

**Soft Skills for Business Negotiations and Marketing Strategies**  
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**Lecture – 27**  
**Body Language: For Interviews**

Good morning. Today we are entering into week 7. Till the last weeks lectures, I was discussing about certain grooming things, I will continue a little further on this, but my primary focus of this week's discuss essentially discussing about body languages during interview. This will be very useful for anybody especially for students or for first time are going for interview or even for people who had been going for interviews and not having much success, I will give you certain tips in this.

This steps if you follow of course, with little bit of preparation I am sure you will win because I have cases who have won. I advise them they followed it ritually, when they follow days I also told them that do not be very you know sensitive or conscious about what you are doing just face the interview only follow these tips some dos some donts which has given us good results?

So, I thought this is very essential for anybody who is interacting with others for business for opportunities, for collaborations, for joint ventures and such interviews also for getting the feedback or the background history of a celebrity even for interviewing the public to get responses on various planning issues. So, we have been doing these interviews. So, all over all through if you are going out of your house trying to do something interviewees automatically it gets cropped up.

So, this is very very essential component of these lectures. So, when I will be explaining this to you try to catch the point try to see that where it is going to be applicant for you, belong to which domain of interviewer or interviewee and then accordingly work out. The rules that I will say you know it is very very generic, because I cannot be so specific because of the brevity of time.

Now this generic thing you imbibe or you know adjust it to your own requirements. The same person looking for a job first time, now goes to interview somebody else once he is employed already makes a difference.

So, interview is now originally even on the other side of the table facing the interviewer and now, you are an interviewer facing somebody else who is given the interview. So, these things happen.

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GROOMING ( Expressions )				
■ <b>Smile</b>	Soft Sarcastic	Sweet Casual	Dignity Half smile	Welcome Giggle
■ <b>Expression</b>	Consistent Welcoming	Variations Unwanted	Fluctuating Ignoring	Transitive Parting
■ <b>Emotion</b>	Busy	Involved	Engrossed	Uninterested

Now in this I will continue a bit with the grooming. In these grooming expressions is very important. So, when you are preparing yourself. Your first expression that is recognized by anybody it is a smile. Remember for your appearance I said the first impression that you create in the mind of the person you are meeting is your appearance your face your eyes appearance.

But your expression is smile. So, it is almost I would say make it mandatory to smile at the person whom you are meeting first time does not matter whether the result is going to be positive or negative, but just smile that smile has lots of different types of smiles. Now I will also put some note of caution in there, but let me give the list of those expression items for grooming. So, first is smile next is expression how do you immediately your facial expression? And then emotions internally what is going on how it is reflected very critical give a smile people will welcome you give an expression of disbelief people will reject you.

Internally emotionally you are disturbed when you are trying to meet somebody you are giving a smile you are trying to give a good expression, but emotionally you are really

not happy or liking to meet this person, it will speak on your face there will be an image. This is very interesting psychological phenomena which will happen?

Now in these smiles there are lots of things like say soft smile, sweet smile, dignity oriented smile, welcome smile, sarcastic smile, casual smile, half smile and giggle. Now, let me clarify a little bit on these each soft smile is you know when you look at somebody you just give a smile that you have recognized him. So, a very soft smooth smile on through your lips sweet smile is you are trying to pose that you are very sweet to him or he is very sweet to you he should be sweet to your sweet smile, but I can tell you there is a distinction between soft smile and a sweet smile.

Sweet smile sometime you can give very even if you are not liking somebody you give a sweet smile all receptionists, in the hotels or in the hospitality business, they always give you a sweet smile, not necessarily soft smile sweet smile.

They want to look pleasing and they give that smile and that makes you a little comfortable, but the thing is if you find that the sweetness has some bitterness behind all the sweetness has it is nothing, but a drama then what happens is you become a slightly defensive this thing happens with a smile with a dignity. If you look at everybody and keep on smiling, then you will not be considered very seriously. Nobody will take you seriously. You must smile with a dignity; people should be feeling proud that you smiled at him this is what is dignity; that means, it should speak about your weight.

Starting with the chairman Zhu, the gatekeeper in a company, everybody will give a smile. The smile has to have it is hierarchy as well only thing is more you go higher the ladder the smile has to have more dignity. Welcome smile is something which the sweet smile almost sometime you know becomes synonymous to welcome smile, that by the smile, welcome smile, you almost give an indication; non verbally that you are most welcome please tell me what is your problem, please tell me what do you want? etcetera.

