

Soft Skills for Business Negotiations and Marketing Strategies
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Lecture – 26
Communications: Verbal and Non – Verbal (Contd.)

After look, next comes is a nose see here have you noticed one thing the way I have listed this I am coming from top to the bottom part of my face, one by one, you know to understand this to get the idea of the actual expression which happens because of these so many changes I have a small suggestion it may sound very funny to you my suggestion is stand in front of the mirror without any witness then you make different kind of facial expression yourselves, different kind of hairstyles yourself, change your forehead lines, change your eyebrow positions by movement, change your eye conditions or the looks then you see yourself every time everything that you are practicing you try you know who does it the persons who acts in the play

The person who acts in the movies because they are enacting different roles for different roles different kind of facial expression is required, what they do is they have a rehearsal room that rehearsal maybe with the groups are there that rehearsal maybe for himself alone and they try different kind of expressions over and over and over again and then try to judge which one is the best expression which expressed exactly the role that he is playing and then he fixes on it and then he keeps on practicing that and then going to the studio floor or going to the stage he just does that it makes exactly the kind of expression that was desirable for that particular at that particular time of acting.

You are also going for acting I said therefore, your interview it is an acting, for your negotiation it is an acting, for meeting somebody it is an acting, does not mean it is a faking acting means action that is desirable most desirable at that point of time at that point of time the way you are supposed to manifest that is acting. So, now, in the nose next part is a nose see all these configurations you will hardly find other than twins hardly find the same facial profiles or same nose profiles and everything is in another person in the world god has such a wonderful creation that he never made the same profile a second copy, even amongst the twins if you see very much in detail close detail you will be very finely seeing there will be a difference fine difference, but just because

they are twin that is why there are so, many commonalities that you generally overall look or appearance you cannot make a difference out of it, but. In fact, there is no two faces are similar as same.

Now, here the nose the profiles does not matter, but the point is how you handle the nose you know what happens people have different kind of habits with a nose it comes with mindset somebody I will just show you 1 or 2 as I do see because see I told you I am an actor as well as I am a cartoonist, I watch people how they are using their fingers, their hands, their nose, their eyebrows, and all that and I make study on this. I am just giving you an idea when somebody is you know not very decisive he does this god knows what happens over here somebody does this concentrating you know there are many such kind of gestures associated with the nose, but what sometimes I found somebody just to show that how comfortable and at ease somebody is you know blowing the nose in public dangerous, but the thing is good or bad you judge my point is there are so many things.

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GROOMING (Appearance)	
■ Face	Dead face, Active face, Flat face, Inviting face, Frown, Thinker, 'Who the Hell are You' type, Face wash, Powder, Botox,
■ Hair	Style, Colour, Dye, Streaks, Cut, Hair-Do, Hair Gelled, Sprayed
■ Forehead	Plain, Lines, Wrinkles, Frowns
■ Eyebrows	Normal, Raised,
■ Eyes	Movements, Dilated, Rigid, Roving, With smile, Signalling
■ Look	Sleepy, Stern, Curious, Not interested, Irritated, Agitated, Elated, Amused, Happy
■ Nose	Blowing, Fingers over nose, Folded hands over nose
■ Lips	Dry, Wet, Soft, Cracked, Coloured
■ Beards & Moustache	Style, Cut, Colour, Streaks, Dye, Look the Age, Shaving, Trim, Synthetic look, Drooping, Side Locks
■ Fitness	

Blowing the nose, finger over nose, folded hand over nose, look at this see here you know some people when they are thinking they put their hands over the nose like this thinking, watching, concentrating nose play such a role that you never know unconsciously or subconsciously your hand goes to the nose and forget about the rest part of the use of the nose at least this much my suggestion is try to avoid touching your nose whenever in communication your nose let it be as it is do not bother about it

anything about it just do not touch do not take your hands close to the nose the nearest element or say body parts that goes to the nose is the hands and the fingers my sincere suggestion is whatever is the situation do not touch your nose.

Then comes the lips has different kind of you know appearance see the profile of the lips you have nothing to do god has endowed you are born with the lips profile good, bad, protruded, nice, very smooth, very thin do not bother about it because whatever god gives you it is beautiful in whichever form it has given you it is beautiful you only see to it that you maintain it in terms of lips what happens lips can look dry it can look wet it can look soft it can look cracked or colored.

