

Soft Skills for Business Negotiations and Marketing Strategies
Prof. Uttam Kumar Banerjee
Department of Architecture and Regional Planning
Indian Institute of Technology, Kharagpur

Lecture – 29
Body Language: For Interviews (Contd.)

Now, when you are talking about postures basically your whole body, whole bodies positions because our different body parts are flexible, and that is why our postures get changed there is another thing, which comes is called gesture see keeping your hand is a posture, but how you use your hand is a gesture there are many such some of them I have already touched upon, but I will highlight the gestures which I have not touched upon as here.

(Refer Slide Time: 00:49)

GROOMING (Gestures)				
■ Hand Movement	Animated	Rigid		
■ Leg Movements	Changing at regular interval			
■ Shoulder Movement	Jerks			
■ Pen Holding	Tapping	Pen rotating	Taking notes	
■ Fiddling on Table	Books	Magazines	Catalogues	Photos

IIT KHARAGPUR | NPTEL ONLINE CERTIFICATION COURSES | Professor Uttam Banerjee
Department of Architecture and Regional Planning, IIT Kharagpur
Research: Ms. Devottama Banerjee (Director, GreenInfra Creations, STEP-IIT Kharagpur)

In gestures one of the most important thing is the hand movement see, when we move hand too much showing there is you know that is called animated one, nothing wrong if it is needed, then animation is good it is an animated conversation, or animated body language in which your entire movements keep on showing something ok.

Our most common animated large body parties are hands; we generally do not animate much with our legs, not much even with our torso to certain extent our head we animate very much with our eyes, eyebrows. So, animation is a part of it. So, hand movement is one, leg movement is another, I have already highlighted the leg movement. So, I will be

speaking less on this now, and then shoulder movement I have highlighted some. So, our entire body parts are now moving.

So, posture is how you posture if I try to differentiate between posture, and the gesture portion is a position of the body, position or different body parts, and gesture is movements of it. If you take it that way it will be easy for you to comprehend, then something I will talk about in the pen holding you know a gesture, and another is fiddling these two I have deliberately picked up, and added with this for a reason.

First let me go to hand movement in the hand movement, some people speak, you know if you speak keep your hands like, say I will tell you if you if I keep on speaking, with this kind you know with my hands folded like this, I am just speaking then what happens is you know your reaction will be I am just speaking and you are listening to me, but you think that I am holding myself back and I am rigid, but the thing is the moment I open my hands and open my shoulders you know like this, then I am casual; casual, means I am free.

So, I am freely speaking when I have to highlight something or you know make a point my hands keep on moving, but if you see that I am speaking like this, then I am slightly passive. So, every gesture has some kind of expression, which is going into the you know as a signal to the opponent person. So, in hand movement either it is animated like this, too much animated therefore, everything the hand is being moved you know, and or else in rigid means hold on or keep it on the table, and keep on speaking, and or folded, legs, or hold it at the back; that means, your rich you are now rigid.

Whenever it is rigid I will tell you it gives a little negative you know signal to the person, but rigidity is an indication that I am conversing with you I am communicating with you, but I am really not in a mood to do it. Animation means you are more open for conversation or communications, but too much animation is also disturbing too much you know. So, be very careful about I cannot really draw a line, and say how much is too much, but the thing is when you do it yourself you try to see where you consider is too much, but one advice I can give you the best way is take. That take the benefit of your elbow rested. If you rest the elbow, then your entire hands animation now gets restricted; that means, the upper part of your this arm is now fairly rigid.

And then your this herb if you restrictively use it is better, and that in such cases put your hand in a position like this, and then you know you animate with your wrists, and palms, then what happens your upper arm got rigid, this arm has the flexibility up to the extent you do require the rest of the animation is with your hand that does not distract otherwise too much of you know entire arms movement it distracts. What is important for interaction is that, you are supposed to get a concentrated attention, a focused attention.

But the moment of you start animating too much with, your eyes, with your head movements, with your hands, with your palm movements, your animation, over animation, it creates a little bit of distraction, and the distraction is detrimental for good communication. Regularly everybody is watching you I said. If you are watching everybody is also watching you are if you are a public speaker standing on one position, and rest are facing towards you, then everybody is watching you, but you may not be watching everybody ok.

