

Soft Skills
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Lecture – 57
Facing Job Interviews Part- I

Good morning. The present lecture that I am going to deliver my dear friends is all about facing the interviews. Imagine you applied for a job or you applied for so many jobs and one day you get an interview call think of the reactions how you will react to it getting an interview call makes you delighted, but then at the same time you are faced with some sort of fear is not it, all of us do because when the interview call comes of course, we are going to appear at the interview, but before we go to appear at the interview you start thinking of the questions, thinking about the people who will be there, thinking about the reactions also anticipating about the answers that you will deliver, but then you do not know what sort of questions will they ask.

But at the same time you can always think of certain areas or some types of questions that they may ask, is it the answer to the questions that makes you successful, is it actually or response that will help them recruit you the other factors also involved when I say other factors I do not mean the factors such as other category factors namely of approaching, people knowing people no these factors include how best your prepared. Because I have been saying since long that preparation is the best way, but how to prepare how to anticipate the question. Let us try to understand what could be the nature of questions.

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Facing the volley of questions

Open questions	
Closed	
Probing questions	
Reflective questions	
Loaded questions	
Hypothetical questions	
Leading questions	

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The questions may be open, questions may be closed it may be probing it may be reflective it may be loaded questions hypothetical questions leading questions I mean these are the nature of questions that can be asked. Now will discuss all these questions later, but before understanding the answers do these questions let us first prepare ourselves let us first make ourselves confident because the first look that the interviewer casts at you or gives at you may are times make you nervous. Now when you have all these valley of questions the first thing that you should do is first tell yourself that you can answer these questions well.

I mean most of the interviews are decided only in our brains when we anticipate only in our mind. Now what is the best way patience now many people start thinking that when they go to the interview board all of them will at the same time start asking questions and it sometimes happens also before you have answered one question the other question comes in an between. Now what to do what is the best way the best way is to be patient. Now how to be patient and what can you do to be patient? The first is you have to be confident and once you be confident means you are positive.

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I mean let us not think that this sky is going to fall down or the earth will Campbell as I have been trying everything will be fine if you are positive. So, guard yourself by being patient and not only being positive, but be aware be aware of the questions what they are going to ask be tactful when answering you have to use your tact when I say tact I also mean the way you are going to answer a particular question the way you are going to combine your sentences the way you are going to respond and then you also have to use your intuition in tuition I mean if some question is asked and all these things you can do before the interview not at the time of the interview at the time of the interview you have to be patient and you have to answer the questions. So, that you are totally confident and you are energetic fine, so all these.

Now you may at times wondered how can you have all these things dear friends there is nothing to worry all these you can try beforehand. Moreover as I said in one of my lecture on nervousness that one has to control the nerves because you know it is fear that attains discourages you. So, have sort of nerve control you think that you can do and you will do.

So, control your nerves and then please remain committed never from any of your gesture or posture. So, a sort of (Refer Time: 07:03), a sort of frustration because once again you have to remember that everything that goes within you just is written on your face. So,

you have to remain committed you have to remain earnest and then when you have all these and these are there within you simply have to wait and you have to think of.

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Guarding yourself

P: POSITIVE		
A: AWARE		
T: TACTFUL		
I: INTUITIVE		
E: ENERGETIC		
N: NERVE CONTROL		
C: COMMITTED		
E: EARNEST		

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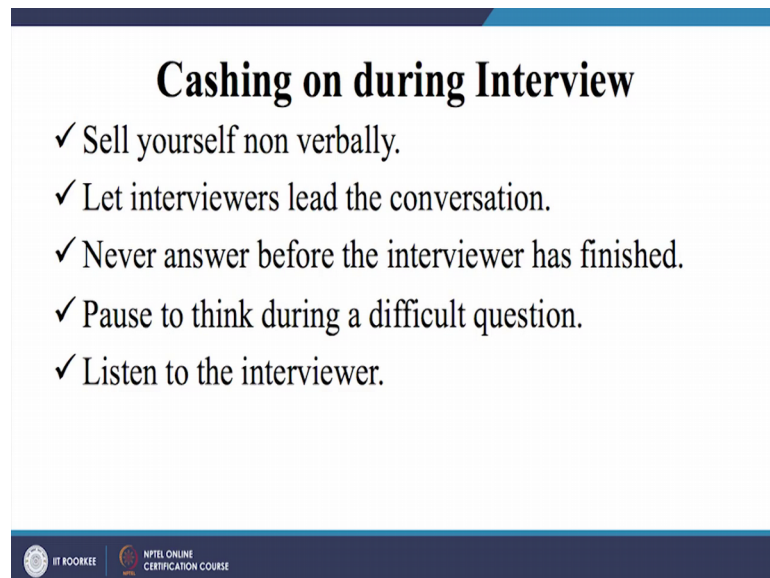
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You have to think of how to respond. Now in order to be confident can we be only confident by displaying our knowledge no it is here that during the time of the interview half of the battle is won by your nonverbal behavior. So, you have to sell yourself non verbally being very positive being very committed I mean when the question is asked let the interviewer lead the conversation. I mean sometimes it has been seen because you are very much excited for your first job you start answering the question before you have heard the entire question and that may put you into trouble.