See for women by natural decorum the lips has to be worked on; that means, an women going with dry lips or unkept lips is not a social norm. So, naturally lipstick or such kind of items are very commonly used by any women and it is taken as a social norm if it is not none then people think there is something wrong with the women with the lady that she is not using lipstick at all; that means, something which is social norm is automatic, but how about the men for men definitely do not overdo on your lips is something again do not generate touch do not touch many people have a habit of you know being like this they put their fingers like this and sit and watch the lips is being touched.

Now, suppose you take the hands off then we find that there are cracks because of some health reasons take care what is ideal is always let your lips look soft not wet neither wet not dry the softness will come with some bit of you know say creams or vaselines or something which are you know good medicated stuff that you can use on your lips. So, whenever you are going you will find that if your lips is top soft then when you are talking if you have suddenly become nervous and your lips and the this part becomes suddenly dry then you do not have to lick your lips this happens quite often in the interview I find that we you know somebody's you know they do it that use the tongue to moisten the lips. So, the moistness how much it is that you can always try, but it plays a lot of important role because when you are speaking your lips are completely mobile and when the lips are mobile then that point of time it has to be very nicely seen you know.

Then comes the beards and mustache different styles I am having one some people may have beard, but not the moustache, some people will have the moustache not the beard, some will have the half cut beard like this, somebody will have full beard, somebody will

have growing flowing beards, does not matter different guys whatever. So, there are different things, but what is important is to watch what is the style of the beard, how it is cut, what is the color, are you using some streaks over here are you using dye or are you is your beard looking as for per age sometime I will come to this points a little later, but; however, let me whatever comes in my mind let me share with you is it looking the age how did you shave is a shaving clean what is a trim line do you have a fully shaven, but very synthetic look or is it mustache which is drooping in nature or the side locks are too long; that means, all the hairs on this cheek part also plays an important role.

I have seen one thing I have asked many people that what is the reaction to the beards most often people do not like to see person who is sitting in front with the long beards somehow at least professionally there may be philosophers, there may be you know gurus and others who have long beards no issue, but the thing is people generally you know they do not like to see long beards and long mustache and long hairs you know the reason is as soon as they become longer it is very difficult to maintain them you cannot trim them because you are not trimming you are making it longer, but if you make it longer as well as trim then there is no problem people say that usual beard must be well kept whether it is long or short and if you do not have anything like see if you cut your totally shave your mustache and the beard no issue, but then your shaving has to be very neat and clean and if you are keeping your beard in the mustache then the lines the trim lines has to be very balanced very well cut.

And sometimes I have also heard people saying that the people the person whom I met he came to my room just now if you have noticed he looks so, synthetic; that means, not only he has shaven to such an extent that not a single hair is available on the surface, but also he has glossed in such a way looks like a plastic face you know that is also not good, you should look soft, clean, well shaven does not mean you should look something very unnaturally manicured, but it all depends on who is sitting in front of you I am just giving you different ideas of peoples experiences as they shared with me even some ideas which I feel that way. So, the thing is if you have beards maintain it the length of the beards, length of the mustache, the proper trim lines trims over the lips the trims on the sides the side burns how much it is hanging what is the profile should it be something

like this sometime you must have seen that nowadays the fashion is have a beard only a small here.

You remember that famous you know Charlie Chaplin emulated a mustache which is of this type. So, there can be different styles nothing against the styles only thing is it properly kept if you are going for an interview then it has to be properly trimmed here again some of my students whom I saw in the final year with the beards and everything coming to the class and you know it look like as if they are too busy in their project works. So, they do not have time to shave, but when they have gone for the interview they have shaved it in such a way or manicured in such a way that sometimes I could not recognize them as my students. So, this is a reality it is a very funny thing, but it is important.

Then comes the fitness in the fitness basically you are overall like say you should look healthy you should not look sick, you should not look chronic ill chronically ill person. So, what happens is now if you see when you are grooming yourself with all appearances and everything you have to take care of yourself overall now this fitness speaks through the face somebody who is having chronic illness whatever it will show in the face a person who is suffering from chronic illness, but has a face. So, glowing and so soft it is very unnatural, but at the same time you do not have any chronic illness why should you have your facial expressions such that people think that you have a chronic illness.