So this is important, and then shoulder movement I said that do not give jerks do not have you know do not make too much of shoulder movements. So, now, if you make your elbow static on hand rest, then in that case what happens is your shoulder and this almost gets fixed to its fair position, and then the rest is hand use your hand. Then handling why I have picked up the reason is I am seeing this minus nowadays. And I am saying that the people, when they are interacting and across tables they do not know what to do with a pen.

It is better that if you keep it in a pocket and bring it out when it is necessary, I thought that this is something, which I must share with you your pen handling you know, if you keep it on the table then sometime is it in the right position, are you changing the position is it for writing, but either sometime you shift. And the moment you shift it makes a noise; this kind of pen shifting is you know it is not good.

Another is sometime you know people do not know that what to do with the pen, when they are discussing they are holding the pen like this the lid closed, but they are discussing like this, you know just see the change. I am saying something with my hand here. And now I am saying something with my pen in my hand, the pen has no role to play its only additional thing in my hand, but your attention now we will go to the pen, not on my eyes.

Because my primary intention is to catch your attention and communicate what I want to, but if I add something more, and then your attention is also distracted by this, then I am not getting full attention. So, my purpose is not served this is one another thing which I am seeing nowadays you know people have a habit when they are talking you know, when they are talking they are making this rotation, I cannot do it very very effectively or successfully because, I never liked it. In my class when I am you know taking classes, I found that one student listening to you very attentively, but his hand is rotating like this.

I am sure he is he has undivided attention you know, why because if you are attentive to the lecture, then your this proper rotation of the pen cannot be really achieved. So, attention must be also here, to make it absolutely perfectly rotating, I always talk this in my class. And sometime when somebody is saying you know playing with the pen like this, and he thinks he is being casual, somebody who is doing in front of me he thinks are he is doing he is being casual, and comfortable it is like you know casual.

Let us have a talk and playing with the pen, and talking I think it is very negative. If this pen has a purpose the use it only for that purpose, but there is another thing which happens during if you have the pen, you know one is sometime when somebody has a pen, and then he taps the pen when talking involuntarily, but it happens tapping distracting pen rotating is another one. And taking notes somebody would like to take notes what happens is I found that somebody comes with for a meeting, and comes with a thick diary, and then he picks up the pen and takes note no problem, but sometime this while taking notes he suddenly finds if it is a (Refer Time: 08:47) refill also a gel pen he suddenly finds that moment he is ready to take the notes, ink is not flowing and that is one of the worst thing ink is not flowing.

So, he tries to scribble more he tries he looks for another piece of paper to scribble further. And now he is not totally out of gear his whole focus of attention wants to know the points I have said, but he now is now fighting against the non performing pen. So, best is that you first whenever you are holding the pen, keep it on the table and use it only when required, my suggestion is keep it on in your province and take out only when you have to write otherwise let it be where it is resting.

Now, take out when you have to write, and once the writing is over or keep it on the table do not even touch it. These are gestures because these gesture is why I have put it here, if

it is pen handling then your hand is gestured, if you are focusing on the pen to pick it up your head is now focusing towards a pen lost attention with my connect you know that is how it is. And one simple piece of advice is when you are taking out your notebook for meeting check.

If there are blank papers if you are taking out a pen, check it many times to see that it is working it is a free flowing pen, do not out of desperation do not ask your client or your other person for a white piece of paper, can you help me with a piece of paper. I can take a note do not do that, and do not even ask for a pen. Then you know you have a involuntary gesture of picking up a pen from the table wherever, it is dangerous do not do it this is a good courtesy; courtesy of meeting somebody, you should be well prepared with your notebook on a piece of paper.

What I do let me tell you? I always carry a pen before going for any meeting I check the pen is it working, if it is working fine if I ever found that few millimeters did not write I change the pen, I get a freshman,, I carry that fresh pen because I know that when the moment I will take out my pen my pen is totally active number 1. Number 2 is I never ask for piece of paper from my clients or the person whom I am going to do business with, I never asked for if suppose I really need to take need to take notes I will take a mental note, or I will take his permission and open my notepad in the PC or maybe on my mobile phone, and I will write it down there.