So, let the interviewer lead the conversation. It is advised not to answer before the question has been completed and when you answer it is not that you answer in such a manner that the other party has an impression that you know everything it is always better to maintain a pause it is always meant it is always advisable to maintain a sort of composer pause for some time and answer. There is no need to hurry there is no need to speak very fast there is no need to show them that you can speak faster than them it is always better to create a balance. So, when you speak before speaking please make a pause and then speak and speak in such a manner that you are answering them that you are not imposing on them, listen to the interviewer we have already discussed in a lecture

on listening how important it is to listen you need to listen throughout, because unless and until you listen to the question you will not be in the proper frame of mind to answer in the right way.

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Cashing on during Interview

- ✓ Sell yourself non verbally.
- ✓ Let interviewers lead the conversation.
- ✓ Never answer before the interviewer has finished.
- ✓ Pause to think during a difficult question.
- ✓ Listen to the interviewer.

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Now how to be positive as I have said we need to be positive we need to be confident. You can always bolster your confidence you can always increase your confidence level first by your appearance.

What do we mean by appearance?

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Ensuring Excellence

Bolster your confidence by your

- ✓ Appearance
- ✓ Vocal Characteristics
- ✓ Mannerism



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It is the look is it the looks no, it is not only the looks rather the dress which you are wearing, the way you are sitting, the way emotions are spread on your face, the way you are showing the enthusiasm and the way you have made certain preparations in order to make yourself pleasant, in order to make yourself better composed. So, bolster your confidence by your appearance and not only by your appearance because appearance is may be deceptive at times and this deception may always be detected by the people who are having numbers of years of experience and they can detect the deception or the way you try to beagle them do not beagle them rather present them as you are, but before presenting them you have to take extra care to see that your appearance is positive.

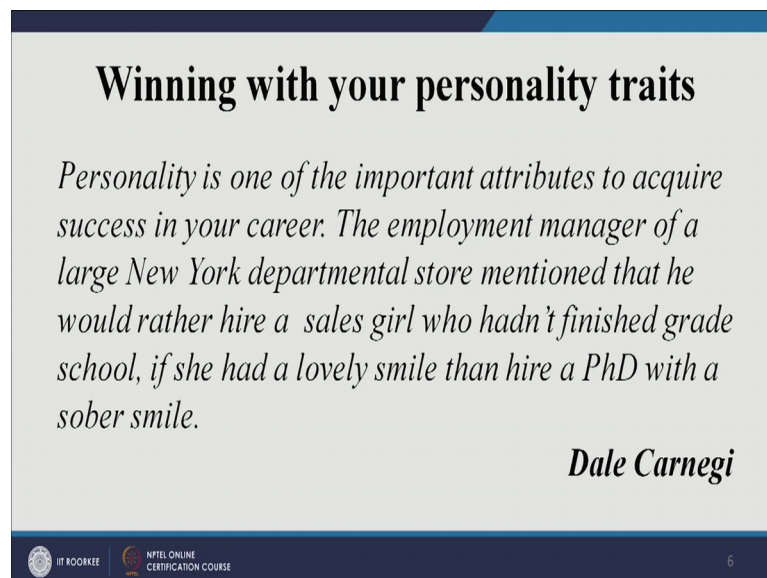
Appearances can be deceptive and as I often say I often quote a false face must have a false heart within, but at least try to maintain a sort of expression on your face that can so, that can reflect that you are positive then comes the vocal characteristics. I mean when we talk about the vocal characteristics you have to ensure that you neither speak too loud nor speak too fast you create a balance between your speed, rate, pitch behavior and the way you use your voice.

