

**Soft Skills for Business Negotiations and Marketing Strategies**  
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**Lecture – 32**  
**Body Language: For Interviews ( Contd. )**

Good morning I have talked about attire how you dress up and then the carry items. What you carry along with you which speaks about yourself all together you know when I had been focusing this entire course I was focusing on nonverbal. Here these items are absolutely under the nonverbal category here you are not expressing anything orally, your get up, your carry items it speaks by itself; that means, impression about you the interpolation of yourself or the reflection of your personal everything depends on how you are presenting yourself without speaking a single word.

And then comes a situation when you have gone in for say interview or any negotiation or interaction or something and some you know manifestations or actions you start doing. There I have some suggestions why I say these are these requests grooming? Because frankly telling you nobody teaches this nobody teaches if anybody does good it is by themselves they have grown. If anybody does not do good it is only because they do not know.

But I thought after all these researches that my people should know that there is something to learn. And learn from what? Learn from experiences, learn from researches, and other it is because of this I have configured the whole lectures in this manner ok. If you go over and over again then we will understand the objective might or rather my targets here.

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GROOMING ( Manifestations / Actions )					
■ <b>Alertness</b>	Alert	Prompt	Casual	Busy looking	Chatting On cell phone
■ <b>Whisper</b>	lowering Head	Covering Lips	Ventriloquism		
■ <b>Speech</b>	Speed	Clarity	Pause	Friendly	Assertive Dominating
	Repetitive	Casual			
■ <b>Voice</b>	Depth	Loudness	Pitch (Whispering, Soft, Harsh, Cracked)		
■ <b>Tone</b>	Affectionate	Humble	Egotistical	Aggressive	Apologetic
	Arrogant	Animated	Sarcastic	Accusatory	Comic
■ <b>Acronym</b>	FYI : For your information	USP: Unique selling point			
	ASAP: As soon as possible	LCC : Life Cycle Cost			
	CBR: Cost-Benefit Ratio	LTV : Life time Value			
■ <b>Code Words</b>	Sales Rep	Cold Call	3C: Convince – Confuse -		
	Corrupt Lead	Value-added	Low-Hanging-fruits		
	No-strings-attached	No-hidden-cost			
■ <b>Waiting</b>	At reception	On couch	Cell phone use	Newspaper / magazine reading	
■ <b>Expression</b>	Learner	Teacher	Know-All	Judgemental	Indifferent Helping Refusing

Now I am coming to the next point that is manifestations or reactions. After this is over then I will go directly into a subject of how to appear for interview and after that I will go into the subject of how to what to consider during group discussion? How to manifest? How to act during group discussion? Ok these two are very serious matters.

When I will talk with the interviewers on the group discussion you please do not consider that I am considering you as a student no interviews are done attended by people for jobs, interviews are also attended during viva buzzing in academic courses. Interviews are between two persons trying to know each other; interviews are essentially to explore opportunities.

So, it is not necessary do not consider you as a student you consider as yourself as a person who is responsible in interacting and then what you should do? But when I will talk about the interview most often what happened is when I started getting requests from my students that what they should do they got interview call then naturally they requested for my advice and then I kept on advising them to certain extent.

In this process whether you are going for your academic selections whether you are going for your negotiations if it holds good everywhere that is why I kept it very generalized.

So, now let me first complete this part grooming that is of manifestation reactions ok. What are there? One is your manifestations, alertness. How alert you are? Ok. Then whisper you know what happens during discussion some people whisper to the next person you know like say something like I will just give a demo you know I think this person is not talking right this is a whisper.

If I am three I am three here and other said there are 4 and one person is not talking very much to the point then I can also say actually he is going you know he is beating out of the bush he is not saying what is to be said. Basically what I am doing is? I am whispering to my person ok.

Whisper, manifestation it is done we do not whisper to the other person directly we whisper to our own you know collaborators. Then speech how you speak the voice the depth of voice, then tone the tone is a very peculiar thing here in this cases the tone is it tone is the expression of your you know your mental state at that point of time this tone has nothing to do with your fundamental physics.