But there are 4 smiles which I have listed in the second row that is very very serious. Sarcastic smile, casual smile, half smile and a giggle let me clarify. Sarcastic smile is a smile which almost gives an indication to the person whom smiled at is that well you are not that great neither, you know I consider you for anything nor I am concerned about you lord even I am going to give you any time. Of very sarcastic or sometime you know

who are I talking about giving a smile? What you talking about I am sorry I cannot give you know sarcastic. So, sarcasm comes in.

This sarcasm is something which is taken very very personally by everybody. No smile should have said sarcasm. Even it you do not want to help somebody, you want to refuse somebody, you can always do it with a soft smile if not a sweet smile. So, smile is one of the very important things, it is said that the smile can win your heart forever, but one sarcastic smile can kill your relationship forever.

Casual you know it is almost like you know you are passing by and somebody looks at you and then you give a smile. Casual do not really mean it you just care that also makes no sense you know. The smile has to be such it has to penetrate in the mind of the person smiled at through his eye contacts.

Some time, some smiles are passed on to somebody, which is with a kind of disrespect it is something like I will give an example youngsters will you will understand this. You are sitting in your college campus alone 2 friends are going by they do not want to mix with you right now. And they just look at you and give a smile in such a manner you know like spreading this you know smiling, but the thing is with no intention of really smiling at you they could have also ignored you.

But I will tell you it is as good as ignoring you. The smile has to be such that it should penetrate through your eyes and go into the heart the person is looking at me and smiling. Half smiley sometime you know very peculiar kind of smile, when you are meeting somebody and you appeared to been doing him and trying to recognize him, but not very sure is this the same person whom you are you are can you recognize. In such cases he would not to give a smile, but you are reluctant to give a smile the reason is that if you give a smile then you make a fool of him yourself if he does not smile back.

See every smile would have a you know response if it is a soft sweet dignified and welcome smile immediately the persons smiled at will return back, but if it is sarcastic then immediately there will be a negative reaction, in the mind of the person smiled at sarcastic smiling at somebody will definitely invite a negative remark or negative reactions, it is done deliberately. Casual one is you know does not get any positive response.

So, one can ignore you also a few as you have given a casual smile at him almost half ignoring, the same thing will be reverted back half smile is a very serious smile.

Walking along the footpath remember you are looking at somebody he is coming forward to you think that you know him it will be good. If you smile at him it may not be good if you do not smile at him, but you are not very sure is this the same person you are meeting. And should you smile should you smile or should you not this brings half smile and in that you know what happens half of the lips you know it spreads. And that is you know half way that if he does not smile back to you, nobody watches that you have smiled that is a half-smile very critical.

And the griddle is something which is taken very very you know I would say with a pinch of salt by everybody. If you look at say giggling with a friend is different thing giggling with a friend will go burst into laughter maybe, but giggling at somebody whom you have gone to meet or in for interview and that giggle gives a different kind of reactions what is that?

When a giggle means you laugh you are in between smile and the love and internally you are feeling like laughing, you know sometime you must have heard your friends or maybe you have said somebody, you know internally I was feeling like laughing, but I could have laugh I was really feeling I was feeling like laughing. You know this is this sometime when it goes beyond the threshold that he cannot control your laugh internally then it comes out as a giggle, but that is not a smile.

The giggle sometime is taken as negative. Since I had been dealing with lots of students and my colleagues and professional friends, you know I see this kind of manifestations almost every day. And when I see this I try to make an analysis because I am researching on these areas for. So, long I always study make an analysis why did the person giggle. Sometime I have found that the student a student is presenting his or her thesis this is my dissertation. And the jury is having an idea that he did not work much and the person the student is trying to express in such a manner that we give an impression that he has worked so much.

And then the jury somehow you know staff keeps on appreciating knowing fully well that this is not the full amount of work that should have been done. And that the student then gets a feeling that look I have not done much, but my jury is in favor of me. And so

internal excitement keeps on increasing and at that point of time if anybody cuts a small joke, amongst a jury then immediately this student giggles. And that giggling is almost like you are feeling at ease trying to feel at ease that comes out as a giggle, I have found many times especially giggle, I have found amongst my students who are who has produced less and trying to pose more.

But the people who are produced more and trying to be balanced they never even giggle never even smiled, they just say present the whole thing flat face it. So, the giggle generally avoided. I would say the first 4 soft sweet dignified and welcome smile practice it rehearse it does not come automatically, because if you over smile it might become a sort of you know caricature of yourself.

