

Soft Skills for Business Negotiations and Marketing Strategies
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Lecture – 35
Gestures of Interviewer – When You Enter

Good morning friends, in the last lecture, I try to project different kind of or categories of interviewer, I will always put a note of disclaimer, that is all the interviewers, they are all selected based on their experience, their caliber, their qualifications, whatever may be the kind of characteristics they belong to, each one of them are going to be very, very contributing to the entire set of interview in the selection process, you have to judge them, identify them in these categories that does not mean, that they will ever have their negative impacts on you, know the point is it is just simply different kind of characteristics.

Whenever there is a mandate for the interviewer to select somebody, they will always have the responsibilities performed, that is why they have been selected, except one or 2 who may be there by protocol, when the interview board becomes too large, in such cases there may be some of the interviewers who are really not that critical, or you know does not make much of a contribution, it is a choice of the interview board creator, but if it is a small group, but minded then in such cases each and every individual interviewer has a lot of role to play. So, I have talked about, how one should categorize the interviewer, but now let us talk about certain things about their gestures you know.

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READ the INTERVIEWER
Gestures of Interviewer - When You Enter

- Looking at files **IGNORING** you
- Keeping you **WAITING**
- Keeping you **STANDING**
- **'Who the hell are you ?'** Attitude
- **'Tease You'** Attitude
- **'You are not required'** Attitude

The slide features a video inset of a man with a goatee and glasses, wearing a white shirt and a red tie, looking directly at the camera. At the bottom left, there are logos for IIT KHARAGPUR and NPTEL ONLINE CERTIFICATION COURSES.

And that is where it is connected with body language, there are certain things you will be communicated to you, in the whole interview process what happens is, as I said this is a game plan it is a game play it is because of this, the interviewer has to behave or perform in a certain manner, and that is guided by their gestures.

When you go for the interview, you will find there are certain gestures, when you enter the interview room it is like try to imagine this, our room there is a door, in terms inside how many people are sitting you have no clue, you are waiting outside one by one, your competitors or other candidates they are entering after some time they are coming out, you are watching them I suggested that you do not have to really take you know feedback from them, because more you take the feedback more is a chance that you will be biased, against or towards the interviewer, play in a green field you enter yourself from then on till you come out of it, it is your field you play whether it now watch the kind of gestures that generally interviewers give, whether it is single interviewer or a group, you know when you enter the door is opened for you, by this attendant maybe or you open it yourself, and you find that the interviewer is busy looking at some files, you know he is looking at the files ignoring you.

This is one kind of gesture you may get, do not be judgmental do not be judgmental on this, this is one gesture ignoring you, after some time suddenly he looks at you oh please come in come and sit down that is what is the kind of response you get all right,

sometime you will find that the interviewer is keeping you waiting; that means, either looking at this file or he is looking at something else, or maybe you know he is looking to his other side he knows that you have entered, mind it once you have opened the door and entered, already your entry has been taken note by the interviewer or a group of interviewers, but you are being kept waiting, I will conclude these by the end of these slide.

Another is keeping you standing these are different gestures you will face you will experience, I will give you a clue that what it means what is what should be your response, what should be your actions, but keeping your standing, another is like you know looking at you as if you know with the who the hell are you attitude, I told this earlier also looking at you entered through the door, it is a pre appointment you have come in and he is looking at you at the door as the who the hell are you like that kind of attitude, but again for got saying do not be judgmental on these know, another tease you attitude you have entered you do not know what to do with the door he will pass a remark like why do not you shut the door and come in, what did you come and sit down it may not be, very courteous may not be it is a teasing you attitude, or one is that you are not required as if why did you at all come and you are not required that kind of attitude.

Now, let me analyze it you know basically these gestures are kind of drama by the interviewer, because a person has invited you for the interview for his own purpose, if you get a job your purpose will be served that you are going to get a salary job, but his purposes that he is going to get the right candidate, but through this basically his judging, what is the kind of responses or actions that you have in case you are facing this, why because once you are selected and be one of the member of their team, you are likely to face a similar situation when you go to the other side of it; that means, if you are a marketing man selected by this company, and then going to another company for sales and marketing, and the person who have gone to meet may behave the same manner, this person was to judge that what is the kind of reactions or responses that you perform that is the judgment.