So, this is something your appearance has to change. So, when you are going for such kind of activities interacting with other for communications your grooming in terms of appearance is very important there are many other grooming things which I will talk about is because nobody watches the entire body if you have gone for an interview I am telling you very frankly since the moment you enter they will look at your face by the time you sat down over there you are half covered the lower part is not seen. So, from here from this part to the top is seen.

So, your now appearance plays a very important role because when you are interacting your eyes is you know it is contacting to nonverbal thing your lips is moving because you are now going for verbal communication even if suppose that there is a question asked at you and now you want to take few seconds time to answer the way you look at the other juries or the way you look at this ceiling to think about it or the way you look

down to the table almost trying to recollect what you have learned in his college everything is going to be overall experience expression oriented and that is going to you know give you the grades.

As an interviewer I can always see that when a person comes in everybody needs a job everyone who enters, but the way somebody enters and then the moment I look at and that smile I get from that particular candidate the eyes that becomes glowing and in a soft and dilated the way the person picks up the chair or draws a chair and then sits and then waits for the question to be asked every moment is being recorded by everybody in the interview everybody watches forget about such of the such selection covering experts who may be busy with some paper works because that is more important than looking at the candidate, but otherwise if there are 8 to 12 interviewers interviewing you and you are 1. So, it is basically an interaction between 1 to 12 you are 1 we are 12 everybody is watching you are everybody is making an impression and it is always said that the first impression is the lasting impression if the first impression the moment you enter the room is such that you looks very nervous, first impression very nervous, very unkept or very gaudy that starts playing whether positive or negative let the time decide.

Then comes the other see I have talked about the appearance which is facial especially the facial then comes the other body parts they are equally responsible only thing is in different context what are the other body parts other than your face when I am saying appearance there may be an overall appearance.

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GROOMING (Other Body Parts)	
■ Full Arm	Folded, In front, At the back, Behind shoulder, Over the head, Spread, Behind chair, Over the knees
■ Wrists and Palms	Movement, Handshake, Warm, Weak, Full, Half, Molten, Soft, Spread, Crossed, Folded behind neck, Palm thumping on deal, Thumping softly to signal to colleagues,
■ Fingers	Nails, Rings, Key Chains, Finger crossed, Folded, Tap, Touch,
■ Torso	Forward, Backward, Straight, Bent, Body builder
■ Spines	Straight, Bent
■ Legs	Folded, Bent Knees, Crossed,
■ Feet	Straight, Joined, Crossed, Bent

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But here the appearance means your face quite often before I go to this other body parts have you noticed in some cases you know people wear a mask if there are 10 persons wearing 10 different masks generally during Halloween and all these you know parties and all people wear masks when you look at each individual you will always find that you never look at the whole body the first gaze of your eyes goes to the face and then you identify there is a mask, then you identify what is the nature of the mask, then you start you know reacting with respect to the nature of the mask that is there you really do not compare that whether it is befitting with all other dresses like trousers shirts or you know any other gowns or anything you look at the face.

So, my dear friend the face is the first thing that speaks about yourself and how best you can communicate positively in favor of you through your face is what has to be tried through the appearance, then comes other body parts. I will just first show you the list of different body parts not many full arm, full arm means from shoulder to this full arm when I am saying this I can also I did not divide it, but the forum also there then comes the wrist and the palms this part next part then comes the fingers; that means, now look at the hand full arm forearm wrist and the palms and the fingers, but the fingers are not alone there are nails and many other things which are within the shape of the fingers the thickness of the fingers the length of the fingers the shape of the palms everything matters, but nobody really pays that much of close attention to this they do not because

that is not the objective, but yet it plays some role positively or negatively depending on it is some characteristics I am coming to that.

