you to do it. But do not initiate the move. Wait for your boss to ask you to use his first name.

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Student 1: Good morning Mr. Daik. I have come up with the new presentation for the project we are working on.

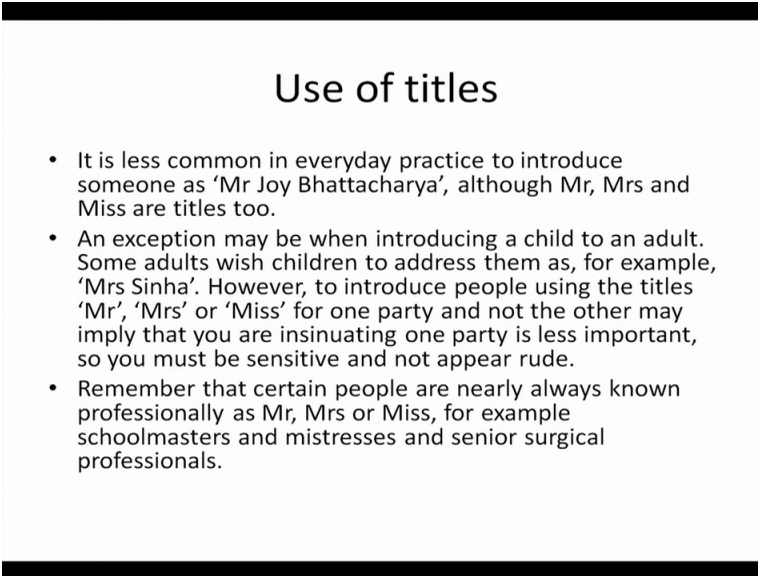
Student 2: So it is nice meeting with you again but you know you can simply call me by my first name.

Student 1: Mr. Jia.

Student 2: Yes that is right.

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The slide is titled "Use of titles" in a bold, black font. Below the title, there are three bullet points, each starting with a black dot. The text is in a standard black font. The slide is framed by a black border at the top and bottom.

Use of titles

- It is less common in everyday practice to introduce someone as 'Mr Joy Bhattacharya', although Mr, Mrs and Miss are titles too.
- An exception may be when introducing a child to an adult. Some adults wish children to address them as, for example, 'Mrs Sinha'. However, to introduce people using the titles 'Mr', 'Mrs' or 'Miss' for one party and not the other may imply that you are insinuating one party is less important, so you must be sensitive and not appear rude.
- Remember that certain people are nearly always known professionally as Mr, Mrs or Miss, for example schoolmasters and mistresses and senior surgical professionals.

It is less common in every day practice to introduce someone as Mr. Joy Bhattacharya, although Mr, Mrs, Miss are titles too. An exception may be made when introducing a child to an adult. Some adults wish children to address them as for example, 'Mrs. Sinha'. However to introduce people using the titles Mr, Mrs, or Miss for one party and not the other may imply that you are insinuating one party is less important, so you must be sensitive and not appear rude.

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Student 1: So I would like you to introduce to Professor Roy. Ramakrishan Raut.

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Etiquette for Nicknames, Pet names, Shortened Names

- If you have been introduced to “Natasha”, but everyone calls her “Sha” or “Tash” you should continually call her “Natasha” until she requests to be called by her shortened name.
- That is because you are not at that level of friendship and familiarity as others. However, if she introduces herself as “Sha”, you may call her “Sha” then.

Etiquette for nicknames, pet names, shortened names. If you have been introduced to ‘Natasha’, but everyone calls her ‘Sha’ or ‘Tash’ you should continually call her ‘Natasha’ until she request to be called by her shortened name That is because you are not at that level of friendship and

familiarity as others. However if she introduces herself as 'Sha', you may call her 'Sha' then. Now let us watch what happened in this situation.

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Student 1: Hello Miss Nandra. How are you doing?

Student 2: You can call me Zeniya. You do not have to say mage.

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(Refer Video Start Time: 24:37)



Student 1: Hey Zeeni. How are you?

Student 2: I mean you cannot call me Zeeni and my friends call me by that name.

Student 1: Sorry.

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I will conclude with some of the structures that you can use for making introductions. Just like greetings there is a range from the very informal to the very formal and again back from the very formal to the very informal. So you could say like one of my former professors used to introduce me. With a very formal introduction. 'Allow me to introduce you to professor doctor Gera Roy.' Now if you are the senior most person in the group, a person in the authority and on the wrong side of AD, you are permitted to do that because it goes with your image.

But if I try to do it, I would sound very pomp sent stupid. 'I would like to introduce you' it is the other variation. 'I would like to introduce you', 'let me introduce you', 'I would like you to meet', another way of saying it is, 'have you met so and so?' or just say, 'meet this is' and followed by the name. We just say the name. When they are lot of people you do not have time to say 'allow me to introduce you' or 'let me introduce you' or 'meet so and so'. We just say the name.

So like an introduction like in greetings, we must know when to use the right form, the very formal usage or the very informal usage depending on the age, gender, (situa) the contexts, the atmosphere in which you meet. So you may never use your bosses name in the business contexts even if the boss happens to be your friend. But if you meet your boss in an informal situation, maybe in the evening or at the social occasion, you may use the first name. With this we conclude the session on greetings and making introductions.

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Student 1: Hi I am Richa, Richa Sharma.

Student 2: Hello Richa I am Zeniya.

Student 1: Nice meeting you.

Student 2: How are you?

Student 1: I am fine. How are you?

Student 2: I am fine. You have come from where?

Student 1: I am from Ranchi. I stay in Ranchi. My hometown is also there.

Student 2: Okay. So you have come here to participate like the fest, right?

Student 1: Yes,

Student 2: So how is your experience so far?

Student 1: I have been to (27:24) I am coming to (27:26). So it is like its very nice it is fun. That is why you know it is very compelling that I need to come like each year.

Student 2: Okay, so the competitive spirit keeps you like coming to visit here time and again.

Student 1: Yeah, actually. Most importantly it is the fun you know like the people around. So it is like very cool very cool.

Student 2: Okay, so what are the events that you have participated in so far?

Student 1: Like in the first year I participated in Sense of Humor. So, although we did not win anything but it was really fun and second we participated in MIT right. So, that was fun too because it gave me a lot of information about the social causes.

Student 2: Okay, okay. (28:16) here is a very nice event.

Student 1: Sorry?

Student 2: (28:19).

Student 1: Yeah, exactly, exactly. Lot of innovative. People get very creative.

Student 2: Thanks. Thanks for sharing here.

Student 1: Yeah, nice meeting you.