

**Soft Skills for Business Negotiations and Marketing Strategies**  
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**Lecture – 28**  
**Body Language: For Interviews (Contd.)**

Now, the next thing after expression is postures.

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GROOMING ( Postures )					
■ <b>Standing</b>	Straight	Stooping	Bent		
■ <b>Sitting</b>	Straight	Stooping	Seat Height		
■ <b>Tummy</b>	Forward	Backward	Tightened	Loose	
■ <b>Shoulder</b>	Line	Straighten	Jerks	Sulking	Shrug

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Postures the entire bodies movement, you will see the way I am placing all those points in front of you is coming in a different sequence. First I talked about different kind of appearances means your face how it should be, what kind of reactions should be there and then I came to expressions the facial expressions to certain extent body expressions. So, the body expression is more supported by postures.

So, in the postures what happens is how do you stand? How do you see? How do you get up? How do you see it means how you are sitting? And how do you sit? That means, you were in the standing position then you sit. And you are now sitting for some time how you are continuing with your seat sitting or if you are standing how do you continue with your standing? And every time the postures keep on playing certain roles let me highlight.

So, postures what are the postures one is a standing and another is sitting. Then one thing that I brought here is very funny sounding, but it is very important. Postures really standing I will talk about, postures really sitting I will talk about also I will talk about the postures reads to tummy.

You remember that I highlighted this point of at least mention this point when I was talking about our torso, because our in the whole body if you see our central part of the body abdominal part takes covers a good quantum of volume. And that plays a very important role see I did not opt for drawing any cartoon over here.

Because you know why I have a body drawing cartoons during my discourse, because I am afraid that if it matches with somebody's profile then they will be minas that is why I am avoiding cartoons. Otherwise I will advise you that when you talk about the tummy look at the persons with a little bit of inflated paunch of tummy. How do they stand? How do they bend? What is the situation when they said? You will find that you may also suffer from the same thing; because this is something which we either inherit or we grow, but when you are basically meeting people individually that makes no no difference.

But when you are meeting people your entire body if he is going to be you know manifesting, then you cannot ignore your central part of the body or the torso, I will highlight this further then comes shoulder. So, standing posture, sitting posture, the posture is related to the central part of the torso and the shoulder.

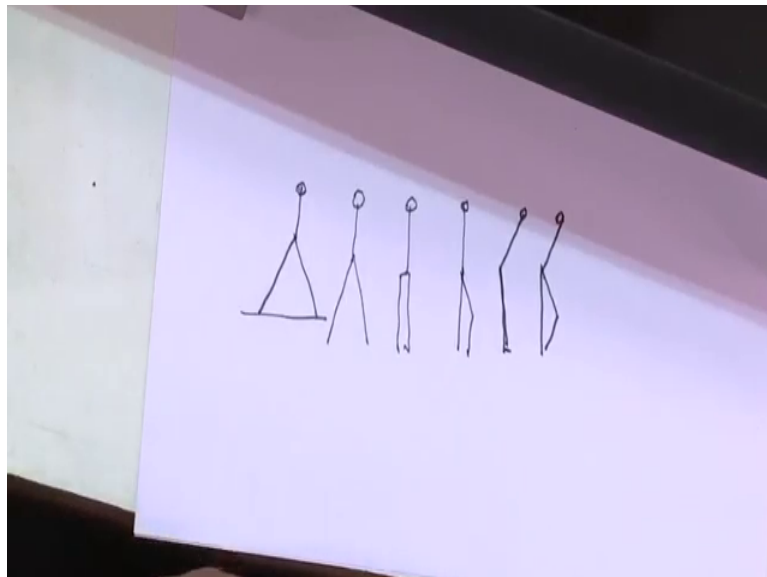
Let us go to standing see there are different kind of standing I will just highlight few either you are standing straight, absolutely straight or you are stooping stooping means your bending stooping or very much bent; standing, stooping, very much bends. Have you noticed in some places where the reception desk is slightly at a higher level somebody comes and tries to talk to the receptionist immediately puts both the hands on the reception desks; like this and keeps on talking or puts the hand on the reception shoulder and bends the body closer to the receptionist and try to talk.

I will tell you it makes a lot of difference is not it, have you noticed the difference of standing. We say attention and stand at is that is what is the kind of you know army level language attention and stand at is, stand at is the legs are placed apart, attention the legs are closer.

Now you look at it legs are closer you have one such kind of standing let me see you are standing with your feet touching each other or your feet is slightly off, but if you watch people standing. Henceforth I am sure that once I give you these points I am sure you would be watching people. Watch people how do they stand? You will find if they are standing with the legs apart sometime you will find that somebody puts an entire load of the body on one path, one leg, and the other leg is bent; that means, your see it is something like I definitely draw off single line diagram on my paper here.