Fingers and after that torso is what from your shoulder part to your waistline that is torso this part, then comes your spine by which your torso is. In fact, the torso and your head is tied with up this spine people look at it and they play a lot of role then comes your legs; that means, from your waistline down there the legs and then comes the feet end of it the feet are they really that important I am telling you friend it is important, it is important because your impression before we start communicating with somebody verbally and exchanging opinions and other and get satisfied before that all impressions are based on how you look, how you stand, how you sit, how you get up, how you stoop, how you bend, what is the movement of your hand, what is the movement of your wrist and movement of your fingers.

How do you put your feet there are so many and they play big role after I discuss this I will give you 1 or 2 small examples like what happens full arm basically what happens full arms can be folded like say look at this it is folded, somebody is sitting like this folded or somebody in front like say keeping it like this in front and sometimes the hand at the back each of these movements of the hands has different you know expressions a signal to it, at the back there is another which is let me stand up and show you see if I stand like this is folded, if I stand like this it is at the back there is a big difference I may stand like this is another I may sit like this and another; that means, my hand is showing something some gesticulations which is communicating something to you.

Then over the head as I said over the head spread it like this spread it like this hand spread it, spread it like this, behind the chair you know it is like you cannot see this here is a handle my hand is behind the chair I am holding this behind the chair then over the knees over the knees is I cannot show you really if you keep your knees you know one leg over another and your hand is you know holding the knees like this over the knees there are. So, many ways your hands are being used full arm and then in combination with others like with the wrists see over the knees keeping just flat like this is one or over the knees you know touched with 2 fists and 2 wrist you know 2 fists like this 2 palms is another over that back doing like this is another it makes a lot of difference, hands at the back and clutched or hand at the back as free one over another it makes a lot of difference and it makes a lot of signaling I will explain to you know what happens is

some clues I give you right now rest of the clues I will give when I will talk about many as such ways.

If you are if you find the person whom you are speaking to he is folded hands; that means, he is not opening up he is closed he is not opening up and you are talking he is also talking with you after some time you will find that he opens up the hand; that means, now he is getting interested in you trying to speak to you trying to know more about you and after that if you find that his hands are spreading towards you; that means, he is now welcoming you and if you find that his hands are the back; that means, he is just trying to kill time finish your talk you may go my hand is here I will just be like that I have enough time to waste in your presence, you finish your talk now you can go.

So, these are different kind of gesticulations which are you know nonverbal communication by which you can be told that you are welcome or you are not welcome. Somebody is liking you or not liking you. So, in wrists and palms movement of the wrists handshakes with it is warm see different kind of handshakes are there warm handshakes it does not matter what is the size of your palm it matters that what is the strength of holding your hands and shaking your hands I have experienced all kinds I have found somebody whose palm is much bigger than mine holding my hand and I am thinking that I am totally in it I have also found a big hand palm bigger than my size, but the moment I shook hands the hand almost molten. So, soft what is the reaction what should I infer he does not want to shake hands.

Sometime I have found somebody shakes the hand and then holds it and keeps on holding and keeps on shaking and talking very peculiar things happen when the nonverbal thing he is talking and the hand is not left your job of handshake is done, but he is not feeling like releasing you because he does not know exactly if he releases his hand you will think that it is just to ensure that to give an idea that he is liking you. So, much holds your hand and keep on talking and shaking sometime you might find that somebody hands is. So, strong and yours is. So, weak that you get a pain everything matters it matters. So, it is sometime full handshake, sometime half handshake and sometime molten handshake, sometimes soft handshakes the spread wrists spread the hand spread like this the hand spread hand spread sometime it is like this sometime it is like this you know spreading beyond.

Sometime it is crossed like this and sometimes as I showed folded behind neck the hands see here folded behind neck all these matters and it gives you a lot of signals there are other play with the hands you know thumping, thumping the tables with palms, thumping the tables with fingers this I will talk when I will talk come to the fingers sometime in suppose there is a deal made of it is thumbs; that means, success you know they has to be an some expression of you know happiness success sometimes even thumping softly to the colleagues to give a signal you know like say look at my palm here if suppose your colleague is you we want to give you a signal to your colleague that do not talk much stop it you will find that some certainly the hand moves and gives a you know like this; that means, there are signals the colleague reaches your you know watches your hand and then understands that you are asking him to stop you are asking not to go ahead you are asking him to interject, hands palms has so much of role to play.