So, I said you do not be judgmental on these issues you do whatever is right, through this they will have a very clear idea about, that how do you really respond to these kind of situations all these situations are negative situations. So, you are pushed to a negative situation to judge that how do you respond to negative situations, that is the basic idea.

See one thing you have to be very clear about you are invited for interview. So, you are definitely welcome. So, it is the test, sometime I will tell you in the interview what happens is, you know the interview showing roughness facial roughness, aggressiveness, you may think that why I have been called when they do not want to take me as it appears, you know like that they do not want to take me, then why did they invite me for interview, let me make it one thing very clear, they have invited you because they might need you, they want to test you.

So, this gestures take note of it, then you will not required this point let me clarify, see in this if you are being ignored, then it is basically to see that if you are being ignored how do you penetrate, I am giving you the kind of clue of actions of at your end, that is the soft skill, if you are being ignored make sure that you are being attended to, that is the training you must get how do you do it, sometime people they do like this make a sound like that, or you know to catch attention of the person, who is not looking at you ignoring you, or some time on the table somebody will tap, or somebody will say good morning sir, or somebody's we will say excuse me; that means, if you are being ignored, how do you turn the table towards your favor and you catch attention of the person that is also a test.

So, all these gestures that you are seeing apparently they are all negative gestures, but through this negative situations, you are being judged in terms of your response nature of response, your reactions, and the time taken for that particular response, never when you enter an interview room and you find that there is only one interviewer and he is not looking at you, never wait for long do not make it any eternal waiting, expecting that the person will look at you and then give you a chance to you know talk to you or invite you to sit, no if it is say after about 5 to 10 seconds after that you make such kind of situation that you catch his attention, whether by saying good morning sir or may I come in sir see you can say may I come in sir after you have entered, only to catch his attention that tracked his attention. So, looking at files ignoring you is a gesture which is a very typical game plan, another is keeping you waiting keeping you waiting or keeping you standing in similar situation.

At this point what do you do, basically unless somebody asks you to sit you generally do not sit all right, but suppose they do not the interview members or the one person interviewer is not inviting you or offering you a seat, what do you do you will be

standing there, and give your interview no wait for a few seconds, give her a chance to in offer you are said if it does not, then you volunteer saying can I sit, may I sit, you have to offer this offering is basically a kind of training, like they are trying to test you, that if you are asked not to said or rather sorry I put it in a different manner if you are not being offered to sit, then how do you ensure that you get a seat for yourself, you can always say good morning sir, may I sit, you can always do that these are the things which you have to really practice, unless you practice it what happens is you are not ready for this situation, why I am discussing all these different kind of situations.

So, that more you analyze it yourself and check it with your own past experiences or others experiences, more you will be ready for the situations, responding to the right response to the situations. So, if somebody keeps you standing that you must definitely ask for a chair, and if somebody keeps you waiting then you definitely catch attention. So, that your waiting time gets reduced, if somebody's ignoring you definitely you catch his attention, that is how you should do it that is through the body language, who the hell are you attitude is somebody shows do not get annoyed, let him do that because he has the authority to do that, it may look to be very courteous, but they are trying to see that if you are given such kind of negative reactions, then how do you respond it and turn it to positive, if suppose somebody gives you who the hell are you attitude then through your interview and interactions, to your conversations and body languages, by the end of the entire interview you take it to your positive dimensions, that is what has to be learned.

