

Soft Skills for Business Negotiations and Marketing Strategies
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Lecture – 39
Negative Impression

So, friends we are discussing about the negative points, what you should not do?

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Negative Impression

- Biased
- Dogmatic (Rigid / Inflexible)
- Excited
- Last-Word Syndrome
- Nervous
- Withdrawn

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I will come forward with some more points in the negative, did not be biased. Did not be biased to the topic, did not be biased to any individual, did not even be biased to the group you should take it as a game which you are playing. You have been given a set of groups play has to play with and you have been given a topic, that means, is a tool to play with and now you are playing with it. So, never be biased because you are biasness gives a negative indication to the evaluator then did not be dogmatic.

Never, never be reject; never. You should be flexible, you should be accommodative, if you are contesting anything then you should say with logic, he should not sound to be in flexible, you should be really flexible if there is no harm in a group discussion if somebody has said a point which is better then you and you appreciate. In fact, it you are more points than the person who has raised the good point, if you appreciate and if you are point also have been good then evaluator files that you are doubly positive that you have said a right point before and then he is also appreciating right point now uttered.

So, never be rigid, never be dogmatic, then comes excited. Group discussion is a game plan and in a game it is always said any game, any excitement is negative for again, whatever it is, you can never be excited, you should have that composer, that personality that you did not get excited, you are very, very level headed, be level headed there in the group discussion and you try to discuss the points listen to everybody, pay attention to everyone, take a lead from there, if you want to add something to it you do it, if you want to corroborative you do it, but never get excited even you know like say somebody is repeating your points you did not get a excited say I said that, I said that you know have heard.

In a group discussion, if somebody has seller point and another person is taking the referring to the same point then this points has excited, I already said it, is my point he is saying, is an excitement, never. Your emotional control is your real strengths during the group discussion. You did not know in which way you are being evaluated, this is the interesting thing of it and there is no grammatical rule really, what I am putting the points forward over here is from my experiences and also learning from various researches that this goes on because a psychological things are not very clearly demonstrated to any mathematical derivations, it is a all these is a nothing but a play of psychology.

How you manifest? How you speak? How you put your point for us? How you contest? So, always try to see that during the group discussion your composure does not get spoiled or broken then the last word syndrome, you remember I said the first speaker syndrome, the person there is some in the groups who want to speak first. In conference is you will always find there are some in a question asking syndrome that means, there are some in the conference I have form that whatever is the topic that is being discussed. When the chairman we will ask any question from the house this person will resists finger and if you raise your finger 3, more than 3 times then you should be ready also with point like say chairman say you have been asking too many questions.

So, you did not ask any questions, anybody else has a question; that means, is a question asking syndrome he is suffering from and he is trying to, it is not that he is eager to learn about this, he is eager to get a clarification from this, basically he is trying to draw attention everybody that he is there.

So, this similar here, the last word syndrome there are some people they always in a group discussion, they always serve on the last word syndrome, last word syndrome is something like say when after that nobody speaks and the person thinks that he one because there is nobody speaking after that and nobody is contesting anymore and the last speaker syndrome has few things playing in the mind, let me tell you that.

The last speaker of the last word syndrome thing in which the person who is least ready with the points, they will try to buy maximum time and just to buy maximum time what he does is, he listens to everybody and he keeps on collecting his points and starts framing his points and then finally, he speaks with the points, you know when he speaks, he thinks that he is saying all the right things, he is also discontinuing on the negative things is just like as I said for the bureaucrat or the chairman who is conducting a group discussion to take a decision. In such cases when the chairman in a boat room speaks last is he is authorized to speak last because he is a person who is finally, going to draw down the resolution of the discussion. So, he is found to be the last person speaking and if it does not then the discussion does not lead to a good conclusion.

Same is for the administrative bureaucrats, when he is invited lots of in the decision makers to delivered or an issue, then it is his responsibility that he draws an resolution and says this is what is finally, derived out of the entire discussion these are the points I have noted down and there is the points which I have going to follow this we are not going to follow, that is a protocol, that is it is job, but during the group discussion here the last word syndrome is somebody always remains quite, takes everybody's points because he was unprepared and then he makes is point. You know in the group, you can always make out those last word syndrome persons and the interestingly if suppose he is asked that would you ask any question or you have any points you will say I will speaker later, he was in, let him speak I will say later.

