

Soft Skills for Business Negotiations and Marketing Strategies
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Lecture – 33
Interviews

Good morning friends, today we are discussing about various aspects of a very important items of communication, already I have given a hints in the last week about the body languages for interviews and gds, now here I will go to focus especially on interviews, so far what we have covered is we are covered about various aspects of soft skills various types of soft skills, personal skill, creative skills or innovative skills, specialized skills, we have also talked about communication skills in which there are nonverbal and verbal, verbal communication skills I have kept it reserved, which will come along with the negotiations there several aspects I will discuss.

But rest of the things I have discussed so far, in the last 2 weeks, we have been discussing about different kinds of grooming, that when you are going to go for interactions communications then what kind of grooming you are supposed to have. So, I hope by now you have covered all these aspects and you have got the idea about various kind of soft skills that you should have or possess. Now, today I am focusing on very specific aspects called interviews, because I had been getting lot of requests from my students. So, that you know they can learn that how to really go for interviews.

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Now, let me tell you interviews as a subject, interviews can be for various purposes, one is a very important thing that if somebody is looking for a job and signal employment and giving an interview, very common word everybody thinks the interview means you are going for a job interview placement interview.

There could be interviews in which there will be somebody is trying to know more about another person like celebrities, in such cases what happens as journalists they interview the celebrities or experts or exponents to know more from him or her, that is another set of interviews. Another one is when you are going to go for negotiations or sales at that time you have being asked certain questions, that is also a kind of interview, but today's focus of my discussion will be more towards the, interviews which are related to jobs employments placements recruitments, I hope this will be very beneficial to my students, but do not bother if you are not a student seeking for a job if you are working somewhere.

Now, going for a second job means job change in such cases also this is going to be very, very useful, it is I am going to give you certain tips I am going to give you a certain idea that how you should go ahead with it, is and also going to give you an idea that what you should do what you should not do, let us start.

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The slide features a blue header with the text "TIPS for INTERVIEWS" in white. Below the header is a list of eight tips, each preceded by a small yellow square icon. The tips are: "Be Punctual and Fresh", "Enter the Interview Room with Dignity", "Be Poised", "Be a Good Listener", "Volunteer Information", "Be Frank and Honest", "Enjoy Humor", and "Be Well-mannered". To the right of the list is a video inset showing a man with a beard and glasses, wearing a white shirt and a red tie, speaking. At the bottom left of the slide, there is a small text "1 of 3" and logos for "IIT KHARAGPUR" and "NPTEL ONLINE CERTIFICATION".

Tips for the interviews, first it is if you are going for an interview whatever kind it is, be punctual and fresh, you must go before time have sufficient amount of time before the interview, a good amount of time before entering into the reception lobby for wherever you are going to go for interview, be punctual, there should not be a situation when your name has been called and if you are not there, forget about such some incidences or accidents in which might be delayed, but otherwise be punctual and always look fresh.

When you are going there you should sit with that you are looking very, very fresh, next is how you even enter the interview room, when you enter you must enter with a dignity, it is understood that you are looking for a job; that means, you are on a receivers end, people who are going to interview you it is their discretion whether they select you or not, but never lose your dignity, you are going for an interview with a full dignity when you enter the room, mind at the moment you have gone to your reception lobby I give you a hint last time, the moment you have gone for interview and enter the reception lob, you are being watched the person the gatekeeper watches you, the receptionist watching you, people passing by who belong to the office are watching you, other members who are also the candidates are watching you, you are completely under watch at every point, every moment there should be a good reflection of dignity.

Be poised see poised will come through what your grooming all the grooming stuff that I have talked about, in which how should you move your hand, how should you stand,

how should you say it, how should you bend, how should you have gestures, what should be retired, all together it is a grooming by which a poised will come; that means, anybody looking at you at a point of time, should feel that yes you are a good personality, apparently how much you are good in terms of your quality or in terms of your caliber, that will be judged inside during the interview.

