

**Soft Skills for Business Negotiations and Marketing Strategies**  
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**Lecture – 31**  
**Body Language: For Interviews (Contd.)**

So, I had been talking about attire everything that you are putting on, but what you do with certain things which you have to carry as a part of your protocol whenever you are going for interview or negotiations, then comes a question of carrying items carry items. The carry items also have you know some kind of grooming the required in terms of how to handle the carry items. Let me go into that it is very interesting and so far you might not have really paid much attention to it or did not notice it, but after I discuss about these you please pay more attention to it and take your own call you know what you want to do, how you want to handle this at carry items.

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GROOMING ( Carry Items )						
■ <b>Brief Case / Back Pack</b>	Size	Colour	Freshness	Polished	Orientation	
■ <b>Laptop &amp; Bag</b>	Brand	Size	Colour	Freshness		
■ <b>Folder / Portfolio</b>	Colour	Design	Size	Maintenance		
■ <b>Plastic packets</b>	Colour	Design	Type	Prints	Size	Finish
■ <b>Diary</b>	Size	Thickness	Colour	Cover		
■ <b>Manual Note Pad</b>	Size	Thickness	Colour	Cover		
■ <b>Calculator</b>	Size	Sound				
■ <b>Cell Phone</b>	Size	Brand	Sound mode			
■ <b>Loose Papers</b>	Size	Number	Colour			
■ <b>Pen</b>	Brand	Colour	Working			

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What are the carry items briefcase or a backpack? Earlier days during our very younger days we used to see that anybody is to go for any interview there is to carry a briefcase a rectangular box. Very standard manufactured by most popularly manufactured by VIPs and that they are also people is to be very brand conscious that which kind of briefcase or which brand of briefcase he has brought it used to happen.

Nowadays people go with a backpack, which is you know which can be just carried by anybody, where you can have your laptops papers and everything. I will come to what you should do what you should not do after I first give you the list of all those carry items. See these carry items are not exhaustive let me be very honest there may be many more items which you can think of add it on and then take decisions, then the laptop and the laptop bag, day by day people are attempting to go with a smaller laptops ok so, that is they did not they do not carry a big one heavy one.

So, laptop and laptop bag, folder and portfolio when you do not have too many things to carry, then you carry your folder in a plastic folder all sets. Nowadays of course, we are sometime trying to do without it, when we are taken the entire picture in the laptop and we are trying to project there during the interview we are doing that. But quite often people take pride in showing the entire sheet that one has generated in original. So, they carry a big portfolio and then the portfolio is too heavy too bigger size, does not matter good or bad I am not questioning now, the point is these are there.

Either you take almost like A3 size folder or a legal size folder or you take a big portfolio. Plastic packets I have also seen people coming with their portfolios and other things in a plastic packet, the usual packet which is being delivered by any of those garment shops, people have come with that also, diary a small diary, then manual notepad, a notepad, not a diary a notepad a spiraled or wired notepad then calculator, cell phone very essential nowadays lose papers and then pen ok.

Now, see the thing is these are very essential carry items, whenever you go somewhere, you just think about if you have gone for any meetings or any interviews most of them where you are carry items with you, now there are certain things certain grooming is required here also how you handle it. First of all what is important in briefcase or backpack selection the size, I have found that some people when they go for interview they carry their own sky bags also, and they do not have any trust on keeping the carry sky bags in the reception.

So, the entire entered the room with the sky back keeping in the corner never do it, never do it, trust the organization, carry only the briefcase or the backpack if at all I would also say do not carry backpack for interviews, never. Carry it till the reception leave it there under the supervision of the receptionist never take your backpack inside during the

interview, because it looks very casual, the backpacks are designed in such a manner it looks very casual ok.

If you are going for a very formal interview or formal negotiations or formal discussions backpacks are usually not desirable. But what is happening is people are also designing different kind of backpacks, which are looking almost like a formal bag. It should not have too many threads or 2 many you know ribbons floating all around flying all around, no backpacks should be very then concise crisp ok.