Only thing is whenever you find the, this person in different meetings or in substitute discussions always speaks a last then you should always take it for granted he is a least prepared, so you should not suffer from last word syndrome. Today you might be speaking on something which is a last word, tomorrow it should be the first word and the day after it may be the middle one, you know the middle level syndrome. So, this things some people they did not have the courage to start a dialogue and some people did not have the courage to conclude, say as I am saying that the first speaker syndrome is

negative, the last word syndrome is also negative and being somewhere in between the also negative.

Now, where you should be? In fact, you should be such expert that, if necessary you can start a dialogue, if necessary you should be able to conclude a dialogue and if necessary you can always speak in the centre, in the middle. So, you should have all round ability of communications and which you are going to reflect your skill. If you are nervous it is you know it shows in your in your face, it shows on your hand; hand shakes like this, the way I am showing, you know sometime I have seen the people you know hand is on the table and it shakes like this, face is all right, but the handshakes you can make out and in fact, you know if I am an evaluator I will be watching everybody, I will be watching everybody is body gestures, I will be watching everybody is hands eyes, lips and then how he speaks. Everybody is being watched as I said.

So, never be nervous, see you may be wrong, but did not be nervous if you are nervous you are lost the battle before you went for the interview and why, out of that 10 percents in a GD, only 2 persons are shortlisted for final interview because the other 8 persons always found to be negative in some point of the other and these 2 persons who have been now shortlisted have found to be more positive on compared to others, did not be withdrawn this is another very serious thing taken as a negative, withdrawn something like in the discussion if you find that you are losing your points, there in that case I am not going to give anymore opinion because you are not listening to me and you decide whatever you want to do.

This is a kind of withdrawn statement, may be in many meetings, when somebody cannot contests the others clarifications or you have cannot answer others clarifications or cannot contains the other points because there points as so logically strong and better than the person who has said this points. Generally, he withdraws; there are 2 base of withdrawer 1 is remaining quite, suddenly becoming quite that is one way of withdrawing; that means, you say your point I am just given you example with respect to say me.

I have said my points and I have on the people are not accepting my points I can remain quiet and spot in the whole episode of the group discussion I will remain quiet, this is one way with drawing, I will be watched that I withdrawal and when there is a point I

should say, but since I have withdrawn I am not going to say my points, I am not going to offer my points, which is positive, this is one way of withdrawing.

The second way of withdrawing is by shouting, by being aggressive this is double negative; you know if you quietly withdraw yourself it still all right can be acceptable, but if you, you know with aggressiveness you say I did not agree with you, so I am not going to talk on this particular issue, you do whatever you want, you follow your points I did not want to comment anything on this, this is the aggressiveness, this is the another way of withdrawing a very negative, in fact, this is double negative. So, withdrawn is an negative impression and then comes the positive impressions.

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Why are given the negative impression first, see it is always battery to see the words pass and then see what how can we improved, the positive impressions. If in the group discussion you say anything or you approve something with a smile is positive because I watching you, if you are that does not mean that every time you will be smiling like a fool, no. Your smile should be only supported whenever is necessary, but otherwise there are I have seen some people always in a sitting amongst the group will give us a sweet smile all through I said this earlier. If somebody is always smiling in a group discussion, then it looks like a fool, did not have to smile every time. At the same time did not give half smile, you remember I said that in smile in your gestures, in a grooming.

That did not give half smile, did not give did not give bent smiles, you know the lips bent, did not give disagreements smile, you approve anything with a smile you say with a smile, corroborative; if you corroborate somebody else is points, that means, you are supporting is points that does not mean that you have lost and he one you are basically corroborating his points, his positive, it is taken as a positive impression.

If you want to disapprove somebody's points, that means, you have corroborating with a smile or disapproving with a smile is positive, but if you are disapproving somebody's point that to be the smile is positive, it simply gives you double benefits.

One is, you are a smiley person, a sorrow person, at the same time you also have the courage and the knowledge or the logic to disapprove double positive. Then, comes interjection raising finger, this is a point which I want to say before I just held it myself. If you want to interject or interrupt raise your finger, keep it raise for some time. So, that everybody can understand and that I will suggest, I have seen since I have seen many such kind of manifestation, never raise your finger something like this, these are the people did not notice because you are hiding. You raise your finger on the table putting your elbow on the table in such a manner that everybody you can see your finger that your raising your finger, if you are raising your finger, that means, you are trying to draw everybody is attention and whoever is speaking definitely once he watches your finger he will fumble and he will stop likely to stop.

You want to interject, so if your raise your finger and interject is positive, if you be supported also the discussion it is positive. So, when you are talking about in negative aspects of it, try to be positive as much as you can, in the other points like there are certain demerits.