So, your voice some way or the other reveals the sort of training that you have training over the years in your school and colleges and training how to speak how to respond and then comes the mannerisms. Now what do I mean by mannerisms? Sometimes it so

happens that before you have answered one interviewer there may be questions from the other interviewer the way you look at them the way you bend the way you take a turn sometimes you know you actually offend them. So, you need to maintain a sort of composer while reacting too responding too. Actually all of us remember that it is our personality which matters that is why in many places they call it a personality test fine.

If you are appeared at a several examinations after you know after your written test they also conduct a sort of personality test and when it is a personality test it is not only the asking of questions which a border on the areas of your expertise, but there are also questions around you know psychology about nervousness, but then the questions are posed in such a manner that the experts can detect your personality.

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Winning with your personality traits

Personality is one of the important attributes to acquire success in your career. The employment manager of a large New York departmental store mentioned that he would rather hire a sales girl who hadn't finished grade school, if she had a lovely smile than hire a PhD with a sober smile.

Dale Carnegie

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Let us quote here what Carnegie says Personality is one of the important attribute to succeed in your career. So, personality is very important and you know about personality let us actually remember the employment manager looks forward to watching a personality and it is here that he gives an example Carnegie gives an example and says the employment manager of a large New York departmental store mentioned that he would rather hire a sales girl who had not finished grade school if she had a lovely smile than hire a PhD with a sober smile.

Now what is the (Refer Time: 14:17), what is the meaning? The meaning is that employers are looking for candidate who are better communicators, who actually have better personality traits than simply having a lot of degrees and qualifications. So, the time is that you also prepare before and in order to reflect that you possess a personality that can be counted for. How can we improve our personality? We can improve our personality not simply by our knowledge, but also by our appearances as I said and in terms of appearances let us also discuss the first important increment that is of dress.

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Proving your personality

- Dress
- Bearing
- Enthusiasm

The slide features a central image of a blue sign with white text that reads "KEEP GOING" and a green banner below it that says "YOU CAN DO THIS!". To the right of the sign is a photograph of a man in a suit pointing at a whiteboard, with a woman in a business suit standing next to him. The slide footer includes the IIT ROORKEE logo, the NPTEL ONLINE CERTIFICATION COURSE logo, and the number 7.

Now, what is dress and how should we choose our dress it is very important. So, as we have been saying in many lectures previously that you need to understand the formality of the occasion when somebody goes for an interview he should ensure that his dress matches according to the occasion. If it is an interview naturally you need not go for a dress that can pinch many other a dress that is too gaudy a dress that is too flamboyant dress that is too loose, actually you have to go to an interview with a dress that actually matches with the suitability of the occasion. And then comes the bearing by bearing I mean are the sort of work you had done in order to ensure that your facial expression is better. Along with the dress are also the shoes along with the dress are also important your hair cut, the hair style, then the facial expressions and then also your enthusiasm level.

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Radiating your Appearance

- ✦ Clothes
- ✦ Hairstyles
- ✦ Facial expression
- ✦ Way of walking & entering
- ✦ Sitting posture
- ✦ Way of turning back

The slide features two images: a group of seven professionals in business attire standing in a line, and a man in a suit sitting at a table in a meeting room.