So, fall back on some branded companies who are making very good backpacks, but still I advise you very honestly try to avoid backpacks. If you want you go with your briefcase take your materials out of the backpack carry in your hand no problem. I remember when I went for one of my interviews I had a huge quantity of reports and drawings and other things. No problem nobody asked me any question I only requested 1 thing to the receptionist, can somebody help me in taking all these things inside the interview room, and they were happy agreeing it and they did it and when I entered I said can I spread it first and then sit for the interview, these are all small tips it will come later. But the thing is if you have too many things does not mean that you have to carry a big suitcase inside, size, color, freshness, freshness of this briefcase or the backpack if you are carrying ok.

Whether it is polished and what is the orientation of it; that means, orientation here this orientation is has a very peculiar correlations. You know I told you right in the beginning that when I will be talking about different cases or examples it is all drawn from my personal experiences or other persons experiences heard by me orientation do you know what happened once.

A person went out of station for an interview with a briefcase and he stayed in a hotel in the night, and then he had a sleeper set a pair of sleepers which also he carried in the same briefcase, because he did not carry anything else except the briefcase, and he had a small towel he knew that in the hotel you will get a towel, but nowadays hotels also get the slippers, but he carried a slipper and a space towel, and naturally he was very smart when he went for the interview he knew that his materials this materials can always be remaining and that bottom tough part is his papers. So, what he did is he divided the whole briefcase into half and then put the sleepers first then the towel and then few other

papers and then something to cover up all those things and then his actual papers, very unfortunately during the interview when he opened the briefcase he opened upside down.

So, what happened is when you opened the briefcase during the interview, first the sleepers came out then the towel came out, it is worst kind of thing and he was sweating like anything everybody was laughing at him, and he was sweating like anything. The point is it is his fault; he only took so much of liberty of using a briefcase which he is carrying for professional purposes, and he took the liberty of using this for personal items also be very careful that is what I am saying orientation. It is in which orientation in case you are bound to do this, I am not saying it is impossible, in case you are bound to do this that you are carrying some other personal items in your briefcase need not be a sleeper, but personal item then be very careful what is the orientation of your briefcase that you are opening be hundred percent sure, if not more before you open it otherwise you will make a mess of it ok.

Then laptop and laptop bag. Here to the brand the laptops brand, you know people like to show off their brands just like cell phone or smart phones people are showing off nowadays, a reasonably good cell phone of lesser cost may do almost the entire thing, but people try to show off and this is almost like you know a trend of the current time. So, for showing off somebody may buy take a laptop which is of certain brands just to show off not necessary maybe, but however, even if it is then what matters it is a brand one advice I will tell you give you here.

If you are going for an interview dear students let me tell you very frankly, I sit on the other side as an interviewer, nobody bothers about the your brand of the laptop, they did not bother about it you bring the best brand and the current latest brand in front of me I will not look at it also, I will look at but it will not influence me, what I am bothered about is how much you know about things which I am going to ask you, how much you are good for my company not the brand. Because once you join my company I may not be able to provide you with that brand and I am also not sure sitting on the other side of the table whether it is your own or you have just borrowed.

So, you are not, never judged based on the brand of the laptop. So, it is the not really the brand, but upkeep of the laptop is very important you brought a laptop with lots of stickers and cello tapes and all that I have seen such why I am raising these points

because, I have seen such kind of minis people came with the laptop which is you know very unkept. So, it is a brand, it is a up keeping or that is what I said freshness of the laptop, the color the size. People generally now are tending to bring a small laptop when such kind of you know mackbook or certain kind of such things in a mack air or something which came in the market, people who could afford it they always carried that, but they always carried the other laptop as well which is of 15 inch of size because, this the small one was for embracing the client that look the latest one I am carrying a small size thin one, but as soon as it ultimately he has to work something he just keeps it aside and works.

On the other one because all his works are in the other laptop, the point is you are not judged by your laptop quality or such, but you are definitely judged by the freshness of whatever you are bringing in front of us that is very important. Folder in portfolio again it matters in terms of color of the folder to striking color, too much a striped, too much a pattern, it is not desirable. Color, design, size and maintenance; whatever portfolio you are create carrying the folder that you are carrying at least always be sober in selection of the surface of that. Offices, you know they have their own sets the shops are also inquiring about your purpose of carrying this portfolio, is it for just keeping your drawings or is it for carrying somewhere else, they will advise you that it is better that if you take this, which looks more professional, which looks more corporate, which looks more you know official take note of it plastic packets.