Then fingers in fingers there are many things in the fingers see the first thing that you have is the length of the finger each finger length of the entire palm and the proportion of the finger with respect to the entire palm then quite often I have found people are more interested to see your palm lines I have seen that given an opportunity show me your palm I have seen that because somebody some people whom you will come across who have some fascination towards palm reading or palmistry and that person will always find an opportunity to see your palm in some form the other and if he has a you know knowledge of palmistry then in some plea or the other some opportunity or other looking at your palms they will also try to judge your mental state your faith lines your life lines and everything I have somehow find that this is not a very healthy sign, but; however, it happens.

Let us now then nails you know nail has to be for woman the nail has to be painted they do generally paint and. So, it is painted and you know the shapes are enlarged in long nails they do have they do shape it very nicely they do color matching with the dresses all these are very important. So, up keep up the nails is very important never go for an interview with your nails grown and then some bit of dirt hidden behind you know at the tip of the nails never go for interview because long nails and that too with some kind of dirty nails you know nail tips when you put your hand there somebody's eye may reach there and find the you are not keeping well with your nails it has to be so nicely maintained. So, it is for as I said for haircutting you may do 15 days before and do bit of

localized trimming just one day before I would say nail cutting you do on the same day or if possible just the day before. So, that you know do not over cut you know do not have too much of your, you know other flesh exposed these are very very tiny tiny tiny things keeps on adding.

Some people have a habit of you know growing one of the nails longer and you are sitting in the interview with your one such habits say this one the last finger you have a long nail and you are sitting in the interview I am telling you out of that 12 selection according member at least 5 of them will not be focusing on your what you are saying as an answer they will be focusing on your finger. So, why should you distract them with your something very unnatural very uncommon then comes ring it is a very funny thing, but as I said people who take interest in palmistry or who believes in palm reading similar thing happens with some kind of people you know who have who believes in astrology astrologers verdicts they have a good knowledge of the stones that you are wearing in the ring and when they look at your fingers and there are say 2 3 rings and instead of focusing on your answers or judging your other personalities or a correctness of your answers or suitability they will just watch your stones and then they will start thinking that is amethyst. So, this amethyst means this person must be having these that is moonstone; that means, you know nobody will speak about it they are doing a different kind of assessment or judgment why give them an opportunity if you have your such things keep it at your home wear it the moment you return why should you give them an opportunity to judge differently obliquely which is not complying with the purpose of interview.

So, my suggestion is you know I have seen many people they have you know 1 2 3 4 rings 4 rings here 4 rings here sometimes even 2 rings in one of the fingers it happens nothing wrong in it if somebody believes in it and if it gives him benefit please do wear it, but the moment you spread your hand and with all rings and all these rings are given by the astrologic to solve your problem; that means, immediate first reaction of the interviewer is you are in problem takes this point very seriously they will judge you based on this fact that you are wearing. So, many of these rings because you are in problem you are in trouble that is why you have spent so much of so many 1000 rupees and paid to the astrologer to get those stones and the rings.

I personally feel as an interviewer this is one of the very strong point by which unfortunately for no reason of no fault of yours you might get very silently or get rejected, wear it if you think that no without this I would not go please wear it, but I have seen many people think he is wearing so many rings. So, basically he goes to the astrologer. So, he believes in that, he instead of that if you would have focused in his own task probably he would have been a better you know competent person this is how the whole thing goes on. So, fingers nails up keeping rings then key chains, key chains and finger crossed folded tapping touching all these things make lot of sense and lot of impacts in your nonverbal communications. So, finger generally be very restrictive in use never tap with your fingers like this never even do this even if suppose they say that you have to wait for a few seconds let me think about it your finger is running like this never do it never do it like this never even do something like up you know tabla player never your finger should be very much within your control because everything matters this communication you are not communicating anything you are trying to only be at ease by running your fingers, but 1 or 2 selection committee members watching you and they are not liking this because anything that you do in front of them within that say if the interview is for 5 minutes to half an hour to one hour.