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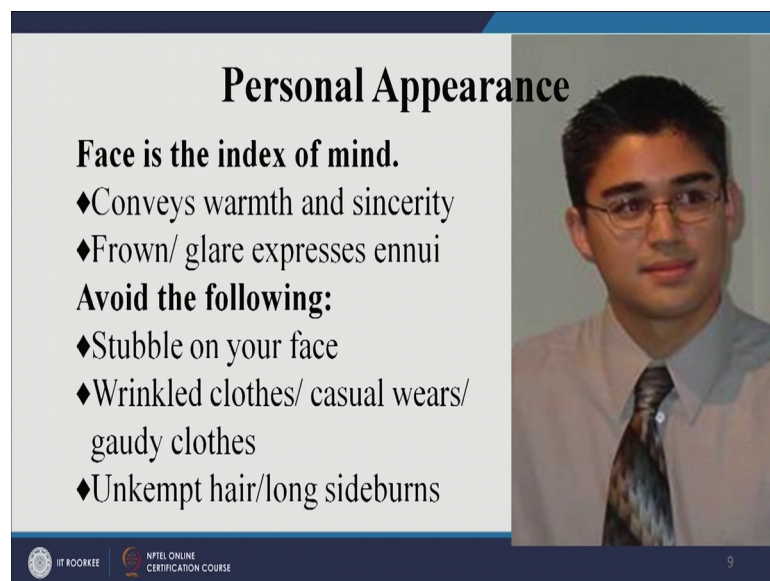
When we talked about personality and when you talk about dress we need to understand that it is your clothes that tell a lot about your background. And in the choice of your dress lies your own choice also I mean how you can differentiate between certain occasions. It is not important that your dress should be very expensive, but rather the dress should not only be simple, but dress should look like a sort of pleasantness should come from the dress, a sort of behaviors should also reflect from the dress because dress is simply an indicator. It is in this context that I remember Richard Bose who in his work in his book entitled what color is my para suite, that is that is the name of the book where he talks about what do you owned in life, what sort of job do you want and what is the place that you want and through all these you are going to express a lot.

Now here in this connection it is very important the sort of dress that you have chosen then comes to your hairstyle. I mean nowadays as youngsters will find there are variety of styles people follow there actually imitating all of them have got their models in terms of celebrities and all, but remember when you go for the interview all these you know new fashions and all they are not important what is important is the dignity of the occasion. So, have a sort of hair style which does not appear unusual because nowadays that is the trend as youngsters many of them actually a follow the hairstyles of different celebrities. You should remember so long as you have not to become a celebrity be your own self and if you apply this perhaps you will have a better hairstyle and a better style in other ways

also.

The facial expressions are also very important. So, when it comes to facial expression see to it that you are face speaks and because your face is a junction where all these emotions are there - the emotions of (Refer Time: 17:48), the emotions of anger, the emotions of frustration, the emotions of say pleasant, feeling all emotions are written.

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Personal Appearance

Face is the index of mind.

- ◆ Conveys warmth and sincerity
- ◆ Frown/ glare expresses ennui

Avoid the following:

- ◆ Stubble on your face
- ◆ Wrinkled clothes/ casual wears/ gaudy clothes
- ◆ Unkempt hair/long sideburns

The slide includes a photograph of a man with glasses, wearing a light-colored shirt and a patterned tie, looking directly at the camera. At the bottom left, there are logos for IIT ROORKEE and NPTEL ONLINE CERTIFICATION COURSE. A small number '9' is visible in the bottom right corner of the slide.

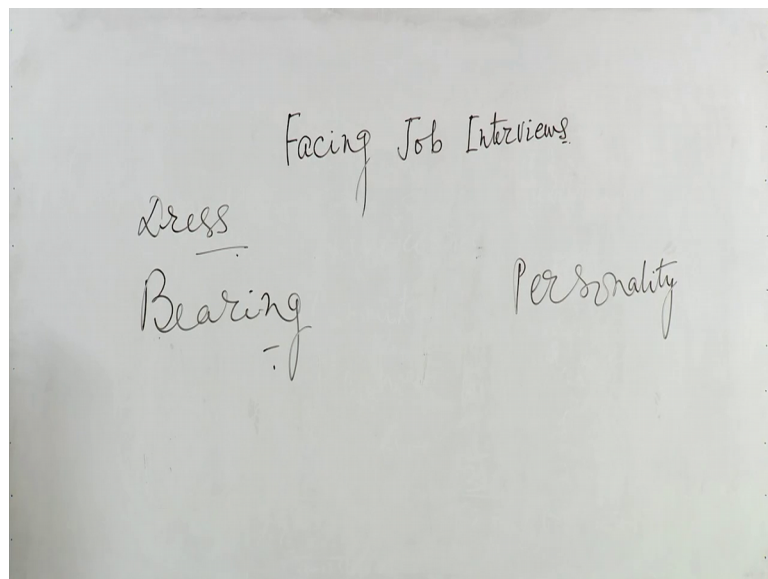
So, please see that your face speaks then the way you enter in the very first instance when a candidate enters the interview room he actually tells people who he is and who where is he from. So, the way you enter, the way you greet, the way you sit, the way you bend the way you actually take glances all these actually go along way in describing your personality. So, how you are sitting whether you are reclining in your chair or you are prepared you will show the preparedness by being a little bend towards the interviewers and then when you turn back you should turn in such a manner that does not appear to be unusual.