In this case let me to add one more point which came in 1. If you are taking notes on your mobile phone, then take permission, sometime what happens is nowadays everybody is they you know this moss everybody wants to show how much techno savvy 1 is. So, nobody somebody not carrying a notebook prefers to note down on the cell phone. If you are doing it, then first you take the permission you say that these points I need to note down, can I note down on my cell phone you know why you should the reason is if you do not take the permission.

The person sitting opposite he does not know that are you really taking notes, or you are suddenly quickly responding to an SMS, or you are trying to check your calendars, these are all dangerous issues, you know dangerous situations any negative impacts that creates. So, what you do is if suppose you have a telephone cellphone like this. And you say and now you want to take note on this, you take it out and you say can I take notes

on this, then he knows your purpose of using this cell phone is, mainly for taking notes. He you are not using or browsing your s m s received or telephone missed calls or anything during discussion. And these are all kind of my gestures which makes impacts.

Then fiddling on table this is a very serious issue, very serious issue see all these I have picked up from my experience you know, I am seeing it I have never seen this did not in any book or any research paper. As I have seen I felt it is not right. So, I am bringing it here what is the fiddling on table I have seen suppose somebody has you know like say I am a professor. So, what happens is very latest publications are spreaded on my table. It ought to be because whenever I have some free time I will pick up this particular book and browse through, that is a purpose and I will keep it on my table.

Now the vendor comes, or a guest comes, or a person who came to meet me, while discussing suddenly watches and notices a new book, new publications, or very attractive things. And automatically involuntarily you know, when we are slightly off from the conversation his eyes go there, and tries to flip the first cover or something you know that is very very in courteous.

If there is a magazine lying down, there even if it is of greatest interest of yours, but you are not the owner of it lying on the table do not even ask for it look at it no problem just look at it and finish, never see what happens fiddling on the table this is what I call as fiddle on the term. And this fiddling on the table is in terms of books. If there is a book lying somebody will pick it up, if there is a magazine lying somebody will pick it up, if there is a catalogue lying then he will pick it up, or if there are photos of your family sometime in many of the persons I have found that they prefer to keep their family photographs on the table, it is good maybe it encourages him every day that when looks of the looks at the family photograph fine not an issue.

But you do not look at those pictures while sitting over there and talking to him, and suppose the opposite person whom you are meeting he took us little seconds off for something, and then you look at the photographs of the family do not do, it is in courteous do not do. It do not have to do not be inquisitive about anything that is lying on the table. And if you some smart people have seen that not to given idea that he is connoisseur of those items his, never becomes inquisitive buses you have a wonderful book over here.

He thinks that he expressed to the client, that he is also connoisseur of this. I will tell you that is also not very effective. If you have seen it keep it in your mind that he is a connoisseur of this book I am also, but not necessarily you have to keep on appreciating him in front you also read this kind of books, you also read this kind of journals or magazines, can I have a look at that catalog, you know these are all in, you know I would say encroachment into the domain of the person who you are meeting these are very very odd gestures.

When I am saying odd gestures then not doing is the right gestures; that means, now let me summarize it do not be too animated with your hand, when you are communicating do not be too rigid either for. Controlling your animations you just settle your hands, or legs, somewhere leg movements, should be you know you should not be standing at the same position for a long time maybe, but the thing is if you have to change do not change it with a very strong harmony change it subtle and so, that nobody notices neither you are also noticing that when you change all right, but never bend your legs. And all that is you know when you are in public bending legs is very very you know un good kind of postures that you know, I wish I would have brought you some of my cartoons to show you, but later on maybe we will have opportunities.

In shoulder movements do not jerk much the shoulder; should be as flexible, as soft and flexible as possible do not have to really straighten it very very deliberately because I have seen people doing it. Then you carry, but do not use it unless you need to use it, do not take out your pocket unless you really require it, because the moment you have it and lose it on your table, and it is your own item your hands will be involuntarily dragged to us a pen, and you will keep on working with the pens, and talking with the pens and such things.

Then fiddling on the table on this table on others table, if you have something do not touch, do not even pay much attention to it, because your business is to talk to the person do not even pay much attention, see everybody sharp visually look at it. One glance you have an idea that what kind of books or journals or catalogs he has or what photographs, but never pay much attention to it or never focus on to that that is in courteous, one more thing in this.

