

Soft Skills for Business Negotiations and Marketing Strategies
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Lecture – 34
Judge the Interviewer

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Friends, in the last discussion I said as the last point that judge the individual, what a risky proposition it is. I am suggesting that you judge the interviewers, when you are at the receiving end you are going for the interview when they are supposed to judge you and you are going to judge them, but here the judgment is of different kind and it is a very vital thing in the interview very few people understand this or even experiment with it. You know when you go for the interview the moment you enter, how you are received, how you are welcomed, who offers you the seat, how do you sit, who shoots the first question, who is the next, who concludes the question, who gives you the lead, you know there are several things which will happen and I can assure you they are not pre planned during each interview means each candidates interview the whole drama starts afresh only the interviewer are common.

Candidate is another one, next player, next player, every time the interview starts and then it rolls in a direction depending on in a question shots and how the carrier answers. It is also not necessary, but the sequence of questioning or sequence of the interviewers

questioning will remain the same, no. It is not necessary, that it is always the chairman who will ask the question, not necessary. It is not necessary that the chairman will conclude the interview no every individual interview is a fresh play, but it is very vital and very tricky thing if you could judge the interviewer. You know, basically what I mean here is, since they are all experts they also have 4 different kind of manifestation it may be a drama or it may be intrinsic, individual experts going to manifest during that particular half an hour to one our interview in a certain manner individual person will manifest in a certain manner, it will be guided by their own intrinsic characteristics or it may get drama. It may be a game plan.

So, here let me give you certain clues that how to judge the interviewer. Why I am saying it is very tricky, see you are judging the interviewer at the same time you are listening to the questions and also trying to answer their questions. It is not easy; it is a very tough thing. In fact, I consider that giving an interview is much more tough than taking an interviewer. So, every time when you give an interview you are always you know in a situation when you are fighting against your own will, it is because of which the candidate who gives interviews after interviews you know they have the fatigue.

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Let us think about or look at the categories of interviewer. You know these categories some I have learned from various researches and some from my own personal experiences because as I told you before that I have taken lots of interviews and I watch

when I am fielding question I am one of the interviewer, but when others are fielding questions I also watch them.

So, I could categorize them in a certain category, but necessarily this is not the exact definition of individuals and moreover each expert is rich in their own knowledge and experience. So, when I am trying to categorize them there is no meanness involved in it. If you could judge just see anyone who has given interview if you could recollect what has how did you face the interview who asked questions and all, you will find that they can be categorized with these kind, one is a professional interviewer I will come to this in detail.

There is a kind of interviewer who is professional interviewer. There is another kind of interviewer and the category who can be called as a programmer, the programmer. There is another one who can be categorized as a professor when I will elaborate this in my next discussions then you will realize that how do they differ from one another. So, professional interviewer, then programmer and then professor, then there are certain interviewer who can be categorized as friend then there is another who are dreamer, another who are braggarts who brags, another who as skeptical, another one who a persecutor and the last one the harassed.

If you look into this categories of interviewer and try to recollect your past interviews whether selected or also not selected, you will find that you would find at least one of them to be their professional interviewer, programmer, professor, friend, dreamer, braggart, skeptical, persecutor and harassed. Now, let us go into the detail of them.

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CATEGORIES of INTERVIEWER

- **Professional Interviewer**
 - Well prepared
 - Positive
 - Methodical
 - Strong Paper Work

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Who can be categorized as a professional interviewer? You know the professional interviewers are the person who is taking interviews very frequently. They are asset identified by the company who are sent to all the colleges or any other places different cities to take interviews and by checking repeated interviews they become a professional interview. They know what question to be asked, they know what question need not be asked, they know what the purpose of this particular interview is, they know what is a target of the company while selecting a candidate. They become so much professional that they are always well prepared.

So, they always have a checklist of questions which in any way they will ask. So, professional interviewer well prepared. You can make out if you have been really watching the interviewer during an interview I do not expect that he will be in watching them so carefully because already you are mentally tensed and you do not lose do not want to lose an opportunity of answering right questions. So, you really do not pay much attention to the interviewer. But, my suggestion is friends if you could spend split seconds in judging these interviewers when they are asking questions you know this categories of or the characteristics of the interviewer will emerge out you know, you can judge it. You go through this repeatedly when I will be floating this, well prepared.