The other 4 sarcastic casual half smile and giggle restricted as much as you can you can do that with your friends, but not in profession not during interviews not during g d. During g d sometimes I have seen that if one person makes a remark which is very trivial or slightly stooped the others start giggling horst others start smiling sarcastically mind it you are being watched. If you are amongst those who are doing this you are being watched because during g d the Jureer is not participating with you, but they are watching every move every reaction every expression of the people. So, this is what it is?

So, smile is one of your biggest people we always say that the enemy coming towards you and trying to harm you with a smile is the most intelligent enemy, because the smile has already won over you and you be absolutely unsuspecting and then you are harmed. So, enemies with a smiling face is one of the dangerous kind of enemies, enemies means people who are going to hurt you there comes expression. In the expression there are many see in the expression there are many such expressions.

One thing let me make clear at this point when I am saying this I am never focusing this only for the people who are going to go for interview. I have these suggestions also for the people who are taking interview. Who are giving interview if there is an interviewer in front and you are the person who are being interviewed, it is also for you. These things are applicable to everybody does not matter, where they are on the other side of the table or this side of the table this is something which makes a person a good person.

We say the good personality it makes a good personality, if you follow the first top 4 styles of smile and it makes a little weak personality or poor personality, if you follow the next 4 from of this particular row similar is for expression.

Expression is your overall facial expression sometime expression is also which strongly with the face, but it also be with the hand your body gestures when you see a friend you simply do not look at the friend and smile or have a words you simply go and ultimately hug him.

Now, shake hands hugging and you know holding at the shoulder all these are different kind of expressions body gestures and expressions, but expressions should be consistent. You enter with a smile and then suddenly you become tough your face becomes a rigid that is the inconsistency of expression, expression if you are trying to create some expression then try to hold it. So, it is always better you start with a positive expression and leave that particularly with a positive expression.

Even if in the interview you have been told that you know nothing you cannot offer your job still go out with a positive expression, be consistent consistency. Then variations of expressions you know there are different kind of expressions in the same discussion at different time your expression will keep on changing. So, one is the welcoming kind of expression or maybe or maybe the positive kind of expressions and another is you know variation of expression.

See consistency of expression when I say I do not mean that you enters with a smiling face and altogether you keep on answering with a smiling face, I did not mean that consistency is your positive expression should remain that is a positivity. Never enter an interview board or anywhere with a negative expression. Never always that that is what some people what they do is they go with a slightly you know in between phases of expression.

So, that one can always change from a little positive to negative, but in case somebody wants to prove during the interaction that sorry we do not agree with you see let us take an example suppose, I gone for any negotiation definitely, I will enter with a positive expression, but that is not mean that I will be.

So, elated after meeting everybody means I am going for negotiation. So, what the negotiation will be positive maybe. So, what that does not mean that I will keep on jumping and having everybody shaking hands with everybody and you know feel elated before the negotiation is over.

Because during the negotiation you do not know what will happen because during negotiation it is business is no more personal relationship it is business trying to negotiate with your friend also can lead to a negative answer negative results. So, your consistency of overall expression is important. With variations you do expression variation you do though as it is demanding, whenever it demands. Sometime in the whole set of negotiations or interviews need not be you know always somebody will be always sweet as soft no. It may be somebody may contest your points. Somebody may disrespect you somebody may have you know everything towards you somebody may cut a you know very caustic remarks at you.

So, the expression of everybody whether the interviewer or the interviewee you know it can vary, but overall there should be a kind of consistency, but it should not be fluctuating, it is now you are smiling the next moment you are very intelligent and the next moment you are frowning, the next moment you are very very tough. It should not be that fluctuating you know variations is positive, but fluctuation is not.

And then transitive it should be expression whenever you are changing from one expression to another, there should be a transitive period keep certain few seconds of lag. That lag means suddenly do not jump from one smile to the tough you know, I have seen many people you know at one point he is loving and the next point he is rigid. It takes a split second for him to do this. So, first you know laughing at this and suddenly stopped that is lacking transition and that is bad for expression.

Expression should be translating from one to another. So, 2 things I am saying here try to be consistent overall, next is you definitely incorporate variations in your expression, but don not fluctuate. Now happy next time unhappy, then again happy the next day unhappy within the same interactions, now smiling next time is very rigid do not and if you want to need to change really for the business or for interaction purposes from one expression to another one give smooth transition from one to another.



It has to be practiced means I am see the thing is I am feeling very sorry about one thing that I am speaking only one sided. I would have loved to meet by people who are listening to me and you know get them trained get them done, you know and then test it in front of you itself which I am not getting an opportunity now, maybe sometime in future we might meet and we would have the workshop in which we will try all these things.