This tone is in which tone is in a soft tone? Is it an aggressive tone? Is it a welcome tone? Such which is psychological phenomenon. Then come acronym short forms, then comes code words it happens in the profession these things happen I will I will tell you what you should do what you should not do after I give you the list.

And then comes waiting when you wait what you do? Ok and then overall expression see your manifestation means you have come to an organization called for interaction or interview and then everything stop you start working.

In the whole process you have been made to work made to manifest. So, your actions will speak your actions whatever you do whether you said or unsaid it will be now interpreted by some people somewhere sometime. So, here it is very important thing I thought you should take note of see in terms of alertness it is alert or prompt or casual or busy looking or chatting on cell phone all these are a reflection of your alertness.

When I will be giving examples I will always take cases which either I have seen or have heard, but I will never name the context, the location I may say context, but not the location or the person ok. To somebody has entered you are sitting just imagine that you are sitting in a reception lobby waiting for your call at that time another person enters he

may have come for the same purpose, but that person you know what when he is entering he is still on the cell phone.

And loudly speaking to somebody and entering through the gate came to the reception and then stood there for some time not really asking the reception about anything just finishing his talk a chat I will tell you this is very negative if you had some something to chat about finish it outside finish it stop your cell phone come inside do the business or else another case somebody comes in suddenly a call comes and then he keeps on chatting not really bothering about the others are also listening.

And here again something more dangerous some people have a habit of shouting at the cell phone as if he is trying to reach his voice from here to that location very funny, and this shouting you know high pitched sound he keeps on speaking without you know chatting or without bothering that others are getting disturbed. Because he is not concerned he is concerned about himself in the cell phone this is what is called basically the alertness. You see alert about the situation about others disturbances what is about the position where he is chatting now should he call?

The general person the sober person what he will do if he gets a call immediately he will not even talk he will just you know swipe a comment comes that send an SMS I am in a meeting or call you later the moment you do it no sound first the whole SMS immediately goes out you communicate to your other person that there is not the time to speak.

At the same time I will tell you if you have gone somewhere for any interaction something is sitting in the reception different people have different cell phones with a different kind of ringtones and funny ringtones. My suggestion is the ringtones should be off at that point and it should be on the silent mode there is no harm if you had if you know respond to yourself you got a vibration you just took it out it did not make any sound anywhere you just looked at it and just send the SMS that you are busy in a meeting that is cool enough a sober way of doing it very sober way without making anybody any disturbance you know it is alertness.

So, your alertness not only here alertness is during the interaction your promptness of answering your promptness of you know meeting the receptionists do not enter in a very casual mood as if you are very mentally free going for interview going for interaction

going for negotiation you entered very casually as if I do not you know I am very free, mentally I am very free, I am not stressed, I am not tensed it is casual no good not good do not do it.

At the same time also do not be a busy looking that you enter and you look so busy make yourself look so busy that you know this has to be done right now and this I have to get the feedback. Can you tell me you know goes to the reception I have seen such people entering with a very busy look first and then with his eyebrows and up and the eyelids small looks at everybody as if who the hell are them you know looks like this to everybody and then goes to the reception and then talks to the receptionist asking about the appointment and all these things you know in a tone as if he is very busy it does not have much time he needs to know he means business and he needs to know exactly when is his time.

And if he is not soft and sober then any response may suddenly trigger his aggressiveness may so your, you should be always alert about the situation ok. So, what did I say in this some early if you have to talk to somebody finish it before you enter the reception lobby and if you got a call when you are in the reception lobby then try to answer through SMS and try to put your phone on the silent mode when you enter otherwise it will disturb do not look casual do not also look very busy looking be normal, be prompt, walking to the reception desk in a slots or say sluggish move is not good.

Be normal, have normal steps reach the reception lobby, then all those things I said with respect to standing put your elbows, putting your hands fall of that be very professional and a person of good personality ok.