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Demerits

- Being Irrelevant
- Disagreeing beyond reasons
- Dominating
- Impatient Attitude
- Ignorance about Topic
- Losing Temper
- Non-participation
- Poor Communication Skills

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This demerits, I want terms the negatives, but they certain things which are considered to be demerits of a quality of a person who is person in the group discussion. If somebody is irrelevant in terms of his logic, his points in fact, some figures is a demerit for him. If somebody is disagreeing something beyond reasons; that means, he does not know sufficient reason to disagree, it is a demerit of that particular person.

If I say the demerits is nothing but another set of negative impressions that is created because of this, if somebody is relevant, somebody is putting the points at relevantly, if is not up in focus, if he is out of focus, if he is out of context, if he is in a beating and (Refer Time: 13:50) at the topic, but not really focusing out the topic it is relevance and that will bring demerits, negative impressions and if you are disagreeing you have the right to disagree because that is a game plan, but if you agree or disagreeing beyond reasons then second negative, if you are dominating it is a demerit never dominant, be friend you can see in a group discussion about friends, do you always land up in a fight? No. You are discussing among friends, you remain friends when you are splitting after the discussion is over, you are only contesting each other with your points, your knowledge, your background knowledge, your feedbacks, your inputs, your outputs.

So, there may be dominating, you know nobody wants even the most of friend circle nobody wants a dominating friend, if there is somebody who is treated as a dominating friend then he will never been invited for any kind of group discussion, any kind of

group discussion should be very harmonious, multifaceted, oblique viewpoints oriented and you know with a wider spectrum of knowledge and exposure that is excellent, but if somebody dominates just by virtue, your position all by virtue of their physique or by virtue of their personality, then it is negative. Did not being impatience, during group discussion sometimes I form people become impression you know like say you know try that shows you know in the hands, he is trying to you know hand gestures we will show that he is looking for an opportunity, but he is not getting it.

Inpatient shows with a hands with a pumps, with a in the shoulder, with a head moments impatient shows, your impatient attitude is negative. Ignorance about the topic is the first negative, here see you will see as I said quite often, I have put the points you have you know alphabetical order; here it is coming in the alphabetical order. If I would have put this you have natural order, then ignorance about topic would have been the first demerit. Ignorance of the topic means in the groups discussion you have been float at the topic and you are no discuss, but you did not know anything about it any hair and tell about it.

Now, you want to participate in it, see once smart way is there you speak very little and once another smart way you saying that in this topic I did not have much knowledge, as it is going to be negative if you speak rubbish and you cook up your points is going to be negative. So, it is so over, to say that I am not really conversant with this particular issue, a topic. So, I may not be able to conjugate, but, however, I can try to configure this or to understand this particular view point with whatever little knowledge I have.

Can I continue? The immediately you will fine everybody we will say please go ahead, you say what you want to say, but suddenly did not say rubbish, this is how your ignorance about the topic may put you in real trouble and that is why the first point I said in the group discussion is always try to be knowledgeable about at least acquainted about the wall scenarios, the current topics, the social issues, the economic issues and the current affairs.

So, if you are regularly reading the newspapers are watching the TV, at least essentially the media news, then this quite likely that you will not be suffering from this, that you are not be ignorant about any topic, any topic that comes into your (Refer Time: 17:16) at least you will be able to contribute. Then, comes losing temper, never lose temper you become temper, you become aggressive, you become aggressive when you are being

contested and more you become aggressive and people more and more charges on Burgess on you, then you lose your temper and if you lose your temper treat it for granted that you are not going to be shortlisted because nobody wants a loose tempered person or hot tempered person in the team.

Forget about this 30 minutes or 60 minutes of group discussion, nobody wants them in their life, nobody wants them in their company, nobody wants them in their department. So, losing temper is one of the very strong negative thing. Then, comes non participation we know I said quite earlier, remaining quiet is negative that means, you did not want to speak, you are remaining quiet.

So, automatically you are treated as negative personality in the group, in the group discussion and sometime you be quiet not by virtue of your nature, you just did not want to participate, if you did not want to participate then what, did not sit for the group discussion and if you sit for the group discussion you cannot afford to be non participating, you have to participate, you have to participate because in the group discussion everybody has to participate.

When I will talk about the verbal communication in my next lectures, in that I will elaborate more on this that such kind of communications like group discussions in all, it is always communication oriented and in the verbal communication orient, if it is verbal communication oriented it cannot be done with 1 and here anybody who is nonparticipating it is not a game player, is not a team player in that verbal communication game, this will highlights in the next lectures.