Within that period you are being judged as a prospective representative of that company and if you are being judged as a prospective representative of the company for the rest of your stay in the company then they have to be very judgmental at that point of time they would become that is why many of the bright or very intelligent or genius people never get selected or have not got selected in the right place, but many of mediocre has got selected. So, point is which one is going to work and how it has to be you know it has to be worked out, but; however, these are not very difficult tasks what you have to do is you have to be slightly cautious you know. These are body mannerisms too much of moving your hands when you are talking too much of showing indications and too much of pointing fingers at others you know all these or you know some time any kind of gestures you know there are many negative gestures with the fingers which can make hell out of anything which can create wars. So, finger, tongues, eyes, these are certain things which are very easily usable, but very very detrimental sometime. So, always control it the best way of doing it is never use the fingers independently use it with the hands with the palms collectively.

If you use collectively like say when I said tap basically what you have done you are tapping with this finger then this, then this, then this, is not it, but if you do it like this it becomes such a good gesture, but the moment you do this it becomes a bad gesture. So, the point is this gesture with your fingers has to be restrictive. So, what you do is in this kind of views my suggestion is that try to use your fingers as little as possible that does not mean that you will become rigid like this or you will become rigid like this no it is free, but together do not point or raise one finger unless it is absolutely essential not required you know to show somebody you can always say this you can only show it like this that if that gentleman helps me I can do something if that gentleman helps me I can do something means you are not pointing a single finger is very very beyond etiquettes. So, use your hands as free flowing you do not have to be rigid.

The next I will discuss about Torso, torso is from shoulder to the waist this part see the volume of the torso, the length of the torso, the proportion of the torso, with respect to the entire body height or the proportion really proportion of the torso visibly the waist to leg feet that distance these are all god's creation, we have nothing to do and neither we should try very hard to do something, we should not try to become taller by hanging, we should not try to become thinner unnecessarily by dieting, very heavily point is let your normal body physic be as it is there are certain things you know the body structure or the stretcher which is genetically obtained. So, do not try to overdo whatever you are, you are great god has gifted you this make best sense or best use of it with all other skills do not have to really change your physic I am not talking about those people who want to be bodybuilders because they have a different purpose that is a another style or another art by which they want to you know enhance their different muscles and then have different shapes and that is another art type I am not questioning that unnecessarily you do not try to do a body work, but our torso plays a very important role.

You know torso in the spine goes together the profile the entire torso and the profile in the torso what happens is see there is something like for keeping a physic if you have very relaxed life and a good food and even you know connoisseur foods then quite likely that you will be growing some tummy and if when you are very complacent in your life having a good job or say good life and good family and your wife is taking care of you then quite lightly that you will grow a tummy do not think about negative of it, but only thing is see that it does not grow beyond a particular dimension because that might give a

different kind of appearance to you see I am not thin I consider that whatever I am I try to make the best use of this, but I try to see that I do not grow even fatter than this or maybe tummy do not grow bigger than this.

So, that I do not look very funny very awkward. So, there is a limit, but what matters is the torsos is positioning of it and the torso basically how you manipulate with your torso are you leaning forward with your torso or leaning backward with your torso, are you becoming straight, have you bent your torso or are you a bodybuilder. So, playing with a torso is one thing which you do not have to really go deep into it, but; however, I can still say that whenever you are standing somewhere trying to you know at a reception desk of an office when you are standing it is better that your torso remains even if it is bent it remains straight it does not go like this stoop like this. So, stooping is a combination of the shoulder lines the torso and your spinal alignments that sometime become very negative.

Essentially what happens you know as I said the first impression about yourself is created in the eyes of the others who are looking at you. So, when you enter an office you have an appointment say let me give an example you have an interview call there are 20 person sitting in the couch in the reception you are the 20 first person entered the first thing is you have to ask the doorkeeper that whether there is a right venue he says yes then you walk down to the reception desk and report with your interview call letter and ask for the time that when you are your interview is going to be is not it after that the receptionist is checking all your documents then requests you to sit you go and sit wait for the call this is the sometime it may be 2 3 minutes it may be even half an hour to one hour, but within this time you have being watched not very you know I would say not very decisively not very deliberately, but you are being watched you are within the scanner and if this nowadays with all our you know CCTVs you are being watched fully if anybody wants to watch your other mannerisms before you enter the interview board one can always relook into the CCTV camera recording that how did you manifest when till from the time you entered into the reception till you were called in the interview room.