Here you can have a look how it is important to have a face which can convey warmth and sincerity. Nowadays there are so many trends, but remember you are going to an interview where apart from your knowledge your personality will also count. So, it is

better or not to be gaudy, not to be pompous, not to appear as if you have come for show, but appeared as if you have come for the right interview. Let there be no stubble on the face you have already learnt a lot when we were discussing in a lecture entitled communicating without words where a lot of emphasis was there on the non verbals.

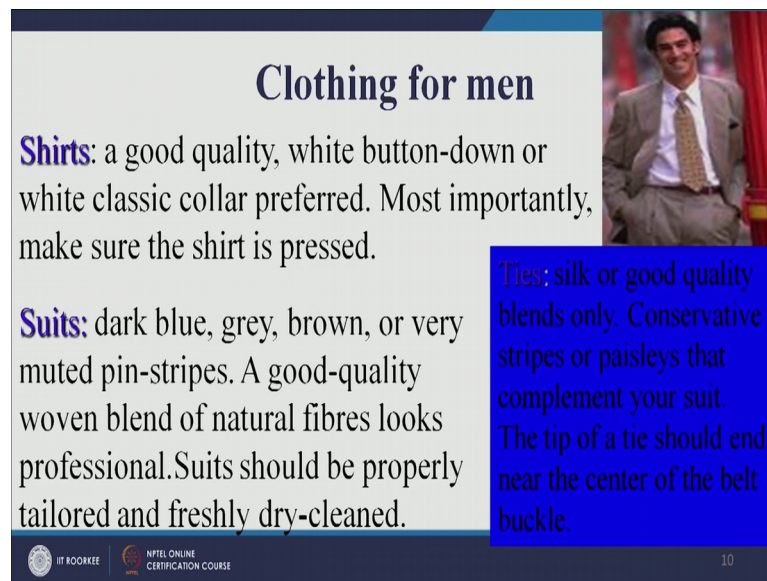
If you are so proud of hair as I will say please also possess good crop, let your hair be given proper care a let us see that we do not maintain specially as young boys. We do not have a long side burn because everything that you do my dear friend that has got a message it is better to give a proper message. In terms of clothing especially about men they should decide that they will wear a shirt of good quality may not to be very expensive, but then having a button down or a classic color.

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Preferred see even if the shirt is not expensive it is properly washed proper. I ironed in terms of the selection of the suits see the color that you will decide do not wear the color that appears a unusual.

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Clothing for men

Shirts: a good quality, white button-down or white classic collar preferred. Most importantly, make sure the shirt is pressed.

Suits: dark blue, grey, brown, or very muted pin-stripes. A good-quality woven blend of natural fibres looks professional. Suits should be properly tailored and freshly dry-cleaned.

Ties: silk or good quality blends only. Conservative stripes or paisleys that complement your suit. The tip of a tie should end near the center of the belt buckle.

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Nowadays so many colors are available, but it is always better if you prefer a navy blue color or a dark brown, color or a grey, color a good quality blend of natural fires that looks professional. Suits actually should be properly tailored not the designer suits. But then whatever dress you prefer to wear should be fresh and it should be properly washed and properly cleaned if you feel that the need of occasion is also to wear ties.

Especially we have seen in technical institutes we have got a uniform sort of dress especially during campus placements, but then for other occasions when you are going for an interview and that is on your own see to it that you maintain a sort of decorum not only in the choice of your dress, not only in the choice of your shirts suits, but also in the choice of your ties. Let it be good quality blends. If you prefer stripes let the stripes be conservative that compliment your suit and the tip of the tie should end near the center of the belt. These are actually some of the mannerism stack you need to learn and that you need to learn before end. For that there is no school my dear friends you have to go an extra mile to learn all this things because the first task in an interview is to make yourself look presentable which is very important.

When it comes to shoes again you know we live in the world where there are variety of choices, but then if people are allowed to go according to their choices the world will become a very difficult place and specially during interviews you will find people going

for different styles and at times they may appear to be very unusual. So, it is important that when you go for the selection of shoes most of the time it is always better that you should go for appear of shoes which has a black color and better if polished because polished shoes appear better. Not to go for designed shoes, not to go for shoes which have got pointed sets and all and it is better if the shoes color is black or brown.