Positive, you know they know the business they know that they have come here to take the interview not for wasting their time because their time is also equally valuable, your time is also valuable, they know that they have called you for interview and they know they are time they are going to spend very positively. So, they will not you know bitter

and the bush in questions. They do not have free time, they are very professional, so, well prepared and positive.

Very methodical; the questions that they will ask first question, then the second question, there is a third question, then the fourth question and there may be some question which is can be categorized as a last question, quite often. I will give some examples when I am talking about this interviewers it can. So, happen that you are facing an interview in which only there is a sole interviewer; that means, a person is asking your questions one interviewer only, so, it is one to one. In such cases you will find the professional interviewer will be you know he will play a role of various positive things and keep on asking your questions which for which he is ready to you know he basically looks for those answers. Something like very common questions and something like you know what is your expectation, what is the expectation of your compensation, very standard question.

The professional interviewer will definitely ask you this question. If you are a lady candidate if you are a married candidate married lady candidate the definite question will come how you are thinking about your locational changes, in case you are selected what is your comfort level in getting transfers from one place to another? These are very a standard questions I am going to valid questions it is just to help you to give your opinion that how do you really want to respond to this very standard questions. So, the professional interviewer will be very methodical in such questions. The professional interviewer will ask you what your last pay was; they will ask you.

It can so happen, if there is more than one interviewer there may be technical experts that the professional interviewer is the common one, they may be selecting the technical experts depending on the candidates or the kind of positions for which they are being in their interviewing, but the professional interview is a person will always be common in all and they will try the thread and find out that actually the crux of the whole interview results.

So, they are very ready with strong paperwork. So, if you find the moment you enter you look at you know how do you do it let me give you some clue where I am talking about them I am also I should also give you some clue. When you enter the interview room with all the kinds you know the poise, dignity and all that I will discuss later again in

terms of dos and don'ts, but when you are sitting and waiting for questions you know the first thing what you do is you give you know a look at everybody you simply do not look at the chairman who is sitting in front and do not look at others. Basically, what you do is with your soft smile, wear a soft smile, you look at everybody.

So, have a glance and it may so happen that you might find that one of the interviewer is known to you and you know that this person is very helpful and you feel comfortable and maybe that again you might find that one of the interviewer who was really not that good to you during your last interview does not matter I said do not go for character assassinations so, but you know that who are there. I have heard during my return flights in one case there was a candidate sitting next to me, not talking to me, but calling somebody else when the flight was about to take off and the candidate was reporting to the family saying that the persons were these. So, the person named all the interviewer; that means, I understood that for a position the candidate had gone for the interviewer all the experts were known to that candidate, at least the candidate could identify those experts, happens. It is there, it is not a blind interviewer.

I will tell you not every time in today's context when the people are knowing each other very well through academics and through workshops and conferences it is quite likely that you will know your interviewer. You get a chance to know your interviewer before you know that they would be interviewing you sometime in future. So, the point is you look at everybody if you find that the interviewer sitting like you know all over around this you have a quick glance at everybody with a smile you do not have to do individual like good morning, good morning, good morning, do not do it. It is very stupid, do not do it, you just have a glance with a smile that is all.

Once you do that then immediately you will be able to locate that there is somebody who has the entire file of yours the rest are not having files they have a piece of paper and a pen the moment you find the person who has the file with him you should be able to judge that that person is a is the one of the interviewers who is keeping all records of yours. So, he has a strong paper work. So, now, again, the professional interviewers are always good you know they mean business, they will select you if you are good, they will not select you if you are not good, but at least they are very prepared in terms of interview, they know what questions to be asked.

But, the other interviewers I cannot guarantee that they will be asking questions, very well prepared, no. So, here most often the professional interviewers are very positive and very methodical with strong paperwork.