Nowadays I will tell you it is very very sensitive points because everything is a reflection of your personality. So, in the torso say you if you want to be forward you can always lean forward, but do not stoop you can always lean backward, but do not do

unnecessarily because you know leaning backward is giving an idea about that rejection, leaning backward is a rejection, going forward is inquisitiveness or trying to show eagerness and being straight is absolutely no nonsense you are absolutely straight I have found some people who are very very straight any position wherever I have seen the such persons they are always straight at 2 much straight some people are. So, straight it looks very unnatural you do not be unnatural being normal for which you stand again in front of a full length mirror try to watch yourselves that being straight absolutely straight how do you look.

There is another thing is the bodybuilder approach when I am talking about people who have a fascination for bodybuilding if they are going for interview I have always seen that they have a you know the bodybuilder always tries to shows all the biceps and triceps and the shoulders and all these muscles. So, their hands are always spreaded they hardly get a chance to be like this they are always you know spreaded that also looks very awkward. So, your torso is controlled in combination with your arms is a good gesture that you have to judge yourself whether is looking natural it has to look natural. In spines whether is straight spine or bent I give an example some people who are always straight spine whatever is the situation I always think that you know when I always felt that that person maybe could probably never bend the spine because it is. So, straight it is always good that your spine is straight always good no doubt about it, but too much of straightness it is sometime very you know awkward judge it to yourself.

The legs whether the legs are say full length legs whether is folded at the knees, whether it is folded at the ankle or whether it is crossed these are different kind of you know the grooming is required that how do you stand, when you stand your torso may be bending like this, but you are actually other leg line is you know bent at the knee level and then at the ankle level. So, your profile is something like this, this, this, this it does not matter if you stand straight, your feet is this your body is straight, your torso then your waistline to the leg and the feet and you are standing in front of the reception desk and try to know your positions no harm.

So, sometime you know it is considered that if you bend like this you become casual and if you bent too much you become inquisitive or you know almost encroaching into the domain of the receptionists or sometime you know if you stand like this you know sometimes what happens is you stand like this putting your one elbow on the reception

desk and the other one is on your west line like this looks very casual nobody wants to see a casual person anywhere whenever it comes to business because seriousness of the entire body postures is important when I will talk about the postures and gestures I will highlight some more.

And then the feet whether the feet is straight will the feet is on the toe just like ballet dancers with is like this or whether it is joined the feet one foot with another or crossed or it is like this joint like this and the crossed like this or the feet it is bent there are. So, many such ways by which entire body parts is working and mind it these are things which probably we have never been very concerned or conscious about, but it matters you know what you do is the best way to judge this is you put yourself in the shoes of the person who is judging others you before you go in front of the mirror and try to improve your conditions you try to behave or act like a person who is judging and then you see you like for best test is now you will be see after listen to all my lectures and all and all my explanations.

And all that you will definitely get a chance from today onward to see people around do not let people know that you are watching you just try to watch try to observe and see that how they are behaving you know in terms of postures and other things how they are manifesting with their body parts how they are looking in the facial one I hope from today onwards you will be on this particular task just to get the idea about how it matters.

If you are not liking somebody else's postures, gestures, facial expressions, then also be sure the others also will not like the similar gesture, postures or facial expressions of yours that is how you look at it, but see when I was configuring this course I never thought of educating or you know giving this knowledge to others just for learning I thought that we do not care about all these things. So, it is better that I share with you what people should care about and then rectify themselves without letting anybody else know one note of cautioning for everybody is when you study in this classes do you really demonstrate others that you are studying.

When you are painting do you deliberately call others to see that you are painting, when you are practicing for games do you really call others to see your practice to become a good player, if not then for this also do not have to have any witness do not have to call for any witness do not have to have any you know somebody as a fancier to watch, best

is do it yourself and the best is have a full length mirror in your house, do not tell anybody what you are doing, do not have to tell anybody what you are doing make a grooming of yourself why should somebody else groom you are the best groomer for yourself follow this rule. We will discuss more on this on grooming and also the interviews and gds in the next.

Thank you very much.