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- ✓ Shoes: highly polished slip-ons or laced dress shoes in black, brown, or cordovan. Dark socks.
- ✓ Facial hair: no beards; moustaches are a possible negative. If you must, make sure it is neatly trimmed.
- ✓ Jewellery: no chains, bands, or necklaces showing. No rings other than wedding ring or college ring. No earrings (if you normally wear one, take it out.)

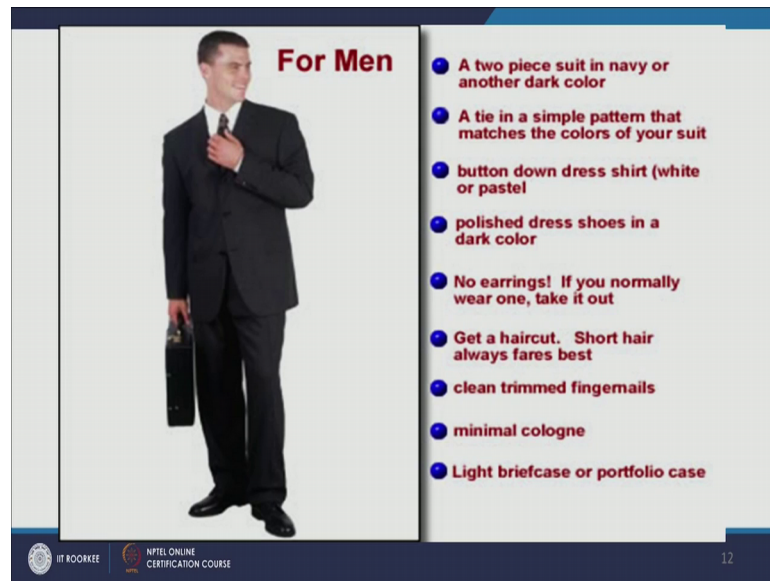
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In terms of going deciding, let it be dark socks, I mean fashion cannot work here in an interview that is why you have to be very particular about what sort of shoes you are going to choose. Then comes facial hair I mean many people may have a passion for beards there is no denying the fact that you can have it, but if it is there you should also take extra care to make it appear pleasant not that they are you know that they gave some amount of indication of about your carelessness and all. You normally no beard is preferred even mustache also at times because when it comes to having mustaches many people have different notions, but even if you have it let it appear to be having a sort of decorum. If you have a beard if you have some hair on your face and you want to have it let it see let it be seen that they are properly trimmed. Even you know many people also suggest and I too suggest that specially the youngsters who do not take extra care or to trim their a nails and all. So, they should appear or to provide or to give a sense that they believe in a sort of cleanliness and they also need or to get their nails are trimmed.

There is actually a fashion among many of us to wear jewelry I mean it is always better because when you are wearing jewelry you are more bothered about the jewelry than about your interview. So, why do you why do you waste your valuable time on thinking about the sort of jewelry it is better to have no jewelry at all. But especially if you feel you can have something light no chains no bands fine no necklaces otherwise you know they will become a sort of burden for you. Even experts say it is better if people do not have rings, but in our country many people feel that they should wear rings, but let it be kept to the minimum. Nowadays if you have a look at the fashion trends you will also find that among youngsters there has been also a craze they follow cinemas movies and they start wearing sometimes earrings and all that is also a complete no. So, that should also be avoided.

Now here is a sample you know you can see here is a sample of how a representative, how you are supposed to specially for the experienced once or for those who are going for entry level jobs they can also have the same sort of I mean they can follow depending upon the choice of their colors it should be black or blue, not red you know not red. So, a two piece suit navy or another dark color, a tie which has got a simple pattern button down dress, have a proper hair cut, short hair always fares better. So, let us have short hair specially when we go for interviews and more over if you feel that you need to carry a small say brief case or what so ever especially for peoples who can have that depending upon the situation depending upon the existency of the situation.