Next whisper when you go to the reception you do not need to really whisper whispering means you are not really aware whether your word has reached, but at the same time you need not be loud not very loud ok. How people do whisper during interaction of during conversations either they lower their heads and then whisper something like this.

You know speaking to somebody else necks and you know lowering this and then saying or covering lips you know something like this or something like this I will tell you these are all very bad manners do not have to really whisper do not have to you are whispering on you are trying to share something which you want the other people should not know ok. Then in that case you turn directly to your colleague turn like this and then say in a

low voice not really whispering you know I have seen people using ventriloquism dangerous.

What is the ventriloquism? You have your lips closed almost and you are still uttering the word which somebody can hear and it is so depressing that you are hearing sound conversations small small short conversations. But you cannot make out who is really speaking to whom? Ventriloquism might have seen people doing it during interaction I cannot do it. So, I cannot demonstrate you know sitting like this, sitting like this near to the other colleague and then lips closed and then he is using ventriloquism

So, he is saying something to him think about the reaction of the people who are sitting in front. When there are group discussions in such kind of cases group discussions means negotiation or all these things these things are very very counter product you do not have to really lower your head just to whisper to your friend. You do not have to really lower your head when you are trying to say something to your friend.

So, what is the best solution is turn be very active you know turn say something in a very low tone, low voice so that he can hear and if you do not want others to hear then your clarity should be such that your friends can hear.

But nobody on the other side should think you are saying something which you do not want them to hear oh no that is bad manners during interaction. You are saying something not letting know others that what is actually being said that is not very fair because it is an interaction that you are doing ok. So, these things you take care in speech it is things which are very critical in this I will find out some time to talk about this speech factors and the voice factors later on.

During the course of negotiation discussion not here I do not want to load it here, but the points which I am trying to highlight is the point that I am trying to highlight is here speed of the speech, clarity, the pause, friendliness of your speech, assertive speech ok. There can be assertive tone, but a service speech means when you are speaking you are being very forceful.

Dominating sometimes aggressive or repetitive or casual there are so many ways the speech can be you know interpreted. So, here you have to be very careful about applying what kind of speech you are going to use here.

Speech I am not talking about the content it is the way you express verbally now clarity is must speed should not be see which I do not want to do it here, but I have demonstrated this to my students just in my classes where somebody is speaking so fast. So, fast that one cannot make out exactly what he is saying you know that is not good though he had a very clear diction, but the speed was such that others could not get it one word after another ok.

So, speed is very important that does not mean that you have to be speaking it in a very low speed it is something like you know what I want to tell you is the fact remains we are not being able to do business with you very very slow same thing to say in a normal manner or very fast.

The factoring is that we cannot you know we cannot do any business with you no. These are all very very you know mannerism wise is very poor, very very unfair, give a good opportunity to the listener to get your points get your words very correctly heard and then interpreted. So, clarity is important, speed is important, pause you give between sentences not between words in a sentence.

I hope you understand the difference between this I just demonstrated pause between few words, but I am what I am saying is give pause; pause as a various strengths, strong connotations in your negotiations you give pause as a strategy, but not pause between sentences also you can give to certain extent, but not between words then comes voice the voice depends on the depth see different person has different kind of depth of voice that is endowed by nature.

When you grow when you come to the aggressive stage you find their voice cracks your voice becomes slightly you know deeper it all depends which is physiological phenomena. But whatever you have the depth of the voice is important sometime you get very much impressed with somebody who has a very deep voice sometime the deep voice oriented statements almost overpowers us. But unfortunately we cannot do anything about it; however, best you try you really cannot change your depth of the voice it is physiological ok.

So, thing is what you can control the thing is what you can control is not the depth of the voice, but certainly you can control the loudness of the voice do not be very, loud be moderate, do not be too low in terms of loudness which is not audible being normal be

normal. There is also something called pitch you know an example like I want to tell you this I want to tell you this same thing I said with a higher pitch I want to tell you this. So, lower pitch so pitch is an equally important I will tell you pitch makes a lot of lot of impacts moment you go for a higher pitch it becomes it sounds very arrogant very dominating be very careful about it.