One thing let me tell you here, when you are going to go for interview basically you get an interview call, all your hard skills that you have earned in the past, all the experiences that here we gathered or gained, then you applied for a job you are resuming your cv that can fetch you only interview call, rest is all a different ballgame, you might give some wrong information or false information in your resuming.

I have seen people have done it, but everything will be charged too during the interview, but that may yet you have called that is all, but what I am discussing over here is, all your other soft skills beyond hard skill which has facilitated getting us call for the interview through scrutiny, is over now on what you are how you should behave, how we should move, how you should manifest this is the point which I am discussing your poised is overall appearance, then be a good listener whether it is during the interview or before the interview be a good listener, if the resistance is trying to give you some information be a good listener, do not show your anxiety, do not show your urgency that you are eager to know what is happening, you know what is when you are going to be called, do not be a good listener.

You lend your year you will find that you will get the proper information, you will not have any kind of cluttered information, what session here I will give you be a good listener, but he do not try to listen to or gather information from other candidates, that is a very risky game that you are playing, if you think that you can gather more information from the other candidates that quite often they may be false information, I will tell you more in detail later on, but be a good listener during the interview be a good listener, if somebody is asking you a question then listen to the question very carefully and then answer, now during interview what will happen is it can be one to one interview, you are being called for the interview to discuss with the chairman or md or maybe a head of the section, it may be one to one; that means, you are the person who is giving interview and another person sitting opposite to you who is taking interview it may one to one.

It may be one to many, means you are during the interview and that there are many other candidates many other sorry many other interviewer, now in the many of the interviewer how many you do not know it may be more than 1,2,3,4,5,6,8,12,15 you do not know, and if neither you are given any hint, you know when this particular band off interviewer gets expanded when they are looking for a person with different kind of objectives to be fulfilled by the company, in such cases various experts will sit there to judge you.

So, that once you are appointed or you are taken to the organization, then whether you are meaningful or useful to multiple other sections, that is why many experts of many heads of that organization will sit to interview you alone, but in such cases be a good listener, everybody will feel the question listen to the question very carefully, do not jump into your answers, do not halfway start answering questions, because you might not have heard the full question.

Wait for the end of the question and see what has been asked for and then you respond, during interview you volunteering function, if they are asking you for some information you volunteer it, you do not have to hold back any information because you are basically truly speaking you are at the receiver end, though I am saying that you have to have confidence I will talk about it more later, but minded you are at the receiving end they have the discretion to select you or unselect you, now you if there are some for any information which you think that you can provide then you volunteer, if you volunteer the information and if it is for the benefit of the company then there is a better chance that you will get selected, be frank and honest never in any interview give any false information; that means, bluntly saying never tell a lie in an interview.

Be honest to yourself, be honest to the situations, be honest with the questions, and be frank, if suppose there is a question which has been asked during the interview, and you do not know the answer it is always better, that you tell the interviewer that sorry I do not really know about this item, or I have heard about it, but I do not have a clear idea about it, you know when you skip this kind of idea this kind of frank or honest statement, it goes into the positive reactions to the interviewer.

Then they ask you a second question another question, but they will not tell you that, you do not know this answer in case that answer was very vital for them, then there is a chance that you will not be selected, but; however, at least they will respect your honesty

that you have said honestly that you do not know about it, and now let me also caution you if there are 10 questions in total and in all 10 questions your answer honest answer is, I do not know, and I do not know, then you should be taking for granted that you are not selected.

But that does not mean that you will give a false impression or you will give up bluff, because if you tell something which is a lie, then definitely one of the experts will catch you on the wrong on your wrong foot. So, be frank and honest, there are situations to make that monsieur very comfortable to everybody that is one of the interviewer or jury might you know just cut a joke or offer a humor, you should have sufficient amount of intelligence to understand the humor and enjoy the humor, most of it what happens is I have seen that the in person who is giving interview he becomes very tensed, and then he is trying to look at all the persons very tensed internally stressed, that any wrong move any wrong answer, would lose the job you know. So, in such cases what happens is, the interviewer they will just make you comfortable with some kind of humor enjoy it, and enjoy it only to the level that you just give a smile or a soft smile, I talked about the soft smile in the fast give a soft smile.