It is something like this look at this paper see somebody, I will just draw a single line diagram.

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So, that it does not resemble anybody stand at is attention, somebody will stand with one leg like this and another one bent, somebody will stand as this and then the legs are straight. Somebody will stand as this and one leg bent another leg straight, if you really watch there are so many ways one can stand.

Just few days back I saw one person standing in a very funny manner, you know look at this particular sketch here there 2 legs apart that person had a slightly uncanny distances between 2 legs, uncanny which is not really normal too much spread it apart.

Now, you know what happens in this is whenever such kind of standing is done. Then people start analyzing. The analysis is something like this if the legs are apart then he is

at a comfortable station. If the legs up together he is on an alert position. If somebody is stooping; that means, he is slightly stressed physiologically. If somebody is bending and trying to take rest; that means, he is further stressed physiologically.

So, everything has some reaction on the other side of the person every every such standing every such standing posture. Some people you would see that they may be bending their legs, but the feet is touching both touching the floor. And somewhere you will find that one person has raised of it and the heel is up, many such things will happen, people stand in different kind of postures. Each one has if you really analyze then each might indicate something, if somebody has spreaded the legs so much and then very funny thing was the person was talking to his client.

But with the legs very much a part, it is absolutely in courteous why it is in courteous? He put the legs in such a ease position that he is not paying attention or focusing on to the respect of the clients and that is what I saw 2 days back. And immediately struck me this is a very funny way of standing and he should not have done that, he should have been alert, he might have been doing this before the client came in front of him, but the moment client has come he should have changes standing positions or postures and the leg should have been as closer as possible, because alertness or attention, paying attention, reflected through body postures are these.

And bending legs is one leg is support it is entire load is one and another one is bend it is a very casual way of standing. You may be standing on the reception desks, you may also put your shoulder if necessary, but usually do not because putting your shoulder means you are encroaching into the reception desks that you do not do. And if you really want to take hold on something to rest, put your hands like this on the reception desk if necessary. If not do not even do that stand straight in front of the reception desk and then you ask your points or keep your identity that is all do not encroach onto others domain when you are standing.

So, it is something like whatever I tried to give you an idea that stretching your legs too much apart or maybe slightly apart of their standardized position or becoming together or folding one you know these are all different kind of standing postures which happens? And each posture is going to give some kinds of reactions in the mind of the viewer. And

the reactions is some people maybe may not be very conscious about it not concerned about it does not matter he is standing like that.

So, what, but the thing is if somebody who is supposed to take your order or who is supposed to give you a delivery; that means, he is giving service to you.

If that person expresses you know disrespect or to secretion casualness or such things through the legs movement it is counterproductive it does not give good impression. So, naturally what happens is counterproductive means, what even if there was a iota of positive things to happen in favor of you that also gets nullified.

So, please be very very cautious at the same time I will put one more point this will come little later again. See if you are a speaker I have seen that you know what happens when you are busy in public speaking, in you are having a microphone in front you and you are standing 2 things happen.

How to handle my hands what to do with the hands? So, people who are very animated in their speaking they keep on you know raising the fingers and you know throwing the hands like this and you know spreading like this or putting on the table; that means, basically they do not know what to do with the hands? And they do some kind of gestures, but what about the legs. Somebody standing in front of a rostrum or maybe just in front of outstanding microphone, if you watch the person sometime you know does not know what to do with the legs should he change his posture.

Somehow I found amongst some who may be trained in this and they have done this, I have a little bit of reservation on that you know what I have seen some people, I watched when they speak on in front of a standing microphone. And then they keep on say first is one foot here and another foot is like this see it is something like again I am drawing again I am drawing on this. So, when he is speaking one foot is here another foot is a little away little away; that means, he is spreading, and then within sometime this one.

So, one foot straight one leg straight another leg is slightly split, within few seconds he changes his toss this becomes vertical and this becomes likely off again after a few seconds this one reverses; that means, now if I really count I have been watching this I found that the person has been trained to change the posture of the legs position of the legs.

Now, if one is changing the position of the legs in such cases you know, if you have to do it because standing at the same position for a long time it may also hurt your knees and you know ankles it you need to change, but do not do it with a very you know frequent harmony; that means, first is this straight this straight and then this one is bent and the leg see this one is straight and this is bent.

So, what I saw is person after some time is changing the position of the legs like this and again here like this again here. Now if you really see that with a little bit of you know time frame you will find it has been done very very uniformly timed and that is dangerous that is not good it looks very funny. You change your stance changes stance in such a manner the another people do not realize when you change to your standing stands.

So, here it need not be that every time you have to stand straight, but whenever you are in a tension, you should be straight an example let me give you. You enter somewhere you will find that a person at the gate man he when he is standing he is never on a bent or stooping or kind of spreaded legs or at ease they are very very straight legs together. And then you see the person who is serving in the restaurant you will not find them casually coming in and then having the legs about and all that they have the legs together.