Tease you attitude if somebody does tease you, do not get annoyed, the tease you attitude is just to check that what is the amount of emotional control you have, if you are being teased then you should be countering that with a positive answer, if somebody tells you in their debut, what is this you do not know this particular answer of this question, it is a kind of teasing, it is derogatory it appears to be derogatory it appears to be humiliating, whether thing is in that case you can definitely respond saying actually serve frankly speaking we were not talk this, had I been talked I could have learned it I could have answered you, you please try with another question, and if I have been talked if I am exposed to it then I will be able to answer. So, something which has been humiliating intonations which you are converting to your positives this is what is the soft skill you know through your communication skills you are not required attitude, when somebody says I will tell you everybody will try to give an attitude you know kind of reactions that

you are not required, your role is to turn it to you are required; that means, it is your role mind it you have to prove to the person that, who already held a kind of impression that you are not required.

How do you manifest in such a manner that you turn it to positive towards your side, I have seen many cases when a salesperson enters, and the person who is supposed to buy he says no we do not require this particular products, that person says I am not going to sell you the product, I am going to explain you the benefits of this particular product, I am not forcing you to buy this product, you see it for seeing you do not pay anything, there is a very standard thing we hear isn't it, that you do not have to pay anything for seeing you go to a shop, and suppose you are seeing certain objects and they say that so far seeing. So, we are we do not charge for you know seeing the objects, basically what he is doing he is initially when you were not ready to buy, you are not even ready to see, he makes you to see and by the time, you know you see more and more positives of that it may. So, happen that you change your mind and you say in that case I can take this, same is here you are not required is a reaction that is given to test, that how do you convert it to your required situation.

This is what is very interesting. So, in the interview game I always say interview is a game, when you are going you be prepared it is just like any other game you prepare yourself at home, you prepare at workshops, you prepare at the training center, and then you play on the field in the interview board. So, this is a game play and you do not know here in only difference between the normal drum play, I said earlier that the whole thing is a play, play means that place is the dramatics only difference between that kind of thing and this interview is this, during a play every actors role is rehearsed before to the perfections, then on the stage depending on the reaction of the audience, there are maybe a little variations in the whole performances, but the performance is fairly structured, but in the interview, the entire play is totally initially blind, you enter and then the game starts and you do not know from which direction, what kind of questions will be filled it to you, and what will be a reactions and answers.

So, it is a very, very serious affair and here I will I can assure you the kind of soft skills I have been talking about, if you really take note of each individual soft skill and try to train yourself, then you will find you will be a better person to respond to positively to this kind of situations.

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There are other kind of gestures frowning at you, know you enter the interview board and somebody looks at you know the frown, not necessarily ignoring you, but frowning at you know like it is also not same as who the hell are you, it is a frowning because that person is you know when people frown when they are the faults come in the forehead, the vertical 2 or 3 lines when it comes in the forehead, do you know it is like you know when you are in a thinking mode you are thinking something, when you think you know the lines get generated on our forehead and between the eyebrows, we are thinking suppose you have entered the interview room and the person who was thinking something and looking at you the frown will continue, you do not expect that suddenly the whole frown will change no. So, do not misunderstand the frowning, see my suggestion in the whole course of this this discussion of the soft scale is.

Never get disturbed or dejected by any negative reactions or actions never, because my very purpose of telling you all these things is you are supposed to convert all the negatives to positives. So, if somebody frowns at you, you look at him very normally with a pleasant smile, with a soft smile, and then initiate a discussion if he does not, and then the discussion you take it in such a direction that ultimately, he becomes very soft and sober, and very comfortable, and then a smile is generated in his lips and then finally, he becomes. So, comfortable with you or you become. So, comfortable with him that you start discussing all positives and all good things, you know that is how the communication comes. So, frowning that you does not mean that one means to you know

humiliate you, sometime you may find that in the gestures of the interviewer, expression of disbelief what is that expression of disbelief, I have seen many cases I am just sighting one or two.