But when you are working on the page then whispering, soft, harsh, crap and all these things are assisted with it I give an example last time about a person who has a very good voice. But only difficulty is he has some kind of medic you know medical problem the vocal cord problem after few words uttering his voice suddenly becomes funny feminine very unfortunate I found only 2-3 such persons like this in my life.

But it is it is there the thing is how you speak it makes a lot of difference you know it is said during negotiation, during interaction, 95 percent is depended on how you speak? The 5 percent actually depends on the content how you speak? How very unpalatable words you said in a very nice manner people may not be able to infer very nice thing said in a very poor manner people will get irritated, agitated, angry.

So, this you know it is that is why it is said hold your tongue; hold your tongue means basically see the tongue is responsible for making all these variations in the speech that the you know medical scientist or psychologists they will talk about it. Basically hold your tongue is you know connotation of the fact that when you are speaking the depth, the pitch, the loudness, the tone that you control it is never said that you hold your tongue and do not speak.

It is saying hold your tongue means you control it and here it makes a lot of difference when you are going to go for interactions. This is one of the another very strong soft skill that is why verbal skill we talked about you know there are very good talkers. I say that they talk so well when I say well what does it mean? It is all in composition in combination speaks so well, it is so nice to hear.

It is because of this good speakers we would like to listen to them more than once, but the bad speaker with a lots of content we would like to listen to them only once and after that try to you know run away from them because they are bad speakers. So, you have to be a good speaker, but since I am not focusing on your strongly verbal communication. But I will talk about it later.



So, in your soft skill verbal communication also comes in, but if suppose you are taught very methodically how to speak? How to speak? And how to speak? Then it becomes up to certain external skill ok.

But; however, the tone I have just cited few examples there are more than more than 100 kind of tones which are there in the research papers I am just reading few, affectionate, humble, egotistical, aggressive, apologetic, arrogant, animated, sarcastic, accusatory, comic these are tones means when you are talking to somebody if you suppose make a mess of something made a mistake and then your tone is apologetic immediately will be pardoned.

But if you made a mistake and then remain aggressive in your tone then there will be real fights I can assure you affectionate is if suppose a candidate enters my interview and I welcome him in a tone which is very affectionate he feels immediately very comfortable comes and sits over here, opens up himself and answers all my questions ok.

But the moment he enters I become aggressive please come in and take a seat it is everything. If I say please come in take your seat it is affectionate ok. Now arrogant means you are just reflecting your arrogance to the others; that means, you are dominating over the others, animated when you are speaking you know there are many people who have seen they their tone is very animated means it goes up and down you know I cannot really find a good example at this moment.

So, this is important it has to be noted, but for God's sake never be sarcastic tone always hurts and sarcastic tone whether it is a interviewer mop making a sarcastic or remark with a sarcastic tone or whether the candidate answers. I will give one example because when I am talking about it you know many of the examples are suddenly entering my mind and I am just bringing those here trying to share with you. I know a person of a very young age he is of my same age probably at the age of 36 7 I was also facing interview in many places he was also facing interviewed many places ok.

Unfortunately I faced maybe 2 3 interviews and by then I was selected and he had to face about 30 interviews if I recall he only told me the story and that is why is my knowledge. You know he went for the interview after a few questions he was asked that have you ever given interview to some other organization earlier. He said yes I have given about

30 interviews before everybody was shocked. What is this thirty interviews before this thirty first interview maybe yes what happened? Why you were not selected over there?

Then he passed a point answer was unfortunately in all the interviews they had their own chosen candidates and I did not have anybody sitting amongst the interview board. So, I was never selected this comment is a very sarcastic comment he said it I I said it in a slightly softer manner because that is my habit he said it in a slightly sarcastic tone with a little bit of lips you know half smile and others.

That he meant is that in other places he did not get selected because he had nobody sitting amongst those interviewer you know the immediate response of the chairman of that interview board was. So, today you came for this interview are you confident that you might get it.