So, that to acknowledge or to you know communicate that you have understood the humor, and you appreciate the humor, but the thing is if there is a humor, and everybody is loving, but you become you remain very rigid not really reacting to it that also goes negative. So, enjoy the humor you get it or do not get it there is a probability of 50, but the thing is humor is always again next is be well mannered altogether, in the whole interview the way the from the time that you have entered in the office, to the reception, then to the interview room, and while going out, and also leaving the office, be well mannered at every step, suppose you have given a very good interview and then you had been well mannered all through, but when you came out while coming out of the main gate somehow you have misbehaved with somebody, or there is some ill man who you know reflected by you for whatever reason, that information will flow back to the selection committee.

So, the person who entered last you know he misbehaved with us some people while going out, immediately you will get discarded. So, be well mannered all true. So now, if I save some early up to this point, reach the interview spot much beforehand, and always look fresh, I have given you idea before how to refresh, I suggested that you should carry

a kind of you know a powder in your pouch, at a puff, and handkerchief, and before entering into the reception the interview room you look for the washroom wash your sweats, and then wipe off your sweats, and you use your powder to certain extent, just do you know absorb the sweat. So, that he look fresh you comb your hair, take care of your dresses, that it is in a right place all these are very, very important, because it is a plane it is a total play that you are going to act during that interview time, whether it is 5 minutes to one hour whatever time.

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TIPS for INTERVIEWS

- Be Dressed for Success
- **Be Warm and Responsive**
- Follow the Interviewer's Lead
- **Sell Yourself**
- Be Assertive
- **Control Your Own Behavior**
- Avoid Use of Informal Language / Short Forms
- **Show Loyalty**

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The slide features a video inset of a man with a goatee and glasses, wearing a white dress shirt and a red tie, speaking. The background of the slide is light gray with a blue header and footer.

Be dressed for success, the attire I have talked about during grooming I have talked about this, be dressed for the success, as if you are almost selected, I give you this hint before that when you are going for an interview you should be. So, dressed as if you are representing that company, you do not be casual thinking that will be selected then I will be properly dressed, no he dressed for success, if you are properly dressed that adds some points, because your overall personality is going to be judged by the interviewer, it is not only your caliber your qualification overall getup, that is going to be very vital for you.

So, be dressed for success, and never think that you are not going to be successful, be warm and responsive to everybody, now let me focus more about your manifestations within the interview room, I am leaving aside your manifestations which probably would have been some in your reception lobby, while coming in or while leaving the office,

here I am focusing more of the interview room you should be warmed you should be responsive.

It should not look rigid, you should not look tensed, any question that is being asked you it is being filtered to you, sometime your psychology is being tested by the interviewer asking you some questions by which, how do you react to it, how do you respond to the questions, they are judging you. So, whenever you are facing this interview boards, you should be very warm, at the same time you should not be very casual, very callous, very overconfident, these points I will discuss very important point is follow the interviewers lead, here let me consider that you are facing an interview where there are more than one interviewers, one person has fielded a question you answered, answer might not be to the expectation then another person would ask you another question, which may be a queue or a lead which is going to give you some hint, catch that hit follow the interviewers lead do not miss it.

You know if you could not answer a question properly, you will get your own feel in that I could not answer the question properly, or the interviewer might give you a reaction that the answer is not right, immediately you feel lost, there may be another person sitting next to you as an interviewer who is going to give you a clue or a hints, or maybe he is going to give you a lead to the correct answer, because that person feels that you know the answer only because if your tension you are not being able to recollect or retrieve. So, he will give you a lead. So, follow that lead, you have to be very carefully falling on it, here the idea is that you have gone for the interview basically you are going to sell yourself means, your caliber you have been called for the interview you are selling yourself, making yourself worthy for that particular company. So, that they select you. And so, you are selling you are selling yourself.