Suppose a question has been asked and then you say, you give a response an answer and then an immediate reaction of the interviewer is, what are you talking about, what are you talking about. These are disbelief I will tell you may be 100 percent right. Quite often what happens is this kind of disbelief is expressed by the interviewer when the ex-interfering himself is not very sure about the answer. If he is very sure about the answer he will immediately say yes absolutely perfect yes good. He will ask you another question maybe, but if he does he is not very clear about the answer himself, but he shot the question because he could think about the question, before thinking of the answer then the immediate reaction could be disbelief. So, this is another gesture of interviewer expression of disbelief, raised eyebrows is not frowning. Raised eyebrows is trying to explore more of yourself, you know this you will see that these eyebrows will go up, like this I cannot make it because I generally do not raise eyebrows unnecessarily if I am being you know overwhelmed, or if I am being you know ecstatic in anything then my eyebrows may go up, but I cannot do that kind of eyebrow when you really I have seen people raised the eyebrows to this much you know almost here.

That raise raising the eyebrows is also by trick and the practice, but the raising eyebrows, is another gesture which will be very commonly seeing folded arms like this, I have talked about these folded arms open arms and hands behind, but I am just repeating here for the interviewers if the interviewer is sitting all through interviewing you with the folded arms then you can take it for granted, that he is not very serious about the interview now he cannot do this he is supposed to have a normal body posture and then take your interview. So, if he is folded arms if he is folded arms and then suddenly unfolds; that means, you are now breaking the eyes you can take it for granted, that he are broken the eyes the person who was not very much interested to listen to you and you started saying something which has created interest in his mind, then his reaction would be automatically opening the hands unfolding the hands, and then or unfolding the arms and then after some time if you find that he is progressing towards you; that means, he is taking more interest in you.

So, unfolding then unfolding and then you know crossed legs and then crossed legs, if somebody's you know if you find somewhere some interviewer you have gone to he is sitting the folded hands, and the cross legs you can take it for granted the interview is not a serious affair, there because if a person is with a cross leg means, he is trying to prove to you or show to you that he is a highly comfortable, you know sometime you will find that the somebody is listening to you, I gave this indication earlier also somebody is listening to you like this apparently he is paying attention to you. In fact, he has a double mind one mind here, communicating with you another mind is somewhere else he is thinking something else. So, if it is a crossed leg; that means, he is very comfortable there you cannot sit cross legs during the interview when you are giving an interview you cannot have cross legs.

But the person who is taking interview he can have a cross legs and then if you find say now you see folded arms and the cross legs, it is most calm for the interviewer if you find that the interviewer has unfolded the hands; that means, he is taking interest in you or he is trying to give you a hint that enough, you can leave now if somebody has a cross leg; that means, he is feeling very comfortable and wants to it show to you that he is most comfortable situation, and then if he unfolds or rather takes a breaks the across legs, then it is almost giving a hint that it is time is over these hints you have to take. So, here the body languages has to understood, but always there is a chance that you might misunderstand the body language not every time, you know you try to be judgmental about it if you keep on seeing more and more, you know best is to watch different people's movement, and then see the reactions responses make your own judgment.

So, cross legs is comfort showing comfort and unfolding legs means now it is enough, now we are concluding our discussion no further you know, but if you see that the folded arms got unfolded, and the cross legs now become unfolding legs, and then he is leading towards you forward to you; that means, he is taking interesting you.

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Now, the question is the body language during interviews, this I will highlight certain points. It is very, very important you remember I said that when you are going for the interview the time you have entered into the premises, from there you when enter to the gate, to the reception from the reception lobby to the interview room, and then after the interview through the reception lobby to entry exit gate, and then out, every situation your body language is going to give some indications or signals to everybody who is watching, now that everyone is concerned about you an example you have gone for an interview in a company in an office.

The security man who is at the main gate is not concerned about you are giving an interview getting or not getting, he is only concerned about are you sober, are you proper are you properly dressed, are you the right candidate he is going to ensure that, at that time do not show arrogance I have seen people see at the security gate, you know the candidate is charging the security person, I have been called for the interview is something like you know this kind of reaction, I have heard, I have been called for the interview this is the time. So, I should get in do not be sober be sober you have been invited the security persons role at the gate is to ensure that you are the right candidate to enter. So, he is doing his duty, do not show your power do not show your authority, do not show your power of invitation to the security man, he is a poorly paid a low paid person, but he is doing his duty diligently.