He said I think I am confident then the immediate next question was how are you so confident is there anybody amongst us who is sitting who is of your person. Do you understand what happened he lost the job, he did not get the job, he was first of all sarcastic and also he told a thing which was not really appropriate for an interview responses and immediately gave a very negative vibes in the mind of every interviewer that this person everybody was thinking is it the person who is sitting next to me is basically pushing this candidate to our company everybody was thinking about the other and it made us such a psychological miss I can I can assume that he was immediately said thank you very much.

Then he was pushed out and that boy comes to me and tells me and he narrates his sad story you know I know point you know these people have their own persons inside and all that all that all that one such remark a very sarcastic. First he passed a sarcastic comment and the next the chairman first a sarcastic comment .I hope you understand that the difference is in these.

Next is acronym and code words I brought it together for a reason. Whenever you are interacting for anything into interview or interactions try to avoid acronyms an example I have just cited few there are many acronyms which are very commonly floating in the market. And essentially in the corporate offices are in the market scenarios these acronyms are very day to day world nobody bothers about it nobody is concerned about it, but I will tell you it really it is a matter of moderation. FYI for your information, USP

unique selling point if you really want to say that that is my company's USP you say that is the that is a strength of my company you do not have to say that is our company's USP. ASAP as soon as possible, LCC lifecycle cost, CBR cost benefit ratio, LTV lifetime value.

There are many more see what I am cautioning you is this why you should not use this acronyms. The reason is simple maybe it is a very buzz word or common words which are floating in the co operate worlds or in the marketing worlds. But the person who is sitting opposite to you he may not be aware of all those all of them and it may be that you have used an acronym which he is not familiar with he is if he is smart he will immediately ask you what is USP if he is smart he will ask you if he does not know what his USP I expect that they would know, but there are many acronyms which I do not know you do not know and many people do not know ok.

The thing is immediately cross question is what is USP? And I will tell you this question is basically with a bit of irritation it is not you know of kind of trying to know what is USP it is an irritation? Why should you use acronym? Use your sentence complete do not use acronyms. Acronyms you use with your friends and your colleagues, but not with outsiders same is it the code words like either quite often because I am a professor in this institute.

So, sometime when I would say that I call a student I say that you can come to me at four thirty no sir actually my Prof has called me at that time. What is Prof? He is using a code word called Prof is a professor, he is trying to say professor my Prof has called me at that time it is very derogatory and below courtesy. One girl student once met me in the department and then first year student I do not blame her she came and told me sir can you tell me where the faggot sits? Faggot.

What is the faggot? I am an it and myself I never heard something called faggot as a I am a professor here I never knew what is faggot as if I faggot I do not know. What is faggot? then she said it is a faculty advisor, my goodness I was blown out of my mind I said cannot you say where is the faculty advisor does it really take that much time in the paint? And you said faggot and she ran away from me of course, I could not tell her that ok the faggot is there.

Actually I went to the hospi, what is the hospi? Hospital. Why should you use these code words not it is not formal I will tell you it is not official, it is not formal, you can use it in your hostel, but like say calling somebody has Prof, calling somebody as faggot, and you know these are not the good gestures. So, here first of all say I hear quite often. So, you do not bother my sales rep will come. Who is the sales rep? I have written over here sales rep it is basically sales representative will come. How much time it takes to say representative say sales rep not done.

Then there are certain things like code words likes cold calls you know I received a cold call why should you say cold call cold call is was unsolicited calls you can always say that I got a call and which I did not expect it why should you say cold call because everybody is not familiar with this word called cold call. Then three c this three c I have heard from one of you know one of my senior he was talking about the business.

And he was I was junior he was trying to educate me and he was trying to say you know if you cannot you know close that deal you know best is you follow three c I was blown you know what is that three c he is talking about and very politely I asked him what is that three c it is a very simple three c is very simple it is convinced. First you convince your client if he is convinced your deal is done.