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CATEGORIES of INTERVIEWER

- **Programmer**
 - Very Precise
 - Very Calculative
 - Very Sure about :
 - What He Wants
 - What He Doesn't

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There is another type programmer; a kind of interviewer who is very precise. His questions are very precise, he is sitting quietly he will be only asking questions once he is invited to ask questions; that means, in the whole interview board, let us consider that there are 6 experts sitting of which one of the person is the chairperson. Now, chair person initiates the interview and then first few pleasantries, some welcome addresses then they will immediately ask you could you in nutshell or very briefly introduce yourself you should be in a position to introduce yourself in such a manner that everybody knows about you briefly, but never go on history. Never go on saying I have done this, then I started here, then I worked there, do not make a history. It is a brief introduction of yours in which you then the question may be up you know why do you want to join us.

So, there are many such questions in one of my another lecture, I will give you such hints that what are the very common questions that is they are asked in the interview, but not in this. I will not talk in this. Here, the programmer is going to ask you a question when he is being invited mister so and so, now, can you ask a question. Then he will start very precise question quite often I found that there are some interviewers he wants to know

this much he will ask a long question and then you realize that is not a question, it is a statement and you do not know really what could be the answer and do not worry everybody else in that particular interview board is also having the same opinion as you do have that this person is not really asking a question making a statement. He makes a statement and then the last one is, what is your opinion about it that is the kind of question you get. Bla bla blah and then finally, what is your opinion about it.

It is a very open ended question, but it is not precise. But, the programmer will have a precise question he will ask the question very pinpointed and you also should get pinpointed answer. So, they are pretty precise, very calculative. If you answer rightly the first one then he will ask you a second question to ensure that you really know the fundamentals or the backgrounds or such things more than what you have answered now. He will be very calculative.

Is very sure about what he wants and what he does not want. If suppose they are asking for a particular expert to be selected out of said 10 candidates and he knows that the candidate must have that special skill for which he will be selected, then he knows and then he is very definitely asking questions whether to that to be sure that you are the right candidate. So, here the programmer you should be able to judge if somebody's asking very pinpointed question then you can classify him or category and same as a programmer.

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CATEGORIES of INTERVIEWER

- **Professor**
 - Appears to be Dr. 'Know-all'
 - Offers Suggestions
 - Ends with Advise for improvement

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Then, there is a third category who we can call them as professor, why professor? See not necessarily he has to be holding a position of a professor, but it is a category of professor; that means, he is a very knowledgeable person. In such cases, what happens is he appears to be doctor know all. He will ask questions to give you a hint that how knowledgeable he is. See I am not saying good or bad I am saying this is what will happen, the person who can be categorized as a professor interviewer he will ask your questions to give you a hint that I am so much knowledgeable about it then if you are knowledgeable and if you have answered in right, you will get an appreciation straight, yes, very correct, very true and that is the kind of response the interviewer will give, but he will definitely try to you know give an impression to you that he is doctor know all he knows almost everything.

And, then he can also offer suggestions during the interview. If your answer is not proper then he can offer suggestions yes you are right, but actually if you do this then it can it will now mean this. So, he will keep on elaborating and offer suggestions, it is good for you, but I do not know whether it will be good for your selection though. It may so happen that after giving you lots of suggestions then he will tell the interviewer board, he did not know the answer; I had to give him the answer. So, you do not take it for granted that he is offering suggestion, but this is a category of interviewer who offers suggestions.

And, then this person will end with an advice for improvement something like you know after the entire interview is almost over then he will say I have another question he will say look the point is that we are looking for this kind of candidate who should be able to solve our these problems and you are good your qualification is good, but only thing is like I think that you get a little more trained, he will end with an advice for improvement. If you see such kind of interviewer then you can categorize them as a professor. So, he does not mean any negative here the good thing is for all these three I have talked about the professional interviewer is very methodical and not going to waste his time or your time number one the programmer one is trying to find out exactly the right candidate whether sitting in front or not very positive. The third one the professor is also very positive, you might not be selected this time, but at least you know what you have to improve upon. So, these are very positive.