So, that you know we see exactly what is the result and then get judged by all of the past events. Next expression of welcome all restorer, all hotels, all offices they have a receptionists. Receptionist job is to receive and that is one of the welcoming expression that they are trained with whether, they like you or do not like, whether you are repeat customer or you are one of the slightly hated customer, whether who liked to you know you created a ruckus some time in last visit and they do not want you to be in this particular environment again.

But you come they will give you a very nice welcome expression they will, because that is a job. So, welcoming expression is an expression which gives the other side of the person other person, opposite to you an impression that you are welcomed. Unwanted expression is another it is you know how it is how it happens? Suppose you are doing some work at that time somebody enters and then you suddenly look at him with a proud very clear expression who are you know that is a unwanted one.

But if it is not with a proud with a you know raised eyebrow to know that who is in front on my door you know this is not unwanted expression this is a neither a welcomed expression, but with a smile please come in you know welcome, smile then it is a welcoming expression every expression makes a difference. And I will tell you if you want to avoid somebody, then you have to play with their expressions rehearse it. Ignoring expression is that somebody stands in front of you and then you simply do not look at him or even if you look at him look at him once and then again keep on doing the job.

The person who is standing in front of you have looked at him did not welcome with your expression. And now again come back to your job is enough indication to that person that you are not wanted you are not wanted I am ignoring you. And another is a party expression means when you are leaving. The parting expression is like you know

when you come in you come with an expression which is positive. And the parting expression is that now you are leaving this is one more expression which is very important.

How it is say a person came for the interview he has been interviewed for half an hour. And it is found that he is not really fit for this job, but his personality is such that the it is a good person it is a pleasing personality, but only thing is qualification wise or the working experience wise the person is not fitting our job requirement.

At that time that the person will have to be told that maybe next time or maybe if you can do these further study maybe we can rethink, you know there is an expression you are giving, which now will remain in your mind forever. Parting expression is such that when a person gives you an expression finally, while living that you always remember the person as a good soul, as a good person, as a good personality.

At the same time reverse the interviewee the person who is giving an interview when he is living, the whole group of people who are interviewing. The selection committee members, they also have to give an expression, which is parting expression, which should be very smooth very comfortable. A candidate should not go out thinking that I have been insulted, I have been humiliated that is the expression that all of you have to give even if you think he is useless. We wasted our last half an hour taking interview of this candidate absolutely useless we do not understand, why these people apply for these kind of jobs these are reactions of the selection company members internally.

But parting expression is thank you very much we will inform you if you are selected and all the best; you know there is a very nice parting expression knowing fully well he will not be selected. So, the point is this expression is very very important, because you know end of the day whether you get a job or you do not whether you give a job or give an apartment or you do not self-respect is supreme of everybody a person, who is not being selected you cannot drag him out you have to tell him that please leave self-respect should not be hurt.

So, expression speaks to the entire body, emotion this emotion is what is the state of mind that you have? See here again the person who has gone for the interview and enters a lobby reception lobby reports with his interview call letter. And then he finds another 20 sitting over there and his turn may be coming after 5 or 6 as he learned from the

receptionist, what is the emotional play going on in the mind within this is one set of emotions.

Another is the moment the person has entered for the interview in the interview room then there are 5, 6, 7 persons sitting over there. Everybody has their emotional state of mind at that point of time, because it is something like for interview when I will talk about the interview you will see there are lots of details, how to judge an interviewer you are going for an interview, how did judge an interviewer?

You must be able to judge an interviewer if the interviewers are judging you within that half an hour of interaction, whether you are worthy then within first few minutes you have to judge the other interviewers as well. That how you should change your game plan of answering this is a real trick and this is a real mind game.

In emotion one is busy another is involved. Busy means showing business and this involved in something busy and involvement involved should not be you know combined together or should not be mixed up busy is working and involved is on something or the other.

And engrossed is deeply engrossed in something and uninterested is you know the emotional state is I am not interested to meet you, see when I am ensured the amongst the viewer of this particular course there are many who are highly experienced versus highly experienced persons they may be working in government or corporates. They may be working in the widow authority in some positions where, there every day they are taking interviews maybe or it may be that they are dealing with lots of people academic nonacademic professional and many others.

You will agree with one thing that, whenever you are alone whether involved you are engrossed you are busy is your own domain you work it out you decide, but the moment it comes to somebody else entering into your domain of work. Then these emotional things gets hurt or disturbed I would say hurt, hurt is a negative word disturbed it is just get disturbed a bit.

Means now you an example that you are working in an office I have faced many times I will tell you. So, before going to the class means after 10 minutes I have a class to start

and just before going just by my usual habit, what I do is I just check my notes, just shake my nose to do one thing that first recap that am I missing something.