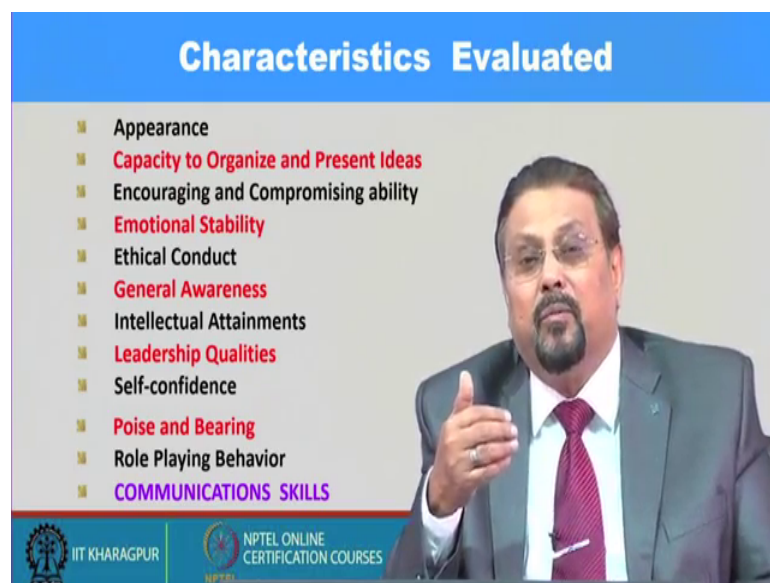
So, you cannot afford to be nonparticipating and if you want to speak little, do it; at least make your contribution you be heard by others and at least they should know watch your voice like, how do you sound when you speak? How good are you in English? If you did not want to participate you can also declared saying that in this issue since I am not very conversant with the topic then it will become very difficult for me to participate in this, but, however, then few sentences you at a and then again you withdraw.

But, you withdraw with humility, you withdraw with soberness that is still all right, but, however, in general if nonparticipating is not treated as positive for this and poor communication skill another demerit. See, you will find again I have colored this with a

different color, because I am bringing you focusing you to as a communication skill which I will talk about in the next episodes, the verbal communications.

Poor communication skills is negative for group discussion because in the group discussion you are being watched that how good you can communicate your points through your gestures, through your body language and also through your verbal communication. Now, this is very, very important when I will talk about the rest of the points you will find that these communication skills will be taken care of.

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Next I will talk about the characteristics which are evaluated, I said about the demerits, I said that the negative qualities, but what characteristics are evaluated generally in a group discussion I said this in some form of the other here I am coming to this points a little faster. What characteristics is evaluated your appearance, overall appearance, your points, your nature, your height, your overall composer is going to be tested, it will be evaluated.

Capacity to organize and present ideas means how do you in the whole group discussion how did you participate? What is your participation style? How did you organize the whole thing? Have you been participating in it? Have you been presenting your ideas well? These are being evaluated. Encouraging and compromising ability; that means, here you are encouraging others to speak or participate and you are also compromising a situation if there is a time shorter an example let me tell you.

If there is a time shortage and you find there will be 2 persons, you and another person left, there are 2 options one is you, grab the time and start speaking and sit with other person does not. There is another opportunities, another option is you can say that we have very little time in which both of us have to speak. So, I will first invite him to speak a few words. So, that I also get an opportunity speak some points of mine, it is a very, very positive one. Alternative is, that we have very little time in which both of us have to speak and it would first I will try to be very brief so that he does not opportunity to speak both positive.

So, here encouraging others to speak, encouraging others to participate, these are all uncompromising over time and so that is equally shared between you 2, these are all positives. Then, comes a emotional stability, emotional stability is being watched it, it is a very clear reflection through your body gestures, to your aggressiveness, to your speaking style, to your communicate with others, how is the emotional stability of the person when he is manifesting or performing during that given time. Then, comes the ethical conduct, ethical conduct is you know, ethics is something which I have discussed earlier maybe very briefly.

Ethics is what is right for that particular situation, what is appropriate for their particular situation governed by the norm; social norms and traditions. So, ethical conduct is somebody like say it is you know giving respect to others is a ethical conduct, not object with the somebody when he speaking not interjecting somebody when is speaking is there ethical conduct, giving opportunity to another person when the time is short, just the last example I have given, whether the time is short giving also an opportunity to somebody else along with you is ethical conduct.