If he does not get convinced then you confuse your client create such a confusion that he is now probably we just do not know flow whether to take a decision in favor of it or against it and if he is not also done through confusion then you corrupt him the first time at a young age I learned about this three c, but I will tell you the first time I heard three c I was shocked and when I heard the other actual expansion of this I was more hurt and more shocked I have to convince my client I know that is my job.

But I have to confuse him if he is not convinced and if he is not confused do I have to corrupt him I am sorry friends why I use this here essentially to tell you be very careful about using terms. There are smarter people than you there are lots of smarter people I have come across more smart than me and they always use this code terms in such a manner and if they find that I do not know they find I internal happiness I will tell you this internal happiness is basically snapping my relationship with him that does not help ok.

Then other things like value added these are these are very common word, but still I would say what is the value added? How do you say value added? Have you computed the value addition? So, if you say I can provide you this which will be a value added item why do not you say that I can provide you this which will be giving you these benefits.

So, never use or low hanging fruits quite often now it is we are also using because we find many people are using the moment I say low hanging fruits people say what is the low hanging fruits very common code words, no strings attached, no hidden costs you know these are the things which you have to be very very cautious about it these are all manifestations.

Then comes waiting this I already I have said in my earlier lecture because whenever the I was giving some examples I brought this forward waiting at the reception on the couch your cell phone use the newspaper and magazine reading I am not going to repeat it. These are actions which makes a lot of difference a lot of impacts, the positive actions and positive manifestations very silently makes positive impacts and the negative impacts of these or negative reactions of the people based on your negative actions it makes a lot of difference.

All these newspaper reading and magazine reading I already said in my earlier lecture that sitting in the wedding hall in the reception lobby there may be so many attractive newspapers on magazines do not touch them, do not touch them let them be where where they are if you are really keen about some magazine or newspaper go outside and buy it. It is only for their show it is for decor not for educating you if you really have to be if it was for educating you they would have put this in every libraries no it is not for educating you.

You have come for a business you have been it is a decor on the table, table should not look blank and it should also reflect what is the quality of newspapers or the journals this company generally goes through so they do it as a decor and you do not touch and do not use cell phones sitting over there.

If you really have to then go out of the gate talk and come back and on couch if it is too low I said already if it is too low do not say it try to avoid sitting avoid sitting I do it very frequently and I do it with a grace. So, do it gracefully with poise and at reception how

you stand? How you put your elbows? How you put your fingers? How you use your hands the palms you know speaking these matters.

There is another thing the last thing in this expression in your manifestation and actions. whenever you are meeting somebody for this kind of works when you are speaking to the person you can have different modes, you can be on the learner mode means you are trying to learn what he is saying you can be on the teacher mode you are trying to teach him what you know or you can be under know all mode. Then comes the expression overall expression see what are the items under expression learner, teacher, know all judgmental, indifferent, helping, refusing there can be many more expressions.

What is this expression about is? When you are talking to somebody you are trying to listen to him and learn from him and then you can be on the learner mode; that means, you are trying to if you are talking to somebody you are trying to learn from him or you can be other teacher mode, you are going to advise in something, you are going to teach him something additionally give some additional inputs, you can be a mister know all; that means, you pose that you know everything.

You can be judgmental means if somebody says something and then immediately you become judgmental and ask a question instead you can be indifferent somebody is trying to tell you something and you play indifferent or somebody is helping like say if somebody is trying to get your help either by talking or for anything and you are now helping or you may be refusing. There are so many such kind of expressions you can have only thing is there are certain positive certain negatives let me highlight that.

If you are a learner it is good because being a learner not interjecting somebody if he is trying to tell something not interjecting mind it. Then you will get lot of leads and feedbacks which may be very helpful for your business you get a lead when you are good learner everybody wants to speak and there should be always a person opposite to it is a learner, but there is a limit up to which you will become learner you should not keep on just learning and then suddenly he feels that he knows everything and you do not know anything.