Because every time I have to trust my memory when I will be in the class and I will start taking the class and for 2 hours I will take the class. So, my memory has to be trusted just to check that I might missing something I just quickly have, you know within few minutes I look at my notes that these are the points which I am going to discuss. The same time I am also deciding another thing that when I will be discussing today this shall I also add the recently learned some examples or cases.

Immediately I take a decision, basically what I am in emotionally I am involved or engrossed in that at that point of time 10 minutes I have, maybe somebody can take an interview or somebody can come here to meet me any vendor can come or any other colleague can come and take only my 5 minutes I still have 5 minutes before going to the class, but the thing is if I find a vendor without an appointment taps at my door, my entire emotional state of mind gets you know disturbed.

I was engrossed in something or maybe I was involved in something or maybe I was focusing on something and suddenly I got a heard a tap. See as a general rule of courtesy I should say please come in and the person comes in and say sir actually (Refer Time: 29:50) visiting card says actually I am from that particular production companies and I would like to have your appointment, see he is looking for an appointment he is not he does not want to meet me now and waste my time.

He just is looking for an appointment the moment, because in our institute what happens is we have nothing called receptionists. In the department also we have office, but we our individual chambers are our own office. So, anybody can come in with my permission or maybe from with the prior intimation, but the thing is in this kind of cases suppose a product is manufactured by some company a salesperson has come for the first time taps at my door and comes in and he requests for an appointment, but not today maybe whenever I am free all right.

So, he really did not have any yield intention, but what has happened is my entire mind set, which was focused towards my class that I am going to take for 2 hours 10 minutes after just get broke you know. That particular mindset is totally shattered at with that particular point of time.

This is something which you have to understand if you are tapping at somebody else's door. And also as me I also should know how to handle these kind of cases either I put a do not disturb board outside nobody taps in I am engrossed.

But we do not do that that is too cruel or too rude, but at the same time if I am in the other side's position, I will also not do this, I will also not enter at a time without checking, whether he has free time. Even if he has free time maybe the person is busy in something, for us what happens is other than the classes we are either researching or working on our projects or doing you know some kind of studies. So, at that point in time one has to be very very cautious.

So, my friend this is the kind of grooming that you have to do you please do not consider that you have time now, this is your right time to go to somebody to whom you are going to make a sales or you are going to make a business promotion or sales promotion at this point you are free, but the other person may not be free.

So, you have to play with that emotion that emotion is a very critical one it may. So, happen that if you are a salesperson and entering somebody without prior appointment. Then be very clear that he may drive you out, he may throw you out, he may just you know shout at you, because you do not know what is a mental state at that point what is that emotional state that person is in, but most often I am sure 99 percent of the persons are very very sober and polite. So, they will not behave rudely.

But they will give enough indication that not now. And if suppose he is so badly disturbed that he does not want to see your face again that is the worst, but otherwise if a person is not that badly disturbed he will say not now come after 2 hours. These are the things you have to understand you have to learn.

So, please do not consider that expression that you are seeing is the actual reflection of the persons personality, the person who shouted at you moment you tapped at the door you may think that this person is you know unapproachable no it is not the person is very much approachable, but at the right time with appointments or with prior intermissions you know. So, this you have to understand.

So, this is the grooming of expressions that you have to do. So, if I just quickly summarize your expression should be overall expression with your body gesture hand

gestures you know with a torso with your face and everything, but the most important thing that becomes very visible is your eyes expression through eyes and smiled since I have talked about the eyes earlier as an element that is why I did not repeat here, but the eyes and the smile giving a very dilated very very soft and you know smooth eye contacts and we added with a good smile soft smile dignified smile can win the heart of the person.

But only thing check that overall easy you know have you disturbed the emotional state at that particular point or are you also emotionally disturbed the salesperson becomes pushy sense salespersons quite often, you know they keep on harping. If you say not at this moment sir in that case what time shall I come, suppose it is a look at let you tell you later sir, when would I know that, when you I should come or where should I take appointment from and; that means, he is pushing now and more he is pushing more my emotional state is getting disturbed and more I am getting disturbed I will look for an alternative not this person.

So, I would not like to see this person next time. So, I will say please do not come I will call you when I will need you, but I knew internally know internally now I will never call him that is the worst part of sense you know.

So, in during the sales and marketing many of these cases I will highlight, but here just came in my mind that I should tell you should play with the good emotion and have a very positive expression and with the sweets or soft smile.

Thank you I will continue further on this.