If you have gone for an interview or in a meet an appointment its somebody, and you have been requested to sit on the reception lobby, and on the lobbying or rather there is a center table is many people are sitting you are also sitting, and there is a center table, and center table invariably we will have some current journals or magazines or newspapers maybe the same days five newspapers.

My sincere suggestion is do not touch them. Let them be where they are why the reason is this. If you see a newspaper then you are opening the newspaper; newspaper is too large, the moment you are opening the newspaper is going to make the paper brushing noise, not only that you are almost hiding yourself from others. And it is too big a paper and at that point of time if you are called then you have to first ensure that the entire paper is folded properly back, and then placed there the way it was earlier it takes several seconds of time you lose your time number 1

Number 2 is the rushing sound of the papers it distracts everybody, and disturbs everybody even the receptionist who is sitting over there, if you finds that you are sitting there and there are 5 newspapers, and suddenly you open one and kept on reading. Actually it is a kind of idea that if you have to wait for long then go through it, that is the idea, but try to avoid it try to avoid it.

Now, the question is you may ask me, if suppose it is not really required for you to read over there, then why are they putting all those newspapers. Sometime I can tell you it is to give an indication to the visitors that the this company is keeping track of all the news that comes in such multiple newspapers. It is just to give an idea that we are subscribing 7 newspapers, all you know some are international and most of them are national; that means, we are keeping track of every news you at least have an idea that we have so, many newspapers we are keeping track of it. And actually the newspaper is being used, actually the company will buy these newspapers for getting all the information about the current affairs business prospects, tender notifications expression, of interest notifications and such things.

For which a person is assigned, and his job is throughout that 8 hours, he will be searching through all the newspapers and cut it and put it in a file and make a proposal for where to apply for where not to apply for. So, for him there is another same newspaper, but what is kept on the in a reception table is just to give an idea that we are

so, keeping track of external words. In the magazines again the same thing the magazines most often I found that people, as soon as the reception says please take your seat, somebody will come and give you a glass of water accept it with a smile.

And once you finish you turn it back with saying thank you do that, because that is a courtesy and then after that suddenly you find there are 10 magazines very colorful magazines are sitting over there, and then immediately pick up one, and then you did not like this much you left it pick up another one, these are basically distracting your mental composure. The purpose is not to read news or seeing the magazines at that point, the purpose is to meet the person and focus on what is your purpose of discussion.

So, these are I consider as distractions, if you are offered a cup of tea what I do generally if I go for a meeting, and at the reception table I am offered a cup of tea I generally use it, I do refuse for a reason. I am being offered a cup of tea as a gesture as a good courtesy as gesture that is very courteous, and you should also do if you are running a company.

But the thing is now you imagine a good cup of tea has reached me, and the very moment within few seconds I have been called for the interview what will do, that you could not enjoy your tea, keep the cup over there with full tea, you know at and you are sitting at the lower positions, you have a cup of tea here. And the hand how do you place it by the time, because you are messing it up see you are in a hurry to meet the appointment you have been called now, you do not know your cup has been only finished by a few millimeters maybe whether to sip it full, or to live it, where to leave it and how to leave it you know these things why should you go into that leave it.

The moment you have been requested for a cup of tea you can simply politely say no thank you. After the meeting is over you go back and have your tea outside, and I can ensure you that even, if you have been offered a cup of tea in the reception lobby. Once you have gone inside for a meeting; obviously, if you are a right person to interact with then there will be definitely an offer of cup of tea by the chairman or the officer that you are meeting.

So, you will have an opportunity to have a of tea, refused it at the reception desk and to it. So, politely that it becomes again a courteous return gesture, these are the things which are never written in the books. It is basically by virtue of practicing by virtue of working by virtue of seeing the positives negatives facing, it you know these things are

coming you know. So, our researchers are basically trying to find out all these small small things, not that everything you have to accept and agree.

But my first sincere request is look at it, practice it try it, see the benefits, see the pitfalls, if I am saying that do not do it, because this puts you in trouble, then try it yourself, and see whether it is really that bad a hot cup of tea in your reception desk, and then suddenly a call. Just see the reactions you will find, you will never, would like to have a cup of tea in the reception desks.

Thank you very much I will discuss further on these points.