If suppose one is bending the person bends only up to a level which does not give you an encroachment to in your domain bends only up to the level that he can put his ears very close to your mouth and it in the audible zone. Otherwise a person who is serving in a restaurant generally stands straight and then takes order, but if he finds that you are speaking slightly in a low voice and he is not you are not audible then he will bend, but he will bend with a body straight the lower part is straight and that the top part is slightly bent. How much bend? This is bending up to a level that now he is ears enters into the audible level that is it.

If he does further if his ears he brings very close to your mouth again it is now violating everything is important, I will tell you these are you know this requires grooming, this requires practice, it requires of consciousness. Then comes sitting, sitting again straight sitting, straight sitting like this stooping sitting. You know stoops the bodies' stoops like this bends like this stoops. And then another point is the seat height have you ever experienced that you gone to a reception and you have been given you have been

requested to sit on a couch reception you know visitors couch which is very very low height.

You may feel apparently very comfortable when you are seeing this, while sitting you will find that your body has bent, you have your body has bent to this level and then suddenly your you know the central part of it. It sits goes into the lower height, the moment you it goes into the lower height your thigh becomes higher than the knee and then the legs.

So, you now your body is in a profile like this body is not profile like this. This is very uncomfortable for sitting. And then to save yourself from the discomfort level you stretch your legs gradually. If you stretch your legs then your encroaching to the reception area visitors area which is not right. Now if you want to sit straight you cannot sit straight. So, if the chairs are generally flattish with a 5 degree inclination backward then that is the ideal one for you to sit.

But it is now inclined a little more 15 degree then your whole body is going to be supported by the back and your thigh and the legs are going to be just an add on. Now if you are called for meeting to get up from that position to come to a normal position again a big you know fight with your own body.

So, the thing is I will give you some tips. If we are going to a reception, if you find that the couches are very low. Then try to very politely refuse sitting very you know, if suppose you have said please take a seat it is fine. You go to a corner do not stand around the reception desk do not disturb others go to a corner somewhere stand, if you find that the sitting is not very comfortable for you it is comfortable to sit.

But it is very uncomfortable to get up and more word people like you know this. If you have a little heavy body then in such cases sitting in that chair and getting up is a real tough fight with ourselves. Now in I have seen people sitting there for long relaxing at the back that is fine, because the chair is designed like that the inclination is such that your whole body you know is going to have an inclination in which your whole body is resting on the back is no problem.

And then you are called you have to negotiate that much of angle and to get up and to come to a parallel horizontal and then to get up and stand up it is a very tough task.

So, sitting is also an indication that how you should really sit most of the sit straight most of them sit straight. And then generally do not stoop do not stoop or do not be like this, do not rest on your elbows and palms. And another thing let me tell you I have seen some persons this I will talk about when I will come to the shoulder and more in detail I have seen some person who deliberately keeps himself straight like this and that looks slightly uncommon. Let us be flexible comfortable, but not deliberately trying to be very straight actually you are not straight.

Seat height is another during interview we will find that you have been given you are the person who is being interviewed, you have been given a chair, which is at a lower height. The person who are interviewing there are at a higher elevation you know this this is say that the person who is on the other side just to pose it you know given impression to you that I am at a higher level than you or you are at the receiving and I am at the giving in they raise a chairs, there is a chairs.

When they raise the chairs they are looking down upon you, I have seen such kind of you know professionals who deliberately will sit on a normal chair, but the visitors chair in front there are the lower heights. They deliberately do it to give a kind of you know slightly inferiority complex generation in the minds of the person who is sitting in front? Who wants to see? That see generally what happens when you are meeting somebody your eye level should be at par.

But if you are sitting at the lower level your eye level now is at this level we are here and the person we are speaking to at this point. And just look at this this person who is now looking at you at this particular angle; that means, looking down upon it makes you first internally slightly more uncomfortable.

And people who thinks that his height is not much, but he does not want to give an impression that his height is not much. Then in such cases they raise the chairs and that is not bad I will tell you that is not bad that is very comfortable, because at a point of time I do not know maybe in front of me there we have very tall person sitting and he has come and I am talking to him, but I will be talking to him with my heads and eyes up uncomfortable.

So, in such cases if somebody raises the chair is not a problem not an issue, but you have to watch. What is the seat height? If the seat height is too low do not sit, if the seat height



is normal sit, if the sit height is slightly higher do not sit try to avoid sitting because in both the other cases extreme cases you will be put into uncomfortable situation, quite often I will tell you quite often this is done very deliberately.