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For Men

- A two piece suit in navy or another dark color
- A tie in a simple pattern that matches the colors of your suit
- button down dress shirt (white or pastel)
- polished dress shoes in a dark color
- No earrings! If you normally wear one, take it out
- Get a haircut. Short hair always fares best
- clean trimmed fingernails
- minimal cologne
- Light briefcase or portfolio case

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And then sometimes you know people unnecessarily invite trouble by putting a lot of cologne or fragrance no sometimes that may irk many of us. So, it is better to minimize the use of colognes and you can if you feel the need of it you can have a portfolio case or a light brief case as the need be. Specially, when we talk about the cloths and all for women they should also dress accordingly to the occasion and they should also maintain the sort of dignity specially meant for say interviews when it comes to the choice of their dress and all let us have a conservative business suit or a dress of a natural woven blend fabric in a soft color which can in a way be intuin with the skin and the hair color.

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Guidelines for women

- ✓ Dresses, suits: conservative business suit or dress of a natural or woven-blend fabric in a soft colour complementing your skin and hair colour -- blue, navy, grey, beige, tan or brown. Skirt length should be at least to the bottom of the knee.
- ✓ Blouses: simple style, white or soft colours. Avoid very frilly styles and low-cut necklines.
- ✓ Shoes: sensible shoes; polished pumps or medium heels in a colour that matches your outfit.

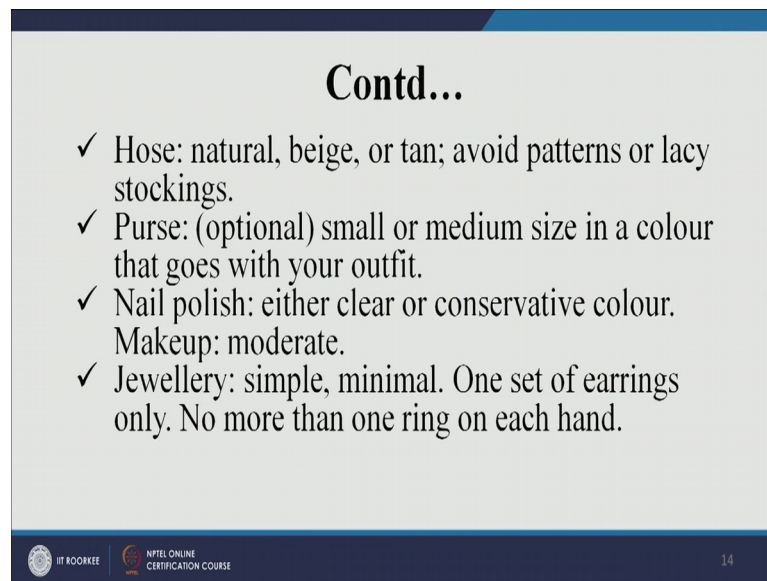


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It is always better if you can wear a full dress. Now remember that interview is a sort of formal occasion and in terms of deciding the shoes once again they should also go for sensible shoes which are having a polished pumps, not too much of a heel because that may at times make you uncomfortable also. The message is that when you go for an interview see it to it that you appear at ease, you appear at your usual self, a usual self is better than a possessed self where you try to bring all sorts of ostentations that may lead ultimately to failure. So, when we talk about at times it has also been felt and realized that women need to carry some purse if it is. So, please decide do not have a very long sort of purse let us have a very small one.

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The slide is titled "Contd..." and contains a list of four items, each preceded by a checkmark. The items are: 1. Hose: natural, beige, or tan; avoid patterns or lacy stockings. 2. Purse: (optional) small or medium size in a colour that goes with your outfit. 3. Nail polish: either clear or conservative colour. Makeup: moderate. 4. Jewellery: simple, minimal. One set of earrings only. No more than one ring on each hand. At the bottom of the slide, there are logos for IIT ROORKEE and NPTEL ONLINE CERTIFICATION COURSE, and the number 14.

Contd...