You do not give any kind of hint, that I have come for the interview, but I am really not interested for this particular position, do not give ever such kind of hints to the interviewer, because you have gone there to sell you, and it does not necessarily mean that if you are selected, he will take it because I have seen many candidates good candidates who are giving interview to 3 or 4 places ultimately, he is in a position to select which one he is going to choose in case he has been offered jobs in more than one in from more than one institutions or organizations.

So, the point is whenever you are selling yourself you be very careful very critical very honest, but the thing is you never give an idea that I have got a job somewhere else, I have come here just to face this interview, but I may not take this job once I am selected, such kind of statements you never make you always go there, as if you are selling yourself as a product which will be worthy for the particular company, be assertive being assertive is not easy when you are giving an interview when you are at the receiving end, it is not easy, but the thing is if you are right, then be assertive if your answer is right, if your expectation is right, if your claim is right, if your request for compensation is right, then be assertive.

You I hope do not say that in push or you force, but you be assertive to that. So, that people really judge you, that you are honestly saying what you are and you, are honestly expecting what you should control your own behavior, what happens is interview is a game to be enacted by the interviewer and the interviewee, now interestingly what happens is depending on the duration of the interview, it can take any shape or any kind of it can go into any direction it can lead to a kind of hilarious situation, it can be a very interesting interview enacted, it can be a very dull one, it can be a good learning for the interviewer as well.

If you are very knowledgeable if you are very capable they get excitement when they are interviewing you, it is because of which some interviews do last for the same position some interview will last for 5 minutes, and the next one will last for one hour, what went different, it is in 5 minutes the interviewer could realize that this candidate is not worthy for us.

So, no point wasting our time. So, they will ask you to leave, and the next candidate who entered and the interviewer is now exploring and finding out that this candidate is a very bright person, we can really if we ask them more questions maybe more and more openness will come into the interview into the candidate, and he will start speaking more about himself and his caliber, which could be worthy for selection. So, they keep on going for it, it goes up to one hour sometimes more depending on what is the position for which they have been selected.

But during that particular play there can be a behavioral change in the candidate as well as in the interviewer, for you see here I am considering every I am discussing every tips

only in favor of the candidate, I am not talking anything about the interviewer there are many ways of looking at the interviewer, here control your own behavior, do not get suddenly over elated if you had been you know answering questions repeatedly very right, do not lose your temperament if you had been you know I would not use the term called bullied, but you are being teased for your wrong answer.

You must have a very controlled behavior, all these requires a little bit of practice internally, you remember in the last earlier classes I have given you a hint how you should practice such kind of grooming within yourself, avoid use of the informal language or the short forms, it is something like that they give you a hint before acronyms or such kind of things, like if suppose you have been asked do you know about this particular theory, suppose you do not know because you have not been taught, your answer should not be no I do not know because my prof taught me this, the prof basically human the professor, my prof never taught me this, these kind of short forms are absolutely directed for interviews use a proper word and proper pronunciation, practice it, and if you have been practicing near schools you will definitely get the good idea about it, but never use informal languages like, if suppose you are asked that when you study how do you make group study, never say that in our hostel we guys used to sit and then study, never say that we guys used to, say means your friends, or we folks used to sit.

No, you say my classmate used to sit with my classmates or my hostel mates, or my friends, never use these kind of terms called guys, profs, and many other do not use informal language, you do not have to use jargons, but your language is a reflection of your personality, show loyalty, during the interview they should be very clear about one thing that you are loyal intrinsically.

Whoever will appoint you with whom whomever you will work, whoever will select you, he will be loyal to them that should be reflected through your gestures, through your speaking styles, to your conversations show loyalty that loyalty which finally, if they select you they are sure that they are going to get a loyal person in by or say included in the company.