I have seen people carrying things in the garment packets, there are chaos created by that. My first suggestion is never carry any of your carry items in a plastic during the interview, especially the plastics it makes a lot of additional noise and on you know uncomfortable noise, the moment you unfurl open the plastics it starts making noise when you are taking out your papers out of the plastic back it is making noise, I am talking about not such folders, I am talking about such plastics which are given by good garment shops maybe looking very good, you may be very happy carrying that it is very comfortable to carry as well.

But the moment you start opening or closing, it makes a lot of you know uncomfortable sounds and those sounds are very discouraging and also disturbing, never carry your any carry material in plastic bags. So, I am saying very categorically these few things when I am saying never I am very serious about it. You try to yourself and see what is the

negativeness that can come out of it, then comes the diary the dairy everybody who ever goes for some meeting carries a diary and dairy is required for noting down whatever points are being discussed, I am not talking about see all these I am saying the grooming of all this is not necessarily always for your job interviews, it may be for your meeting a client for negotiations, for collaborations, for joint ventures whatever. So, whenever you are just talking to somebody else or a group you know all these are going to play a role.

So, do not always consider that all this has said only for your job interviews no, job interviews once after that is everyday work where you will be communicating; what is important in this diary the size do not take a too big or too thick a diary, sometime I have found people carry a thick diary, this may give an impression that he is so, busy that every page he has to write, but I will tell you it is really not required. Too thicker diary you keep in front you know it unnecessarily becomes a volume, which is unnatural not required, take a diary which is very you know not very thick; then that means, the size of the diary, the thickness of the diary, the color of the cover, color of the top, whether it is its leathered whether it is you know Rexene or such firm leather or whether it is paper whatever the color. You must have been receiving lots of diaries from your friends and other persons; you will find the diary has many of the diaries it which is well some printed.

After that the name of the company is printed very strongly over it because, that person was to give you the diary that every day when you open the diary you at least remember his name, I will tell requests you do not carry such diaries for interviews never carry a diary which is going to give a big demonstration of the company who has given it to you. Because what happens is then everybody eye goes into that you know in through the discussion, suddenly the eye goes into that of the diary has some names what is that name you know. It distracts this distraction is not required, take a diary which almost has nothing on top, it is better there may be a small logo small name somewhere, but otherwise it is almost clear, I am not talking about the pattern, but if it has pattern there is better than it should have self pattern and if it has other colored pattern, it should not be contrasting patterns you know it matters a lot.

So, the cover so when you take the diary, think about the size, think about the size, take rest cover color and other things, then comes the manual notepad. It is a very good habit to carry a small manual note and nowadays we have the pocket note you know spiral

one. I am very much used to it and now my friends and everybody knows that I always carry this, I do not carry any diary because I have enough time to transfer this information which I am noting down now, ultimately take it down to my diary. Today it is half an hour's meeting 1 hours meeting I will note down on the small mini notebook, then end up the day when I return back to my office or home, I will just take that notebook out and transfer those points to my actual diary which is going to keep me you know tracked about all the affairs.

In that case what I am doing is a small diary which is in my pocket, never comes out unless necessary. Second thing is I am not unnecessarily covering you know or occupying a space given by the clients or anybody on a table and I am not demonstrating that, I have a thick diary I am very serious about it I am going to write down everything that you say. So, manual notepad you have and another thing is for the same thing for diary as I said, for manual notepad also you should be careful about the size, the thickness, the color and the cover. But there is another option nowadays people are using you know all our cell phones has the notebook, whatever you want to note down you can always note down there.

But I have a suggestion in such cases if you are not carrying any manual notebook neither a diary, then in such case you are going to note down on yourself cell phone, but take the permission of the offices person, that I am not carrying any notebook, can I note down on my cell phone, this I said in the last one of my last classes. Take his permission and then note down on that and when you are noting down I have said this here in the cell phone also you know it should not make any noise when you are noting down.

Some people have a tendency of putting the sound mode on for every letter pressed beep disturbing do not do it. So, now after manual notepad calculator you may carry because not necessarily every time we are going to go for interview, you may go for some kind of collaborations and calculations you know even for negotiations at that point of time might need calculator, never ask for calculator from your other side people never say in course of discussion ok.