So, at the moment you find after some time that you got here all inputs which is going to be beneficial to you by being a learner then now you become a teacher; that means, now you tell him something which you know so that you can be of his benefit, but that does

not mean see there is a difference between teacher and the known teacher means he is trying to add some knowledge to the other person.

But the know all is bragging he brags that he knows everything I had some colleagues you know whenever I used to give him some information he used to say I know I know I know, but actually he did not know I know yes I know I know. Then I said what do you know? Then he comes up with the facts which is nothing to do with what I was going to say so I know he is a syndrome of the mister know all never we mister know all. See knowledge is a vast domain you cannot have all the knowledge. So, if you pose as know all basically you know what you do you are shutting off yourself from any of the information that somebody can volunteer to you.

Because what I do I will tell you I have identified few mister know alls around me. Whenever I try to tell them something add some knowledge to them immediately the first reaction is I know and then immediately I shut and then suppose a question as I say you already know you know why should I tell you because you know everything. So, the thing is never we mister know all, internally be mister know all. Internally be mister know all you have your knowledge entire knowledge you have, but never posed outside has mister know all that is going to snap all your relation with everybody else and everybody is going to shut themselves up and you are not going to get the facts.

Here now I if I use these three first be a good learner, then you get lots of inputs and information which is beneficial for you and if you found that somebody has given some inputs which is if for your benefit then you also teach him something. We have become a teacher give him some feedbacks some inputs some tips which will be beneficial to him very positive these two are very positive do not be a continuous learner and do not be a continuous teacher.

Since we say in Hindi [FL] do not keep on giving [FL] teach him about given inputs what is teaching basically you are giving him some knowledge or inputs ok. So, be a learner up to a certain extent then be a teacher and you can change your mode in between your inter conversation be a learner and teacher learner and teacher no problem.

But never be mister no all never be judgmental as well because judgmental if you become then that also is a reason why the conversation or the interaction shuts off it closes. If you become judgmental an example let me tell you never ask a question against

a question I do not know whether you understand this never ask a question about against a question. If suppose somebody asks you that can you tell me where is that location your answer either is I do not know or the or else you say it is that location.

But instead if your answer is why he asked about a location and your answer is why you asked a question. The moment you ask a question then your conversation stops, shuts never ask a question against a question keep it at the back of her mind and make it almost like your bible never be mister no all to outsiders always try to listen to him. Because maybe a treasure of knowledge sitting in front of you are getting the feedbacks he will be highly benefited and if he has helped you teach him something and never be judgmental.

Because somebody because of their nonverbal and verbal communication skills they may not be able to express the way they should had or following a decorum or something. So, do not be judgmental in the beginning be judgmental after analysis do not be indifferent being indifferent is an insult do not be indifferent.

If somebody is trying to know something you can politely tell him that you do not know and if you do not want to tell him or give him the input you can also politely say I do not know, but never say that I would not tell you I know, but I would not tell you. So, indifference is it is a kind of negative it hurts, helping is always good it is good and refusing is bad. So, now, if you see the entire stretch I would say learn being a learner being a teacher and being helping are the positive expressions and then miss know all, judgmental, indifferent, and refusing are the negative expressions.

I hope these will make you understand about the entire set of grooming that we need really have to do. I am closing this here with my grooming exercises next I will discuss about straight way I will go to the interviews and I will tell you what to do what not to do and how to you know. There are there are lots of things to learn in that before I go into this I have an advice.

Since the beginning whatever I have discussed do not be judgmental try to understand it, do not try to judge right or wrong, try to understand what I am trying to say and then you make your own judgment later after you have understood everything that what you want to follow? What you do not want to follow? And I can assure you that something which I



said do if you do it you will definitely see good results and something which I said do not if you do it you will definitely get some bad results ok.

So, try to find out the positives and the negatives of this all the points that I have highlighted and be prepared for facing an interview. So, my next set of lectures we will start with interview and since my interview is not only for jobs. So, interview group discussions will be now clubbed with negotiations, professional business negotiations all these things together wait for it.

Thank you very much for giving your time.