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Then, there is another which is friend. You know this kind of interviewer who is very open you know. He will ask you a question like a friend as if you know there may be something sometimes this kind of interviewer what they do is if they somebody finds if you are found to be very tensed he will say, relax, do not have tension we are asking your questions to know more about your knowledge, relax if you want you can take a glass of water. Now, you answer this question he will behave very friendly very friendly and that is very positive it is good it makes the candidate very comforted you know it is very good, not all the interviewers are friendly.

So, he is very open if suppose you have answered and if the answer is partially correct or near to the correct then he will be also open to this he will also say that is fine, but the thing is can you tell me something more; that means, he is given an opportunity to elaborate more very positive and he will do everything very casually he himself will not look tensed. You know when you see the interviewer some interviewers are very rigidly looking some interviews are very soft looking when I stopped about the eyes the interviewers also have the eye movements which are which vary some interviewers will have a dilated eyes look gives a soft look some interview will have a constricted eyes gives a very tough look or a rigid look. So, these things happen all these things I have talked about your body language is the body languages can be now you know mapped onto the interview as well, but since I am not focusing on that I am only focusing on you

as an interviewee, a candidate. So, I am all my discussion is always you know around a candidate.

So, here the interviewer is very friendly is very open to your answers gives you certain clue as well to get more correct answers and very casual, they are not that methodical and you know the program there is a very distinct difference between the friendly and the programmer and the you know the such kind of interviewers professional interviewers. The friendly interviewer is generally are invited based on their experience expertise and he really does not bother whether you are selected or not, but the professional interviewer is very concerned whether you are selected not because if suppose 10 candidates have been called and he has a mandate of selecting at least two candidates he will make sure that two candidates he gets is the best two best of the lot.

The friendly interviewer is only to check whether you know or you do not know maybe that he will give given input saying it is good, but needs more improvement, but the professor in the interviewer he is going to give you clue and also give you a hint and if you ever get a hint that I think you know you should have one more year of experience if you find a person is saying at the end of the almost near the end of the interview that gentleman I think you are good means you are good in this that and all that, but I think you should have one more year of experience and then it would have been very good for us, take it for granted that we are not selected because he gave you a hint for improvement.

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CATEGORIES of INTERVIEWER

- **Dreamer**
 - Speaks Very Little
 - Appears Distracted
 - Pays Least Attention



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The next one is dreamer this is a very interesting category you can make out the dreamers. You know in the whole interview board see the thing is during that half an hour your eyes will be roving. You might find that there is a person who is sitting like this or sitting like this you know all true he is listening to others questions looking at you when you are answering and sometimes you will find if you really have a quick glance and you find that his eyes are not towards you, it is somewhere he is in the ceiling treat him as a dreamer or if you find that somebody who is sitting like this in the interview and looking at you treated as dreamer. What is the dreamer is a category who speaks very little and given an opportunity he will not ask a question, he will give you a pass sometimes what happens is the chairman says mister gentlemen do you have any question? No, it is ok; that means, he gave you a pass he never asked you a question because he is really not serious this is the category which is you know you cannot help it there are so many such kind of categories.

The dreamer speaks very little appears, distracted as if there is a distraction in the mind; that means, he is here, but not here. He is physically here, but mentally not here, he did not really wanted to be here, but he had to be here by protocol that is a kind of dreamer and pays least attention to the whole process and that is where he could give a pass it is the dreamer.

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CATEGORIES of INTERVIEWER

- **Braggart**
 - Own Achievement
 - Knowledge
 - Experience
 - Projects Self-worth

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Then, the next one, see so far, I have talked about the categories who are positive good the other categories are talked about they are also experts, mind it. There are no way less in any qualifications or experiences or expertise, no way. But, somehow the characteristics are a little different from the others who have talked about. The braggart; braggart is a kind of interviewer who will always you know while asking questions give you sufficient hint that he knows so much, he has been to so many places and try to prove to you that you are no one almost and he has lots of achievements in this kind of cases you know what happens is the braggart kind of interviewer will keep on asking questions after questions and within that question he will keep on giving hints.