Then let me work out what could be the price for this can I borrow your calculator never do it, because if you do it you appear to be unprepared; you have gone there for negotiation and the negotiation may require your calculations and the calculation which

you may not do everything that mentally. So, what you need to do is you require a calculator. So, you must have a calculator and nowadays you are endowed with a calculator in your cell phone. So, why should you ask for, but if you are still not very comfortable with your cell phone calculator do not ask, carry a small calculator in your pocket along with a small mini notebook and take out the calculator if it is required ok.

But put the calculator on the soundless mode silent mode, it should not make again for calculator every button pressed a beep sound should not; then comes a cell phone very essential nowadays without cell phone nobody goes anywhere you also should not because, if it is available use it the make best use of it alright, but still again the size the brand the sound mode all these are matter of concern. You should not carry a big calculator big cell phone just to demonstrate that you are rich and you can have a big cell phone in a can afford to have, see you are never judged by your cell phone size, your laptop brands never judged; you are you may have many reasons by which you could buy this you are judged by yourself, your skill, your intelligence your knowledge.

So, showing somebody a very trendy or latest calculator of a big size and ultimately not being able to answer single question if the result is 0. So, calculator be careful about the size and sorry cell phone be careful about the size you should not really demonstrate your position of costly items through cell phones and other things and moreover while you are on conversation or interaction with somebody do not forget to put the sound mode to silent mode.

If you are in entering the interview board put this on the silent mode first and come out and then again put it on, there should be no chance not even vibration mode your cell phone will be on the table or in your pocket, if it is on a vibration mode suddenly you become alert. So, you are facing an interview you are talking you are answering and suddenly in the vibration mode also your cell phone suddenly become active, you know involuntarily your hand will go here or here you know certainly involuntarily very negative.

See basically what I am talking about I am talking about a very smooth a very sober way of interacting with others without any interjections, without any interruptions without any disturbances in the whole process; all these are basically you are once you are in means you are in the process, that process should be very smooth and sober that is why



all these suggestions are giving in terms of grooming. Loose papers if you are really carrying newspapers which you do require in case, then the size of the paper do not carry A4 sized papers.

You carry the A5 size paper if you really have to carry white papers for explaining something then have A5 size paper not more than that and take out from your portfolio or take out from your briefcase and put it on your table and take out your pen and other things, but do not take too many you should be assessing that in case I need to demonstrate something on a piece of paper then I am carrying this paper for, here I have an advice do not ever borrow papers from the person whom you have gone to meet, never say that yes I can explain to you on a piece of paper can I have a piece of paper, could you please give me 1 paper never do it never because you should be so composed with all your requirements that.

If you say that I need to demonstrate this on a piece of paper can I take out the paper from my portfolio, then you take out the paper quickly and keep it on the table start sketching on this will make a wonderful impression about you, that you are very prepared you are very composed, you are not disturbing others, you are not even begging for a piece of paper; never beg for a piece of paper not even a pen do not say that I have the paper, but I forgot to get my pen can I borrow a pen never do it because these are counterproductive.

So, if it is loose paper then it should be not more than A5 because whatever you want to show you want to write you can do it within that size. So, if since it is not too big like A4 then what happens is it does not take much of your space also and it quickly comes out in full piece and then put it over there on the table does not cover a large area of the table. So, it becomes comes very composed and then take out your pen or a pencil whatever you want and draw or write or whatever you demonstrate ok.

But what is the color of the paper, the color should not be any other like pink yellow green blue the color of the paper should be white and then comes the other item pen, see the brand of the pen, the color of the pen, the working of the pen this I have said in my earlier class; once that handling pen you need not carrying a branded pen see people will not get impressed by your parker pens or peer cut or whatever our branded brands which dating is a very good brand, people would not be impressed by that at the same time

people also not be impressed by the pen that he brought out which is a throw away 5 rupees 10 rupees pen, you suddenly bring out a pen from your pocket which is usually a student use it just for writing something and once the ink is over throw it away that also gives a negative impression.