- ✓ Hose: natural, beige, or tan; avoid patterns or lacy stockings.
- ✓ Purse: (optional) small or medium size in a colour that goes with your outfit.
- ✓ Nail polish: either clear or conservative colour. Makeup: moderate.
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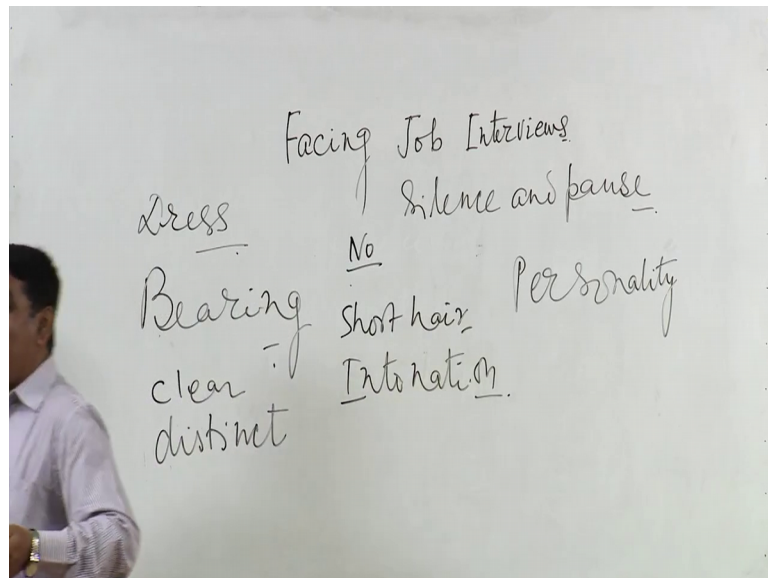
In terms of deciding in terms of deciding for the color of the nail polish and all you should ensure this is also kept to the minimum and it should not give a sort of impatient that you are simply trying to display and then when it comes again to the jewelry let us try to be as simple as you can use let us make the minimal use of a jewelry. One set of earrings specially for a women will do and no more than one ring on each hand.

Now when it come after dress it is always better to think about the voice because it is your voice which you will respond and voice is actually a vehicle of your expression. So, when you are going to a express see to it that you are audible your voice is a clear, it is distinct and every word that you speak is audible to the people who are interviewing you. You can always show your confidence even through your voice and not being too fast nor too slow and in terms of intonation there is there can be a lot of debate about that, but you know when it comes to pronunciation and all it is better to follow sort of standard one which can be understood. You need not follow the sort of accentual patterns which is allowed in some other countries, but especially when you are going for job see to it that whatever words you speak they are actually articulated clearly and they are also understood clearly by other people. You have to prove you have actually to exhibit your confidence and that you can do by having a proper voice.

Then comes the nonverbal queues and the vocal characteristics we have already discussed

in our lecture on nonverbal communication or communicating without words but see to it that when you speak you are going to situate both silence and pauses.

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Sometimes you will find that when you answer to a particular question there is a pause that may make you irk that may actually irritate you, but remember they are actually observing these people they also want to take you it is not that they are simply sitting just to eliminate you. So, be positive and make use of your nonverbal queues and your silence and pauses that will matter a lot here you can see a comics trip that will work; if you have a look at all this slides that will be very very beneficial for you.

And then we come to this playing our mannerisms which is which is very important what actually we talk about the mannerisms these manners are when something is asked you answer, but sometimes you will find the interviewers they will try to because they are going to judge you there are going to examine you, so they try to rotate the question or make this questions, so circumlocutious that you may feel like puzzled. But then at that time also you have to maintain your politeness your actual to be flexible if they say something you have to respond to and answer in a manner that you show your tact.

Every word that you speak or every word that they throw they have got some sort of

indication some sort of meaning. Your task is to convincingly present your views with lot of enthusiasm and confidence which is going to work wonders in the days to come. If you take all this things in to consideration my dear friend I think time has come that you are not only going to be considered, but you will stand of a chance as compared to others. You will find that when in the next lecture will be talking about how you should respond to the questions and how when difficult questions are asked please say that the patience is the key to all preparations and if you prepare well you are going to do well. Nothing in the world going to stop you from getting a job provided you have displayed your educational qualification you have justified that you are the prospective employee and which they are going to look for, which they are actually looking forward to recruiting you and how is that possible. That is only possible when with utmost sincerity and with at most tare you are going to prove that you are the person being looked for.

Jobs are in plenty and, you stand a chance, but you have to create a sort of balance between the expectation of the recruiters and your own confidence, qualification, commitment and a enthusiasm level. Dear friends let us see that interview which you appear at even if you fail, it also has a meaning every interview you should think that if you do not have a chance in this interview you are not going to succeed the door is not closed the wall is a bigger platform and there are opportunities which are waiting in a store for you let us try to be positive and see how we can fare well. You can fare well only when you can dare well.

Thank you very much, have a nice day.