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The slide features a blue header with the text "TIPS for INTERVIEWS". Below the header is a list of tips, each preceded by a small square icon. The tips are: "Hold your Confidence", "Do not Indulge in Character Assassination", "Know your Worth", "Be Aware of Your Weakness", "Interview Fatigue", "Do Not Press the Interviewers", "Concluding the Interview", "Post-Interview Retrospect", and "JUDGE THE INTERVIEWER". To the right of the list is a video inset showing a man with a beard and glasses, wearing a white shirt and a red tie, speaking. At the bottom left of the slide, there is a small "3 of 3" indicator and logos for "IIT KHARAGPUR" and "NPTEL ONLINE CERTIFICATION CENTER".

Then the next set, hold your confidence, see confidence is one thing which makes you enter the interview room, perform the entire interview keep on answering questions, and then leave the room, entirely during this duration you must hold your confidence.

Never lose your confidence, I have seen people, ask being asked so many questions one after another loses the confidence, you know quite often these are all kind of style of interviewing of course, the interview styles have changed to a great extent, over the past many years, but quite often it might happen that one person asked the questions, before you finished your answer another person asked another question, not giving you much chance to listen to the second question properly, and not even allowing you to finish the first question, by the time you come almost 3 4 th of the answer to the second question another person is going to field your question, it may happen it is basically the game plan of that particular interview group, they are testing you, they are testing your confidence levels, that how do you respond in such kind of situations when multiple questions are being shot from different angles, how do you respond to that.

You can do one thing, suppose the question has been asked the second question has been fielded before your answer was complete, then you can finish your answer, and then if you have missed the second question, you can now ask would you kindly repeat your question, that is a good gesture because this has been done very deliberately to see that

how do you respond to this, if question over answer is asked, never I give you this hint before never ask the question against a question.

If you have been asked a question, the answer should not be another question, it should be an answer, if you do not know the answer that you clearly honestly express that you do not know the answer, but something like I will give a hint, do you remember the laws of gravity, and then you try to remember then you ask your answer is something like, is it you start with is it these; that means, you have started with a question, but your answer was supposed to be something else he will not do this, never ask the question against a question.

If you are holding your confidence, in such cases you will find that you will always give right answers and if you do not know the answer, you will clearly demonstrate you do not the answer this is a very strong point which I am discussing, do not indulge in character assassinations, what happens during the interview is 2 kinds of character assassination will happen was in internally it is going on, when you look at the persons suppose you know one of the interviewer is a very strong personality.

But he is not very soft to anybody, because he is highly knowledgeable person, and he is asking he would always ask questions and brush the candidates, you may have this kind of interviewer, but immediately your reaction if it is like. So, this gentleman is here, he is going to ask me questions which are not going to be very compatible, or comfortable and he is definitely going to you know tease me or pull my leg, or sometime I heard candidate saying, sir actually I attended one interview, before in the second interview when I went, there was one professor who you know asked me a lot of questions are never happy with my answer.

In the second interview I found him there, immediately my entire confidence got shattered, it simply indicates that he has a character assassination problem, he already has framed the opinion about that particular expert, the moment he saw it next him next time automatically his confidence got shattered, and this you never do every time every interview is a fresh one, always trick every interview is a fresh one, does not matter if the same set of interviewer is sitting in front of you in the next one it may. So, happen that you have applied for a position in a department, in one of the institution, and first time you were not selected and the second time we have been shortlisted for interview, and

then at that point of time you know that everybody in front of you are the same person, do not start judging the characteristics or characters of those persons whether somebody called you this, next know your worth you should know what is your worth, what is your what you possess, what skill what knowledge you must know your worth also be aware of your weakness, you should know that you are weak in which fronts.

And if you know that you are weak in which front, if any questions are shot at you then you try to defend yourself by expressing that I do not know, but never say something like you know in one of the interview as I asked a person, the candidate was saying that I am expert in computer, then my question was computer means what, is it programming or how to type in the computers right. So, it programming is it fine, what programming language do you know or you are expert in, the candidate answers, I know some c and some java, it simply is a very clear idea that if somebody knows some c and some java the candidate does not know about any of these languages, programming languages, if the candidate wouldn't have said that I am expert in computer, if the candidate would have said that once I get an opportunity I will learn it would have been a better choice for us, the moment the candidate said I know I know some c and some java; that means, nothing immediately got discarded.