It is something like if somebody you know, have you seen Eiffel tower, a question. You are being an architect you are being selected have you seen Eiffel tower you will say I have seen in the picture yeah, in fact, you know when I was in Paris and when I visited the Eiffel tower he will start telling his own story to give an idea that he was in Paris somebody will speak something like this you know I have some stints of you know other in foreign universities and what I have seen over there is this what is your opinion about this, you know the question is what is your opinion about that, but he gave you a sufficient amount of information that he was in he had a stint of or stints of certain visits to different universities whether for conferences or for workshops or for appointments.

So, braggart are the people who will always talk about themselves and make sure in the whole interview said that everybody almost gets noted that he is achieved more than others. So, this is the kind of category not a bad, but the thing is you have to be very

responsive to it. So, they will brag about their own achievements, they will brag about their own knowledge their experience and they will always project their self – worth.

The objective of this interview is to select you ask your questions to know what you, but this kind of category of interviewer will ask you lots of questions, but projecting the self – worth and if it is one to one; that means, you have confer an interview where the interview is a braggart then you can always take it for granted that each interview is going to be long and in which your portion of answering is going to be shorter and the interviewers portion of speaking is going to be longer, but this is another type.

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CATEGORIES of INTERVIEWER

- **Skeptic**
 - Never Trusts any Answer
 - Looks over the Spectacles
 - Eyebrows Up, and Frown on Forehead
 - Always ends with a doubt about the candidate

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Another category is skeptic, you know skeptic kind of interviewer they will be sitting there they will be watching you all through and with a kind of frown in the forehead you remember I have talked about this the eyebrows will be up they will be having a frown. They will generally any answer that you give they will not trust your answer very easily. So, they will ask you another question if you answer that well he will ask you another question, another question; that means, the skeptic person wants to be very sure that you have answered the right questions very rightly and what is that very rightly which matches his expected answer till that time, he will be asking your questions over questions over questions because he is always skeptic that are you answering this by book or are you answering from your knowledge they will never trust your answer fully, so, they will ask question over questions.

There the persons you know you can make out who is a skeptic one. Sometime once you found that there will be our interviewer will be looking like this the specs will be down here and they will be looking like this the head down the specs here and the eyes at this. They will always you know have this kind of nature, either not trusting if somebody who will have this can be because of the plus power spectacles no problem, but the thing is you know looking like this is not a very good you know gesture, but you can make out that this person is a kind of skeptic person.

So, they will be asking questions I have to field it very carefully. So, their eyebrows can be up, very up and there can be frowns on the head. See, I am talking about the body languages. So, when I am talking about the body languages which you have to adhere to or imbibe you also have to judge the others based on of this body language and this kind of skeptic interviewer you know they always end up with a kind of doubt about to the candidate. So, what happens is seen the interviewer board when the chairman asks everybody's opinion this skeptic person will say well that candidate is not bad of course, you know he could answer his question, but he could not answer my question and I think you know he should have a little more experience I mean I do not think that he will be a very good addition; that means, he is giving a doubtful you know analysis about you.

This is a kind of interviewer has to be handled very carefully by the chairperson because chairperson if he is a professional interviewer he knows what is to be taken. So, he will definitely listen to and take note of the observation of all the experts, but he has to judge that who is the right candidate then.

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CATEGORIES of INTERVIEWER

- **Persecutor**

Barges immediately on Wrong Answer

Whips the Candidate

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And, the next candidate next type is the persecutor you know this is a kind which is I have found some of these kinds of interviewer. In case, you answer wrongly immediately they will verge upon you, what do you talk about? You do not know this, you know that is a kind of reaction there was no necessity you know what happens is you there you have been free asked a question and you have given your answer is wrong, fine. You could have been told no I do not agree to your answer is wrong, but the person will start with what are you talking about? You do not know this? This is a very fundamental? What have you learnt in your college? What your professor have taught you? You know verging on your wrong answer there the persecutor they will keep on you know hammering you because they get pleasure out of it and there are two things; one is the pleasure of knowing that he knows more than you and the pleasure that you do not know that is another.