So, told to that here the thing is when you enter the premises from then on if suppose you are sober, what would be a reaction you go to the security gate, and then talk to a security person you go yourself do not you do not make the security person ask you. So, where do you want to go, do not make him ask you straightway go to the security person and you say that I have been called for this interview can you tell me where shall I go, very simple question and you will give a very nice answer very soft answer. So, say he look up your interview call later, then he will say sir can you go from the here to here, you will be extra helpful to you by guiding that you go from here and then you turn right and then you get lift lobby from there you go to that floor. And so, you know it makes a hell of a lot of difference that how you initiate the kind of body language or your verbal language.

So, at the entry the next is the space occupied, once you have entered how do you occupy the space, space occupation when I am talking about reception area how you occupy a space, when I am talking about the interview room how you occupy a space, every space is assigned in your interview in the reception lobby there are so many waiting lounge chairs, and there may be say you can sit anywhere maybe, but if suppose you are being guided that you sit there, you please do that do not question you do not question, why should I say there I can sit there why should you say that you simply if suppose you are being guided by the person at the reception lobby. So, please take your seat, you say thank you and sit that is the soberness and that is a good gesture, and space occupied how do you occupy the space now I have also seen waiting for the interview, final interview call waiting for half an hour a person initially was sitting and then after some time he leaning forward the legs are spread in the front, not even bothering that what will happen if somebody is trying to pass by, his legs are like this or some time I found that somebody is sitting on a low couch in the reception lobby waiting for the interview, the one leg here the another leg is in such a way that the boot is very close to the other persons face, what is this these are all bad gestures I will tell you this also plays very important role.

Every gesture how you occupy your space, is going to be very well calculated by you, and it should be always a reflection of your dignity and soberness, then the chair movement if suppose you go to the reception lobby and the sofas are almost fixed. So, you have nothing to do, but suddenly you with a thump you sit on the. So, for that is not

the right way do it very softly, and suddenly you get up that is also not the right way to do it very softly, if over there lose chairs do not drag the chairs making a lot of screeching sound, and make your comfortable position no do not try to shift the chairs wherever they are let them be, if it is if the chairs are with casters then do not sit there and rotate like this, no make a very gentle seating. So, chair movement is very important, sometime the chair woman inside the interview room in interview room, suppose you have been given a chair like this and you keep on rotating your body when you are talking like that is very distracting and disturbing, do not do that it is very, very important I will go to the details of this in my next set of lectures.

Then comes the height, what I am talking about here is the body language during interviews; that means, your body language as a person who is facing the interviewer, I am not tall commenting on the body language of the interviewer. So, all my discussions are focused towards you as a person who is going to go for interview.

So, how you enter how you enter the premises, how you enter the reception lobby, how you enter that interview room, space occupied how you occupy a space in the reception lobby, how do you occupy a space inside the interview room, chair movement how you really move the chairs in the reception lobby, or in the interview room and then comes the question of heights, if you are a tall person means how you take care of your height, I will go to the details of this let me introduce you to the all these points first, then the posture is how should you postures I have talked enough in my earlier classes, how really you manifest your stretcher bend how you bend, how much you bend, how do you put your elbows how you put your hands, how do you bend your body, how do you bend your legs, how you put your hands, elbows the shoulders I have tops it enough.

But I will give you certain clues further, then comes the eye movements this is also I have talked about quite extensively, but here basically at every level the eye movement at the reception lobby your eye movement is very critical, in in the reception lobby if you keep on looking at all the candidates very, very repeatedly you know with the roving eyes of very bad culture, you do not have to you have been given a space sit there quietly. So, eye movements during the interview how you have movement of your eyes, I will go to the details of this, and then the last one that I will talk about is the lies means untruths the body language you know quite often I have found that the candidate who is lying, I gave you some hint in my last lecture that somebody who said that I know some

see some java I gave that example, basically the candidate was lying, the candidate did not know either of these none of these languages it was a lie, which was very clearly reflected. So, lies so, pointers all these body languages during a interview you have to really control. In my next set I will discuss a little more in detail about each one of that.

Thank you.