It is deliberately your seat height is either slightly higher or slightly lower to create a kind of discomfort in you and if you are internally uncomfortable, then your whole expression and manifestation of interactions in which your discomfort will come as up you know small small surges of negatives.

The tummy see of course, additional volume in our waistline not a problem, if god has created us like this we can be with it, but when you are going for professional interaction, but when you are going for professional interaction. In such cases you be concerned about it and conscious of it, you do not ignore I have seen many professionals with a very very you know larger girth at the central position of our torso.

But what happens is usually people consider that no this is an add on not really very healthy. So, people start become becoming judgmental cannot help, it is a psychology, it is a mind your physic, your appearance is going to create some kind of impression mind of the somebody else.

If you have it not a problem only thing is try to see that you are not pushing it too forward. Means in your whole gesture whole posture, the tummy should not come out very very bulging outside be controlled within it or do not even try to you know send it backward.

Because the whole body posture again will change into a different kind of profile very funny profile. Means you have been endowed with some things or maybe the just by your good life styles and good food habits or you know such things, you have added on volume in your central part of the body does not matter only thing be concerned and conscious about it. Because there are many things happen with your such kind of things you are short (Refer Time: 22:17) may flare, your belt position may change these are very very important do not ignore it do not say, do not care these are very important.

Because your overall impression is created by first time when he is seeing. Somebody whom you are meeting for the first time the first impression is created by seeing you, then your sentence starts. And maybe after some time that all these seeing things if it has

generated a negative impact that will be brushed off because you are such a nice person to talk to. So, knowledgeable person to talk to I do not care how is your waist line?

In such cases you know be very very cautious. So, do not say do not unnecessarily push it forward, do not unnecessarily push it backward 2 more things, do not tighten it, do not tighten it with the belt you know some people what they do is they tighten it with the belt?

The tummy line they tightening for the belt thinking that I am not showing it that makes it a very funny profile, if you see. At the same time do not loosen it either. Loosening it means now you do require if you are loosening it in such cases you do require Gallus.

So, everything matters one more thing let me tell you in this situation, do not deliberately try to you know hold your breath to take your tummy line back, I have seen people. As such is all right the moment he enters and then suddenly he holds back his breath, in such a manner that the tummy line receives a maybe half an inch he feels it is all right.

But your entire mechanism body mechanism starts behaving erratically. Do not have to do that only thing is one good solution is go to the gym, try to reduce your weight, try to reduce your waistline, go to the gym. That is the best it is best solution for that, but if it is not giving you good results, but be cautious about it. Then comes a shoulder, this you know the shoulder profile is genetic, whether your shoulder is stooping like this strapping like this or whether the shoulder is straight.

So, it is a shoulder line it is whether straightened or jerks or sulking or shrug these are all shoulder movements which are important. Shoulder line this line some people this genetically obtained. So, some people will have a shoulder line which is straight, some people will have shoulder line which is drooping like this, nothing wrong in it. The only thing is how you manifest the shoulder line? See straighten if you sit straight your shoulder line is what is natural?

But some people have habit of jerking shoulders while talking you know jerking do not do not do it do not jerk your shoulders, because that gives you know that catches attention of the person whom you are talking with? Your some any involuntary or voluntary gestures of any other parts other than your lips and eyes, that also catches attention that is a that causes distraction do not do that.

If your shoulder line is this try to maintain, if you sit straight it is normal you do not have to unnecessarily raise it, you do not have to spread it.

But do not jerk do not sulk means sulking means you have a shoulder line, we have the cervical path, but sulking means you are putting your head slightly lower and the shoulder goes up do not do that do not sulk like this do not been normal. Whatever you are you are good, you are good looking. Do not try to make extra effort to make yourself good looking it might become counterproductive. And do not shrug for talking you know do not do this this is in courteous; you can do this to the friends.

But never in the business in the business is very very formal. If I summarize this; standing, sitting, tummy waistline and the shoulder all together it gives other paths you know. So, the posture is basically the other body parts which are here. So, how do you stand? How do you sit? How do you walk? How do you sit? How do you remain sitting? How do you get up everything is going to play some role or the other. See I will maybe I will be coming a little more detail in some of them.

Suppose you are sitting in the reception and suddenly you are called you went there and the receptionist says please take your seat. And you said there is a low seat and then you sat there and immediately after somebody says and calls you for the meeting. Have you ever watched somebody else in that situation, you know that person fights with himself to get up because he does not want to lose that seconds, because if he delays it speaks bad about him. So, immediately he tries to get up and he messes up with the whole body postures it is something very very important.

So, I will discuss more on these different other grooming things, before I take you to the interview. Because my first intention is that by first let me try to groom the situations and then take you to the interview, because during the interview. I will first expect that all those grooming things you have taken care of and then I will give you the tips for the interview and the g d ok.

Thank you.