So, the weakness has been exposed. So, if you have the weakness get it you know always try to see that your witness is never exposed, there is another thing which happens is interview fatigue, it is not necessary that you will be always you know selected in the first interview or the second interview. So, you keep on giving interview one after another, it happens in all the institutions during that placement period, different companies are coming and you are sitting for the tests and then you are if you are qualifying in the tests you are called for the interview of gd and then finally, the when the shortlisted candidates are selected candidates list comes, your name is not there you do not lose hearts of course, you do, but you do not lose heart you try for the second one, the second one you go for the same process and you found that you are not selected. So, what happens is one after another if you keep on giving interviews.

It takes a lot of stress you know, and this brings in fatigue, and the interview fatigue if you have then it is a very dangerous thing happening attitude, you know try to see that you do not have fatigue every time go with a fresh mind, the first one you did not get selected you try to see the candidates who got selected, not necessary that every time a

candidate better than you will be selected because there may be subtle criteria, by which the candidate got selected who is your friend, but you know that the friend is not as good as you in some of the other factors.

But that company has selected your friend because of some strength. So, he or she got it, you haven't got it, the next time when you go the third interview you lost, the 4th interview you will lost, the fifth interview by the time you know we are giving interviews after interviews as it starts in most of the institutions from December to say February, during this time say about 3 months you gave many interviews and by the beginning of February you have you are already fatigued, never have the interview fatigue.

It is very easy said very difficult to do it, but my suggestion is try to overcome this fatigue, and do not listen to others if somebody asks you have you qualified in the last interview you have to say no, how many interviews have been given you will say 5, you are going for the 6th interview and already we have expressed to somebody is there 5 interviews you did not get selected. So, your fatigue will get aggravated if the person says you have already lost in 5, you know your fatigue gets are riveted fatigue is nothing.

But of some physical fatigue and more mental fatigue, and then do not press the interviewers, I have heard quite often the last you know we give a chance to the candidate during interview, we have asked you lots of questions and you have answered, do you have any question then the question, shot by the interview something like sir what is the probability that I will get it, never press this is a kind of pressing, or sometime even something like you know if you feel if the candidate feels, that he or she is likely to be selected, then while getting out you know getting out of the room says, see you soon; that means, you are giving a pressure.

See you soon means you are taking for granted that you are selected may not be. So, never put pressure onto the interviewer, there is one thing called concluding the interview, how do you conclude the interview, interview has started once you go and sit there, I will discuss about how you go in how you sit and all that in detail, once you go and sit and then the chairman of the interview board sheets the first question, and interviews starts a rolling, the whole drama now starts a rolling, it has to conclude and the conclusion has to be done either by the interviewer or by you.

How you conclude the interview it is not very easy to really predict, because it is something like you know when you have found that all 8 interviewers have asked a question, and then what you do, then whom do you look at the chairman, if you going identify who is the chairman, once you have answered all the persons and you look at the chairman, you know expecting that that now the interview should be concluded.

So, concluding the interview is another style, but there are 2 things which I will now bring forward to you, given interview remember all the questions, remember all the reactions of different interviewer, and you have a post interviewer at respect, how you answered what did you do when you entered, how the questions were asked, who was smiling at you, who was rough at you, who was very sober to you, who gave you hint, who gave you the lead, you have a post interview that respect yourself, and never shared this with any other competitors take it for granted.

If you share your experience just half an hour before to the last moment by the time you have come out, you have shared this experience with your candy another candidate or competitor who is going to enter next, he is halfway prepared by you.

So, you do the first interview retrospect may not be there come back home, sit quietly and think what has happened over that last half an hours time during the interview, post interview retrospect is very, very important that will tell you what is your weakness, and the last one is just the interviewer a very tricky thing, when you have entered the interview room, you should be in a position to judge the interviewer.

So, in my next lectures, I will discuss about how to judge the interviewer because different interviewers are having different kind of characteristics. So, so far take note of this tips, and see how we can you know structure yourself for good interview.

Thank you.