So, ethical conduct is this characteristics is evaluated, general awareness based on knowledge, intellectual attainments this comes to your in a past experiences, past reading, past knowledge, past associations, you know the university that you are studied in, the cultural go university, culture of your family, it comes with everything.

Intellectually, how much at what level you are? It does not mean that your IQ level is very high, not necessary, IQ level is basically trying to measure your intelligence level, here it is not that intellectual level, it is the intellectual attainment means what is the minimum level that you have reached to which is going to be good for the company and

everybody wants to see at least the persons whom there is selecting they are strong intellectually, rough necessarily, intellect highly intellectual IQ oriented because most of it is found that people having very height IQ, they have a different kind of world of their manifestations and some people call that as eccentricity, the eccentricity is not negative eccentricities basically is focused in one particular direction, here the intellectual attainment is over all intellectual attainment that you have got.

Self confidence, how much in the person is self confident? That is also being watched, it is a positive characteristics which has to be assessed. If, you remember the answer the confidence level; the confidence level if it is, if somebody is not very confident his handshakes, he is eye leaves you know it flattens, these are some of the reactions psychophysical reactions which the psychologist or the physiologies they will work it on, but it is seen, somebody start sweating these are all you know manifestation of the poor confidence level.

So, how much a person is self confident? Self confident if you in sometime we say somebody who is lying, he is lying with the self confidence, that means, so confidential lying, we said sometime, we have found some friends, we have some friends who speak, tell a lie very confidently and we say look how great he is he is telling a lie confidently, but that is having confidence is the positive in that, but telling a lies or negative in that, that does not make him useful to the organization, here I am saying the confidence even not telling the lie and declaring that you did not know is the measure of your self confidence.

Take it for granted that your self confidence level is a poor pure reflection of yourself, be careful about it and whole it, whole your confidence with you are going for interview as said the during on interview you must have yourself confidence, during GD also you must have your self confidence, if somebody's contesting your point and you are trying put forward the opposite points, but not being able to still you have to exercise your self confidence.

If you are contesting somebody else's point, do it with confidence. Self confidence is the very, very interesting and important thing in your individual manifestation. Poise and bearing I said this earlier as well, with the poise is overall appearance of yours in terms

of your get up, in terms of your treasure, in terms of your complexion, in terms of your attires, in terms of your movement.

So, poise and the bearing, bearing means how do you really manifest, see you have been given a chair all right how you are sitting on the chair? How you are occupying your space? How you are manifesting within that given space? How you are manifesting the space that is given on the table? How you are manifesting with your hands? All together it is a bearing and so, poise and bearing are characteristics which are evaluated.

In the role playing behavior, in the whole game how do you play your role? See, you are out of the 10 participants you are one of the speakers and here when you are speaking means how you are, your 1st one role is that you have to speak, the next role you have to in listen, the 3rd role is you have to contest, the 4th role is you have to initiate, the 5th role is you have to interject, the 6th role is that you have to conclude, there are so many roles and there may be a 7th role that you are how you encourage others to speak.

There may be 8th role that you are compromising intercept time sharing, there are so many roles to play and every aspects of are going to be watched by the evaluator and group discussion you did not think that you just simply do it and you have to you have to kill the time, group discussion is a very serious issue in which you are being assessed and finally, in this group discussion when I am saying the communication skills. Communication skills here, is how do you really communicate?

This communication skills through body language I have already discussed, I was holding on to the verbal communications to connect it with after this reason is that verbal communication is something in which you are going to speak and you are going to make an impression about yourself to the person who are whom you are going to speak to.

The body languages of course, in presence of the group, here in this communication skills when I will be focusing on verbal communication skill, that means, there has to be an environment of one more person then you, that means, there has to be a communication can verbal communication can happen, when there are more than one persons because single person never bubble can make an as to anybody, verbal communication means you are speaking something to somebody. So, they have to be at least a pair, 2 persons or more than that. So, I will discuss about this verbal communication more in detail in my following lectures.

And then, when I will talk about the verbal communication I will give you clues there, gradually dragging you down to the negotiations. So that, the things which are likely to follow now, after this in the following lectures one is that how do you verbally communicate and then, how do you negotiate and then, how do you go for marketing, that means, sales and marketing and finally, I will discuss about how to manage your time with respect everything, then the whole course will be controlled a recordingly.

So, dear friends, read through this, go through this, try to understand, try to analyze, try to even find out examples which I have given, if you have ever experienced this try to drive you know draw examples from your own experiences to collaborate these observations and then try to be a perfect person as far as practicable.

Thank you very much.