So, these kind of interviewer, the whips are the candidate they say no you should not be selected and you should not should not have applied for this these are the kind of reactions they give you know these kind of interviewer. It is the choice of the company that whom they will select as the interviewer, I have no opinion on this I neither I want to give any opinion on this, but point is there are this kind of interviewer.

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CATEGORIES of INTERVIEWER

- **Harassed**
 - Most unprepared
 - Unorganized
 - Unstructured Questions
 - Never Happy

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And, the last kind is the one whom we can categorize them as a harassed one. What is this harassed one? The harassed kind of interviewer is who is most unprepared, but then immediately the question comes then why he is then the interviewer board. He may be there in the interviewer board by protocol that he has to be there and every time he is being called because by protocol he has to be there, but he does not want to be there in the interviewer board.

So, internally he think he feels harassed that what is this I am wasting my time I have to take interview of 10 candidates and you know this I know that the candidates would be good they could have been otherwise selected as well. You know internally, he will be always you know saying something to himself they are harassed kind and they are most unprepared. When there is one extreme is the professional interviewer you know who becomes very professionally and programmers who are very professionally organized, this kind of interviewer are most unprepared.

Not only unprepared they are unorganizing the question also because you know I have seen some people sitting in the interview when he is asked gentlemen can you ask a question he will say let others ask, I will ask later immediately when I look at his table I find that there is a small piece of paper on which he is now writing his questions, what he has to ask. It simply indicates that he was not prepared he is now preparing himself; that means, this is the kind whom he is not good for the interview board as such I consider, but they are there because when somebody has to be there by protocol and against the

will of his presence, but he also plays a very important role who can say yes or no against or in favor or against you.

So, they are also equally important, but there are unorganized. So, their questions are very unstructured suddenly a question will be shot and he also may not be very sure about what answer he is expecting out of that and you also not very sure that why did he ask this question does it really mean anything for this particular position should you be really knowing this. So, they are the harassed kind and these kinds of people are never happy. They are never happy because you know they are being forced to sit in the interview.

Now, see I am summarizing it. If these are the different kind of 9 kinds categories of interviewer I have said, I can assure you that when you enter the interview board you would not be able to judge everybody, every time, but if you really analyze them mentally at least you know take preparation for responding to this kind of people. I will tell you one thing very categorically if in your interview board there are 9 categories I said in your interview board there are 9 such people 9 such interviewers sitting all these types, each one is equally responsible for your selection or rejection, so, never under play. You try to judge based on the question that what is the category you do not have to really counter them you have to respond them very positively so that beyond this situation you are being considered as one of the good candidate worthy of selection.

Why this category of interviewers are important to understand because some time we are quiet unaware, you did not expect it. What happens is, had not you have been given repeated interviews you will not have an idea that how to field an answer to a question shot at you. So, when you know read this different categories over and over again, make your own strategy. I am not going to tell you how you are going to respond to each one of them no I do not want to do it every individual based on your soft skill. The soft skill set which I have discussed so far. You can judge how you are going to respond to these interviewers if there is a programmer he wants specific answer, get specific answer.

If there is a professional interviewer who is very clear about the protocols and records and all that be clear about your records, all your papers and in case nobody has asked to see your papers you should always ask at the end that I have got all the papers that I have been asked to bring would you like to see that and if they find that you are a good

candidate then they will say no we do not need to see that or else they will say that, yes, we would like to see that you go to the office and get your all certificates and you know testimonials verified this is how the whole interview game goes on. It is just like a play as I said there are so many characters playing different kind of roles and you are another one who is at the receiving end. Now, the whole play has to be enacted by each one of them. Now, the example another given if there are 9 such categories of interviewer and you are the candidate so there is a play of 10 actors in it.

So, you should then learn how to play in such kind of situations and this is where your soft skills are going to help. Your body languages, your verbal communication all these things will keep on playing role. So, my friend, up to so much whatever I have discussed read them repeatedly and do not be judgmental, try to see that how we are going to respond to the situations because every time when you are going to go for an interview you are going with the purpose of your winning that job. All the best. Let us see how you take this forward, the rest of the points I will discussed in the next lecture.

Thank you.