So, as I am putting both the sides as people are not impressed by your highly costly branded pen, at the same time people are also not impressed by your very cheap quality pen that you are carrying. So, it should be somewhere in between make your own judgment I am not going to give you here any clues further because, then I am going to talk about the brands no. So, the color so brand color and the working and it should work test it I said earlier, tested 10 times that your pen works before you take out the pen from your pocket. So, this is about the carry items which I thought I should tell you that you should take note of it; if you think there are many other carry items which you have got to carry for many reasons, then also try to understand my essences of what I am trying to highlight.

Summarized if I say carry items which here which are going with you must be looking sober fresh well kept well cut fresh not too big sizes just reasonable sizes, should not make lot of noise, should not make disturbing noise, should not also become visually disturbing or distracting because of it is contrasting colors, should not demonstrate the others like say I said for diary you have a diary and then the companies name over there, it should not whatever you are carrying first you analyze this basically how do you prepare.

You know when you go for the interview you are preparing for all your knowledge you know what you do is for any position that you are applying for, you try to gather that what knowledge you learnt for this particular position; what you have learned in the college you probably open your old notebooks or you open your some books of references or you ask your friends, basically what you are doing is you are preparing for your answering. So, you are preparing for your answering now.

But once you go in you are answering will come a few seconds later; the first thing is the impression the impression that starts from the reception, impression that also starts from your entry to the office gate. I can tell you I will tell you a very interesting story on this which you know we are really not concerned or conscious about it makes a lot of

difference, a person who is going for interview in an office he suddenly thought that I he should have a smoke before entering the office building office premises. So, he was on the other side of the footpath and stood in front of the pawnshop took a cigarette and he was smoking, at that point of time a friend was passing by and then they were chatting for a few moments because he had time in hand and the chatting was in friendly language a little more casual little more informal.

I should not say how much more little more informal and naturally the friend asked that what why you are standing here, he said I am going to go for the interview over here and you know see they have called I do not know whether they will take me over there, but he must be having their own candidates all these informal things that kept on coming and unfortunately 1 of the interview selection committee member was passing by he did not know that this person is going to come for the ad be there, but he overheard few of the sentences which was very you know unpleasant did not like it, after that person went in to the office and this fellow enters the office for interview goes to the reception waits for the interview and then it enters the interview board he never noticed that this person passed by, but I can tell you 1 thing first impression about this personality based on what how he speaks outside was a poor impression about himself, in the eyes in the mind of that particular person 1 of the selection co ordinate member and naturally the success was not positive you did not know how it happens standing in a bus stop waiting for a taxi, a person who is also waiting for a taxi comes and then you rush to the taxi and this person also rushes to the taxi and now you fight with him.

So, you get the taxi you took the taxi fine you know the person who was refused maybe 1 of the person who we are going to beat in the interview world, my suggestion friend is this life is that funny, it anything may happen I would suggest 1 thing some early at least for young people senior peoples or say experienced people you might have experience in your own way something or the other, but I am my advice to the junior people who are now going for the interview and all your preparation for personality should start from your home.

Preparation for knowledge you do it at home preparation for personality to face the interview should start from your home all this attire selections carry item selections and then how you walk out of your house, how you go to the bus stop or you call a taxi how you get down there and then how you walk into the premises, then how you enter into

the reception and then wait for their interview calls and then you go for the interview give the interview and come back and also your reactions after the interview, you leave the premises go back home. I will tell you things matter you did not know in which situation something may go wrong in the whole process, it is basically you know people who do acting in dramatics if they have a show in the evening you seen them.

Since morning you watch them from a distance since morning, you will find they already start imbibing those situations and then starts preparing as if the acting the role that he is going to play that already comes in. So, he starts almost manifesting in the same manner finishes the play after the he is relaxed, same thing for the interview. For interview I will tell you have to take preparation before earlier for all other knowledge based preparations, then just for last 2 3 days till the time that you are leaving your home is for your all other get ups and everything, then on the way you should behave as if you have been already appointed and how should you have behaved.

If you are an employee of that organization, that is the way you should behave when you are going for the interview and then after during the interview you should behave in such a manner as if you are their employee already and then once you come out you also behave in a similar manner as if you are an employee there; that means, your personality should be very positively reflecting, so there we have vibes every time.

So, take note of this do not take it so loosely. Dear friend you will understand this once you face it negatively or you get the benefit of it, some few more points I will discuss after this after that I will straight we intend to the interviews, how you go for individuals wait for it.

Thank you.